

Business & Dining Etiquette

Florida Records Management Association – Cocoa Beach, FL

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Introductions & How to Address People

- A. Introduce the most important person *first*, using their name first. Ex:
 - Mr. Big Client, let me introduce you to Mr. Small
 - Older person, let me introduce you to younger person
- B. Always use Dr. if applicable. Wait for the other person to instruct you to use their first name before you do so
- C. Use a firm handshake when greeting someone
- D. Wear your name tag on your RIGHT shoulder so when you shake hands with someone, it is clearly visible



Introduction Blunders – What to Do/Say When...



...You forget someone's name:

Be honest and say something like, "Please tell me your name again." (This happens to everyone.)

...Your name is pronounced incorrectly:

Gently correct your name while smiling & say "It is hard to pronounce, you're not alone"

...Your manager forgets to introduce you:

Casually introduce yourself: "I don't think we've met, I'm (first & last name), and your name?"

Conversation Starters

AVOID DISCUSSING:

- Politics
- Religion
- Gossip
- Personal topics (finances, problems, health, relationships, etc.)
- Anything negative

SAFE CONVERSATION STARTERS:

- Compliments re: event/food
- The other person's job/role & organization
- Weather
- Books & Movies
- Music & Sports
- News or Current Events (Avoid politics or religion)
- How long the other person has lived in current city

KEY: *Respect other's opinions, even if you don't share their views*

Business Etiquette Pre-Assessment:



A) True or False?

1. ____ If your tableware is soiled, just wipe it off
2. ____ It is okay to accept “seconds” if they are offered
3. ____ Wear your name tag on the left shoulder area for easy reading
4. ____ When introducing people, use the most important person’s name first
5. ____ Do not attempt an introduction if you cannot remember names
6. ____ Men should stand for introductions and handshaking, but women should remain seated
7. ____ If you need to briefly leave the table, place your napkin on the table
8. ____ At the end of the meal, hand your plate to the wait staff
9. ____ It is acceptable to order dessert if no one else does
10. ____ If you’re at a banquet or group situation, you may begin eating as soon as you are served

B) Label the Following:

1. Salad Fork
2. Dinner Fork
3. Bread & butter plate
4. Butter spreader
5. Napkin
6. Place Plate
7. Dessert Fork
8. Dessert Spoon
9. Dinner Knife
10. Salad Knife
11. Soup Spoon
12. Water Goblet
13. Wine Glass
14. Sherry Glass

Dining Etiquette: Do's & Don'ts

- **General:**
 - Don't chew gum or smoke at the table
 - Do keep elbows off the table
 - Do keep polite conversation
 - Do follow the lead of your host when eating
 - Do use silverware from the "outside-in"
 - Do not order alcohol! If the host orders a bottle of wine and insists, only have ONE glass
 - "B"read on your left; "D"rinks on right
(Memory tip: B comes before D in alphabet - left to right; or **BouLDeR**)
 - Food is served from the left and dishes are cleared from the right
- **Before Meal:**
 - Do place napkin on your lap as soon as you are seated
 - Don't wipe the tableware if it is soiled; discretely ask the server for a new one



Dining Do's & Don'ts

DO'S:

1. Do taste the food before seasoning
2. Do eat quietly (chew with your mouth closed)
3. Do pass food platters from left to right (counter clockwise)
4. Do pass salt and pepper as a set
5. Do tear & butter bite-sized portions of bread/rolls as you eat them
6. Do wait for everyone at your table to be served before beginning to eat, and wait for your host/hostess to pick up his/her fork to eat first
7. Do remember to say "please" and "thank you" frequently
8. Do cut your food one or two pieces at a time
9. If you have some food in your mouth that you don't want to swallow: Move the food forward with your tongue onto your fork and place it back on the side of your plate.
10. Do wipe your fingers and your mouth frequently with your napkin - use the corner of the napkin and blot at your mouth

DON'T:

1. Don't request seconds; accept them only if they are offered
2. Don't "dunk" your food
3. Don't ever put liquid into your mouth if it is already filled with food
4. Don't take large bites or chew with an open mouth
5. Don't clean your teeth or apply makeup at the table



PARTS OF THE MEAL:

Appetizer Course

- Only order an appetizer if your host does

Soup Course

- Soup should be spooned gently into the mouth, using the *side* of the spoon
- Do not drink from the soup bowl
- Do not dunk bread into soup



Salad Course

(Europeans enjoy the salad course after the meat course as a palate cleanser)

- Use the appropriate salad knife and fork
- Cut salad into one or two bite-sized pieces at a time
- Cherry tomatoes?

Meat/Fish Course



- Use the appropriate knife and fork
- Cut into one or two bite-sized pieces at a time
- Rest the knife and fork on the edge of the plate when not in use, with the knife blade turned toward the meal
- When applying lemon to a fish meal, squeeze the lemon with your right hand, using your left hand as an umbrella to protect dinner partner

Dessert Course

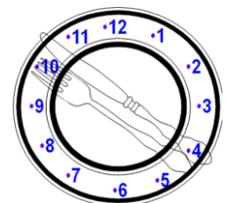
- Use dessert spoon or dessert fork
- Only order if host orders dessert

Coffee Course

- Coffee, hot tea, sparkling waters, and liqueurs
- Often served from a coffee table in an adjoining room

After the Meal

- Position the knife and fork in the position of clock hands at 10:20 across your plate, with the knife blade facing inward toward the plate
- Don't push your plate nor hand it to the wait staff when you are finished



Gender Etiquette



1. To avoid sexist stereotyping assume equal gender status
2. Whoever gets to the door first should hold it for the other person
3. Both men and women should rise to greet a guest whom you are meeting for the first time
4. Whoever invites a colleague or client to a business lunch pays for it

Power Lunches

When having lunch with your manager, you must balance professionalism with social skills

- First Impressions
 - Be on time – turn cell phones off.
 - When seated, unfold your napkin and place on your lap.
 - If you need to leave the table, place your napkin on your seat.
- Table Talk
 - Stay focused and listen, answer questions clearly.
 - Thank him/her for inviting you.
 - Avoid speaking negatively about anything.
 - Speak (and laugh) discretely.
- Ordering
 - Pick up your menu when your manager does.
 - Follow the lead of your manager when deciding on appetizers, etc.
 - Select affordable, easy-to-eat foods.
 - Water or soft drinks are a safer choice than alcohol.
- Manners
 - Always use your best manners--when in doubt, watch your manager for clues.
 - Do not ask for a doggy bag or to-go bag.



After Hours Functions

- Although these events may be informal, your behavior will still be observed closely
- Avoid improper behavior such as drinking more than 1 drink, inappropriate conversation, or anti-social conduct
- Eat before you go
- Ask in advance if dates are allowed & the dress code
- Brush up on introduction skills
- Turn cell phones & pagers off
- Extend yourself (network if appropriate) & remain standing as much as possible
- Express appreciation after the event to the host/hostess



Thank You Notes

- Always send one: A lost art – you WILL be remembered!
- Should be written and sent within 48 hours
- Use professional stationery (not email)