

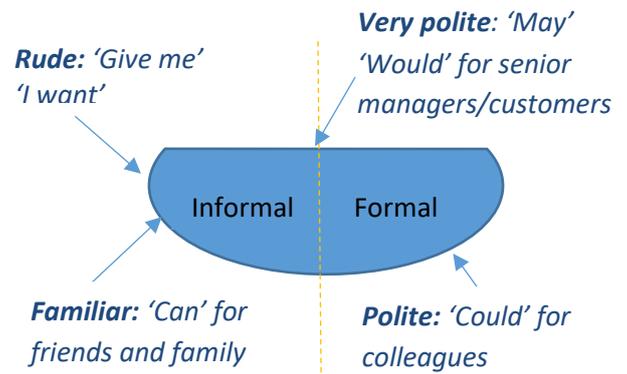
How to do business in Luxembourg? Tips from our own observations of working in Luxembourg.

- 1) Be **punctual (on time)**, it matters in Luxembourg.
- 2) Properly **prepare** for a meeting, improvising in a situation is not well thought of/considered. A structured approach is respected.
- 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. It is fine to take your time over your lunch and go to a restaurant. (French style)
- 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 pre Covid-19:** A handshake was the established norm. In Luxembourg 3 kisses on the cheek is the **custom** socially but this might not survive in the new world.
- 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 7.30 to 8pm.
- 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

"No culture can live if it attempts to be exclusive"

Mahatma Gandhi

Idioms: Relationships

- Blank canvas:** 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.



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