

## Working across Cultures

How to do business in Luxembourg? Tips about the working culture:

- 1) Be **punctual**, it matters here.
- 2) Properly **prepare** for a meeting, improvising in a situation is not well thought off/considered.
- 3) **'Downtime'** during the working day, outside of scheduled breaks, is not viewed as acceptable. However, it is ok to have a **chat** over a coffee or pop outside for a cigarette.
- 4) The **dress code** is important, although a tie is not needed. Outside of the banking sector **'business casual'** is the prominent style in Luxembourg.
- 5) Early start, early lunch.
- 6) It is important to maintain **professional boundaries**. You should not automatically expect to go for drinks with your manager or team at the end of each week.
- 7) **Greetings**: A hand shake is the established norm. In Luxembourg 3 kisses on the cheek is the **custom** socially.
- 8) While it depends on the company, there is not the same **'overtime'** culture in Luxembourg in comparison to the city of London. The motorways are quite quiet after 7pm.
- 9) It can take time to get to know people. People might at first appear quite **cold**. Once you establish trust people start to open up. Superficial **'charm'** is not used much here.
- 10) **To follow the procedures**. It is important to respect the corporate hierarchy and procedures. In a wider context, pedestrians always stop with the 'red man' at a road crossing.

### Review of modal verbs

**Advice:** Should, ought to

**Possibility:** Could, might, may

**Certainty:** Will

**External obligation:** Have to

**Internal obligation:** Must

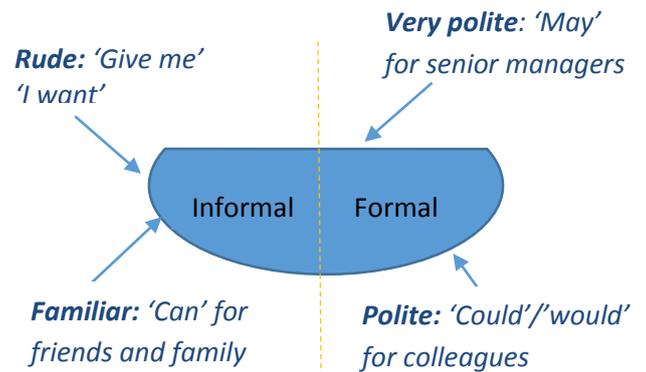
**Suggestions:** Could we, would you like to, shall I

**Ability:** Can, could

**Prohibition:** Must not, can not

**Assumption:** Must

### Making a request



### Quote of the month

**"It always seems impossible until it's done."**

**Nelson Mandela**

### Idioms: Relationships

**Blank canvass:** Nothing is written. Everything is possible.

**Get the wrong end of the stick:** A misunderstanding between two people.

**Saving face:** To protect your reputation in some way.

**Go Dutch:** To share the bill at a restaurant.

**Wined and dined:** To invest money and time in entertaining and charming a client.

**To put my foot in it.** To make a mistake which causes embarrassment/problems for somebody.

**To break the ice.** To establish a more relaxed professional relationship.

**To get on like a house on fire.** To have an excellent relationship with someone.

**Like a fish out of water.** To feel unfamiliar or uncomfortable in a particular environment.

**Real eye opener.** To gain a new and informative perspective on a situation.

**To get into hot water.** To get into trouble with your manager or a person of authority.

