
PROFESSIONAL ETIQUETTE FUNDAMENTALS

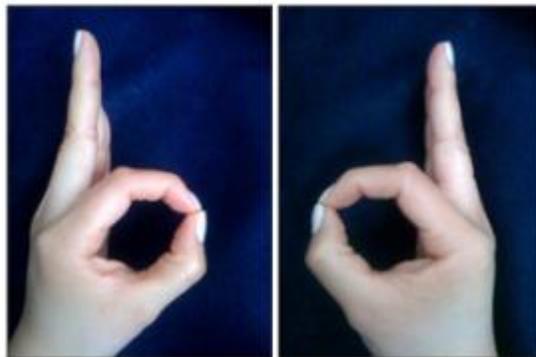
Good Manners Make Great Impressions

Pre-dining basics

- When you sit down at the table, immediately unfold your napkin and put it on your lap
 - The purpose of your napkin is to keep your lap clean and to 'dab' at your mouth, if necessary
 - It should not be used for anything else
- Turn off your cell phone or put it on vibrate. Do not put your cell phone on the table. Do not text or take ANY calls. Do not put keys, sunglasses, purses, or elbows on the table; remove gum discretely before you get to the table or if you forget, excuse yourself and remove it in the restroom
- If you do not already know the people at your table, introduce yourself
- Before ordering, observe what others at the table are ordering. Do not order the most expensive thing on the menu
- Do not start eating any of the food (bread, etc.) until everyone has been seated. Follow your host's lead
- If the meal is a buffet, and you know your table is full, wait until everyone had returned from the buffet line before starting. If the meal is served by the wait staff, wait until everyone is served before you start eating

The place setting

- The bread plate is always on your left and drinks will be on your right. A place setting diagram is below. A quick trick for deciding what bread plate is yours, is also below. B for 'bread' and D for 'drink'
- Use your silverware from the outside-in. If you have two forks, the first one is for your salad
- Put your bread and butter on your bread plate before buttering your bread
- Never turn a wine glass or coffee cup upside down to indicate that you do not want a serving
- If a piece of silverware is used during the meal, it should not be placed back on the table; it should remain on the plate
- If you need to leave the table, fold your napkin once, and place it on your chair seat



Passing food

- At the beginning of the meal, food should be passed in a counterclockwise direction
 - If the person on your left asks you to pass a plate, of course, pass it to the left
 - Either hold the serving dish for the person next to you or place it on the table in front of them; holding the dish for them is more 'Colorado-style'; placing the dish on the table is more formal

- Always use the serving spoon or fork; never your own silverware
- Never stretch across the table for an item, always ask for it to be passed
- If you want a roll, first offer the basket to the person next to you, then take one
- Pass salt and pepper at the same time, even if someone only asked for the salt

Dining essentials

- Always chew with your mouth closed; wait until finished chewing to talk
- Only cut enough food for a mouthful or two. Only tear off enough bread for a mouthful, and butter it on the plate
- Pace your eating and try not be the first one or the last one done
- Do not move or stack the plates when you are done, except in very unique situations
- When you are finished with your meal
 - Fold your napkin (loosely) and place it by the left side of your plate
 - Put your fork and knife in a 10:20 position with the blade of the knife faced inward



General Recommendations

- If you are not sure what to wear – ask. Being over-dressed is better than the alternative
- If you have the opportunity, review the menu online before arriving. This allows you to focus on the meeting
- Remain focused on the purpose of the meeting; if it is to get acquainted, do that. If it is to discuss an issue or gain agreement on an offer or a proposal, do not stray far from that goal. Balance the social aspect with the work goal
- Do not divulge inappropriate or controversial information (or stories) about yourself. One-upping a funny story may not be in your best interest. Never discuss religion, politics, or anything controversial at the table; remain noncommittal if someone else does
- If you make a dinner reservation at a restaurant and your plans change, cancel the reservation as soon as possible
- If you RSVP to any invitation, either keep it, or cancel it. Food is ordered based upon RSVPs and people remember when you are a frequent no-show
- Arrive at events on-time
- Grace – if you are not of the same religion, bow your head and be silent. Do not try to ‘make a statement’
- If alcohol is served, (assuming you are 21+), keep your consumption to one drink; two drinks is acceptable if it is a multi-hour evening event and if you can handle it. Pace yourself. Do not over-consume to mitigate your stress
- When meeting people, remember a firm (but not crushing) handshake, look them in the eye, smile
- When you talk to people, look them in the eye a strong percentage of the time
- Whomever gets to a door first may open it for others; it is no longer dependent upon gender

Gratitude

- Thank people for any courtesy they have provided you. Thank your host before you leave the restaurant
- Handwritten notes are great, but must be timely; emails are also acceptable and can be delivered more quickly. Depending upon the event, both an email and a handwritten note are acceptable