



Official Name: Canada

Head of State: Queen/King of England, represented by Governor General

Head of Government: Prime Minister

National Holiday(s): Canada Day, 1 July (1867)

Official Language(s): English, French

Type of Government: a parliamentary democracy, a federation, and a constitutional monarchy.

- The monarchy is hereditary; governor general appointed by the monarch on the advice of the prime minister for a five-year term
- Following legislative elections, the leader of the majority party or the leader of the majority coalition in the House of Commons is generally designated prime minister by the governor general
- Bicameral Parliament (*Parlement*) consists of the Senate (*Senat*) and the House of Commons (*Chambre des Communes*)

General Behavior:

- Canada is divided into two societies: Francophone and Anglophone. While there are cultural similarities that apply broadly to most Canadians, the different regions of Canada tend to have different “personalities” that can affect business culture:
 - Eastern Canadians (i.e., islands, Nova Scotia, New Brunswick, and Prince Edward Island) tend to be fairly reserved and conservative
 - Ontario residents are business oriented and tend toward formal corporate cultures.
 - Western Canadians tend to be more open, relaxed, and casual, with a friendly and direct communication style
 - Francophone Canadians are very proud of their culture, with a strongly felt connection to Europe; they tend to be more open, emotionally expressive, and gregarious
- Political and economic relations between Canada and America are generally good. However, Canadians will go out of their way to point out differences. Canadians will take offense at remarks to the effect that they are the same as, or similar to, Americans.

Dress:

- Canadians are generally conservative in their fashion tastes.
 - Appropriate attire for a business meeting would be a suit and tie for a man, and a business suit or dress for a woman.
 - Women should take note that showing bare legs may be considered unbecoming, and should wear hose with skirts.
- French Canadians are slightly more relaxed in their business fashion, though still traditionally business-oriented

Business Meetings:

- While all Canadians speak English, French is the preferred language in French Canada. If you are doing business in cities such as Ottawa, Montreal, or Quebec City, have all written materials translated into French. French Canadians will appreciate it if you take the time to learn a few French words and phrases.
- Canadians respond well to multimedia presentations. Presentations should be thorough and authoritative.
- Punctuality is a must, and introductions should be made with a firm handshake and direct eye contact.
- During the meeting, keep the small talk to a minimum, and keep the meeting on schedule.
- Business cards are commonly exchanged.

Meeting and Greeting:

- Canadians shake hands firmly (with strong eye contact) upon meeting and departing.
- In Quebec, kissing on the cheeks is also a common form of greeting.
- Men should rise when a woman enters or leaves the room.
- Canadians tend to be more formal when it comes to titles and forms of address. Always use last names and professional titles unless invited to do otherwise.
- Forms of Address:
 - Address the Governor-General or their spouse in conversation as *Your Excellency* or *Excellency* (formal) or *Sir/Madam* (less formal)
 - Address the Prime Minister as *Prime Minister* (formal) or *Sir/Madam* (less formal); Deputy Prime Minister as *Mr./Ms./Dr./etc. (surname)*
 - Address a Minister (Member of the House of Commons or Senator) as *Minister* or *Minister (surname)*. For a Deputy Minister or Assistant Deputy Minister, address them by their titles as well (i.e., *Deputy Minister* or *Assistant Deputy Minister*.)
 - Address a Secretary of State as *Secretary of State* or *Mr./Ms./etc. (surname)*.
 - Address the Canadian Ambassador as *Your Excellency* or *Mr./Madam Ambassador*.
 - For any other positions/counterparts, it is always safe to address them by their respective title, *sir/madam* or *Mr./Ms./Dr. (surname)*.

Gift Giving Etiquette:

- Gifts are not routinely given in Canadian business culture, although gift-giving at the close of a successful business negotiation or contract is more common.
- Gifts should be modest, not lavish. The thought behind the gift is more important than the gift itself.
- Appropriate gifts include office items, a bottle of wine, or an invitation to an event.
- Inappropriate items include clothing or perfumes (too personal).

Dining Etiquette:

- Table manners are Continental
 - The fork is held in the left hand and the knife in the right while eating
 - The fork is held tines down
 - If you have not finished eating, cross your knife and fork on your plate with the fork over the knife
 - Indicate you have finished eating by laying your knife and fork parallel across the right side of your plate

- Do not begin eating until the hostess or host begins.
- Do not rest elbows on the table.
- Do not cut lettuce in a salad. Fold it using your knife and fork.
- Rolls should be broken apart by hand.
- Toasts: Once everyone has been served, the host makes the first toast.

Gestures and Body Language:

- Canadians respect personal space, so do not touch during conversation or stand too close to counterparts. Remove your hat or sunglasses when speaking with someone.
- Sit up straight, without spreading your legs or putting your feet up, and tend to matters of personal hygiene in private.
- Hand gestures considered innocuous elsewhere may be offensive in Quebec. Avoid making the "thumbs down" sign to show mere disapproval, or covering one fist with the open palm of your other hand.

Tipping Guide:

- The local currency in Canada is the Canadian dollar (C\$). Tips in US dollars are accepted, but since the US dollar is worth slightly more than the Canadian dollar, you may want to exchange your money before tipping.
- Current Local Currency Conversion (*as of 6/28/2016*): **\$1.00 = C\$1.33**

Setting	Gratuities
Transportation	Taxi drivers should be tipped 10-15% of the total bill. Airport/hotel shuttle drivers do not expect tips (C\$1-C\$2 would be appropriate for good service).
Hotels	Generally expected. Porters (C1\$-C2\$). Housekeeping staff (15% if gratuity not already added to bill).
Restaurants, Bars, Cafés	Waiters are tipped 15-20% tip off the total bill (if gratuity not included automatically). Bartenders are tipped 10-20% (C.50\$-C2\$/drink) of the total bill (or use the "keep the change" rule).
Guides	A 10-15% tip is appropriate to show appreciation for a guide and driver.

Common Phrases:

English	French	Phrase Pronunciation
Hello (day/evening)	Bonjour / Bonsoir	"Bawn-zhoor" / "Bawn-swahr"
Goodbye	Au revoir	"Oh-reh-vwahr"
Yes	Oui	"Wee"
No	Non	"Noh"
Please	S'il vous plaît	"See voo pleh"
Thank You	Merci	"Mare-see"
Excuse Me; I'm sorry	Excusez-moi; Je suis désolé(é)	"Eks-skew-zeh-MWAH ; Zhuh swee DEH-zo-LEH"
Bathroom	Toilettes / WC	"Twah-let"