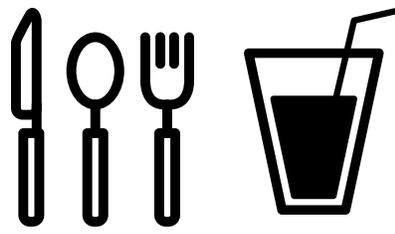


# DINING



# ETIQUETTE

Good manners are NOT about putting on airs. They are about making people feel at ease!

- Wait until the host/hostess places napkin on lap before you do. In restaurant, napkin on lap immediately.
- Dinner party guests wait until the host/hostess is served and picks up fork to begin.
- In restaurant or banquet, never begin eating any course until everyone has been served, unless prompted by the host/hostess to do so.

- Napkin: do not shake it out, do not tuck it into shirt collar or belt/wasteband.
- Open end of napkin fold facing away from you.
- When leaving table during meal, napkin is placed on seat.
- When meal has ended, napkins are folded casually and placed to left of plate, never on the plate.

- Salt & pepper are always passed as a set.
- When passing food, generally, offer to person on your left before serving self, then pass to the right (counter clockwise).
- Silverware is set in order of its use; bread (b = left) & drink (d = right).
- Start on outside, move inward as courses are served.

## TABLE CONVERSATION



**YOU ONLY HAVE 7 SECONDS TO MAKE A FIRST IMPRESSION. MAKE IT COUNT!**

- Be a good listener and avoid interrupting
- Focus and maintain eye contact
- Ask open-ended, relevant questions
- Be inclusive
- Keep it cheerful, positive, pleasant, polite, and appropriate

# etiquette continued

.....  
what you need to know!

## ON THE JOB ETIQUETTE

- Learn company culture, including dress codes, conduct, and especially the unwritten policies.
- Find out boss' expectations and perform appropriately.
- Be on time for work, meetings, and projects.
- Introduce yourself to others. Be friendly!
- Keep your workspace organized and neat.
- Don't make your personal life a big part of your professional life.

## WHY SHOULD I KNOW THESE THINGS?

*Professional etiquette is an unwritten code of conduct about the various interactions one might encounter in a professional setting. When proper professional etiquette is used, all involved are able to feel more comfortable and at ease, and things tend to flow more smoothly. In professional situations, displaying proper etiquette can help to give you a competitive edge over others who may not be using proper etiquette. Conversely, failing to use proper etiquette may result in being overlooked for a job or losing out on other valuable opportunities. Professional etiquette can be applied to many areas of an individual's work and personal life!*

Learn It. Know it. Use. It.

## THE HANDSHAKE



- Your opportunity to make a strong, positive first impression.
- Extend hand, make eye contact, smile, state your name.
- Give a solid grip, but not too solid, for about 2-3 seconds.
- Judge grip of other person and adjust if needed.

