

## Business Tips

- Visitors are advised to carry their passports, in original form, with them at all times.
- Greet Malaysians with a firm handshake accompanied by a bow. Malaysians touch their right hand to their chest after shaking hands to denote respect.
- Many Malaysians enjoy honorific titles to their names, such as Dato', Datuk, or Tan Sri. In address, visitors are advised to prefix the name with the title in place of using 'Mr.' For example, Dato' Ahmad, Tan Sri Lim, etc. In one-to-one meetings, the title alone will suffice while addressing the holder; for example, Dato', Tan Sri, etc.
- Wives of Dato' and Datuk are referred to as Datin. Wives of Tan Sri are referred to as Puan Sri.
- It is wise to note the titles of royalty and very senior officials before meeting them and to confirm the correct way of addressing them in advance of the meeting.
- While 'Mr' and 'Mrs' are normally used in addressing non-titled persons, Malay men can be addressed as 'Encik' (pronounced as 'Inchik'). Malay women can be addressed as Cik (pronounced as 'Chik') if they are not married and 'Puan' if they are married.
- It may be difficult to get meetings during festivals, including Ramadan for Muslims, Chinese New Year for Chinese and Thaipusam and Deepawali for Indians.
- During the fasting month of Ramadan, it is improper to offer Muslims food and drink during the day.
- Business visitors should come equipped with a plentiful supply of business cards. Cards are proffered with both hands and accompanied by a bow. Cards should be received with a bow.
- Most Malaysian meetings and events include food. Guests are advised to partake of the refreshments so as not to offend hosts. It is in order to avoid certain items on the grounds of religion or custom.
- While selecting menus for Malaysian business guests, care must be taken to have halal food for Muslims. Chinese businesspersons usually do not have dietary restrictions, while Indian-Malaysians will not take beef and some may be vegetarian.
- Avoid pointing with the index finger.
- Shoes may need to be removed while entering Malaysian houses.
- Visitors may need to be careful with their personal belongings when outdoors, especially ladies with handbags.