



Do's and don'ts in Germany

1. Don't come late for an appointment. Be punctual. Don't ever let other people wait for you.
2. Use formal address and surnames until invited to use first names. (*Guten Morgen, Herr Meier!*). However, students and young people (<21) will probably start on first-name basis in informal settings.
3. When you speak German the word "you" can be translated by "du" or "Sie". It's similar to "tu" and "vous" in French. Using "Sie" is a sign of respect. When you are invited to use "du" with someone, it means the relationship has become more familiar. When you hesitate, use "Sie".
4. In the greeting shake the right hand and keep eye contact. One says till approx. 10 o'clock "*Guten Morgen*" (Good morning), then "*Guten Tag*" or between 11 o'clock and 13 o'clock "*Mahlzeit*". From 17 o'clock one says "*Guten Abend*".
5. When you sit at the table for having something to eat, you say "*Guten Appetit*" before starting. Before drinking you often say "*Prost*".
6. In Germany it is common to pay a tip at the rate of approx. 10% in restaurants or pubs. This means you are satisfied with the service.
7. Germans like polite people. So use the word "*Bitte*" (please) whenever you ask for something. Always say "*Danke*" (thank you) when you get something.
8. Do not expect too much small talk in business relations. Don't be offended if Germans are very direct and straight-forward in expressing their wishes and the abundance of rules.
9. In Germany you have to pay deposit for bottles with the sign: When you bring the bottle back you get about 15 -30 cent back. Nonreturnable bottles are marked with the words: "*Kein Pfand*".
10. There are many regulations in Germany. Some important rules:
 - ⚠ You are not allowed to smoke below the age of 18 years.
 - ⚠ You are not allowed to drink alcohol below the age of 18 in general, but you are allowed to drink beer at the age of 16.
 - ⚠ Carry your passport always with you. The police sometimes want to check your identity.
 - ⚠ Don't litter (paper, cigarettes, chewing gum, etc.) in the streets. Cross the street only when the traffic light is green. Otherwise you might be fined.



Organizing your daily life in Germany

Opening Hours of shops

Monday-Friday: 8:00-20:00

Saturday: 8:00-16:00 (supermarkets until 20:00)

Most shops are closed on Sundays. You can buy some food at petrol stations or at bakeries.

Emergency calls: Fire brigade/Ambulance: **112** - Police: **110**