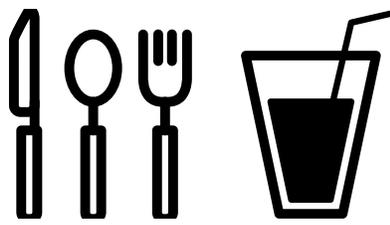


DINING



ETIQUETTE

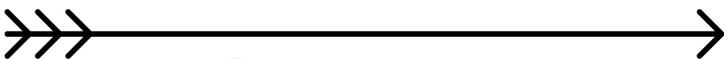
Good manners are NOT about putting on airs. They are about making people feel at ease!

- 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.

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.



Learn It. Know it. Use. It.

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