

Etiquette

***Etiquette establishes social parameters that put people at ease.
The key to success is to be observant, think of other people first and follow their lead.***

Introductions and General Rules *“A first impression last a lifetime”*

- Say your name first and present your hand for shaking (Firm handshakes are crucial)
- When introducing yourself at a social gathering state how you know the host or hostess
- Remember Names. Use mental clues to remember a person’s name. It’s OK to ask again – once.
- Use a person’s formal title until they tell you otherwise (Dr., Mr., Ms., or Mrs.)
- Keep the greeting simple such as “How do you do?” and “It’s a pleasure to meet you.”
- Keep conversation light at all times (Avoid controversial subjects and off color jokes)
- If you are incorrectly introduced or mispronounced, gently correct (don’t embarrass them)
- Regarding Women
 - Men should rise when a woman enters the room for the 1st time
 - Always open a door to a building, and open a car door for the lady
 - Let a woman enter and leave an elevator first

Dining Etiquette Tips *“Less is more”*

- Hors D’oeuvres and Appetizers – Buffet style
 - Reasonably fill your plate - Don’t fill up – that’s what dinner is for
 - Do not snack around the table
 - Use forks if available
 - Shrimp is eaten by hand when served at an appetizer buffet, eaten with a fork when served at dinner as shrimp cocktail
 - Avoid ordering appetizer a business lunch – but take the lead of the host
- Sit Down Dinner – When to eat
 - At a person’s home - the hostess/host eats first
 - At a restaurant -if there are 6 or fewer persons, wait until everyone is served begin eating
 - When there are more than 6 persons, you may begin when served
- Napkins
 - Place the napkin in your lap as soon when you sit down
 - At a fine restaurant, the waiter will do this for you
 - Use the napkin regularly so that your face is kept clean, by patting face (not rubbing it)
- Utensils
 - Forks on the left, knives on the right
 - Work from the outside in per course
 - The small fork is a salad fork, large is for the entrée course
- Bread
 - Put butter on your plate, and then butter your roll. Don’t butter it straight from the butter dish
 - Tear apart a roll with your hand, do not cut it with a knife
 - Bread or a sandwich/hamburger is the only item at dinner that you can use your hands.
- French fries are OK to be eaten by hand if it is a casual meal

- You may use a roll in one hand, fork with another, to help small food onto your fork
- Salad
 - When ordering at a business meal, know what dressing you like and order it. It is preferable
 - to avoid asking the waitress for the litany of dressing choices, although you may inquire what
 - the house dressing is.
 - If there is an item in the salad that you do not like, leave it on the plate – do not transfer it to
 - the bread plate or the table
- Entrée
 - When ordering at a business dinner/lunch – take the lead of the host. Don't order the steak if
 - they are simply ordering a sandwich or salad (and vice versa)
 - Order things that are not messy – avoid ribs, spaghetti (unless that's the theme of the
 - restaurant and everyone is ordering it – example: eating at Spaghetti Warehouse)
 - Avoid bottled steak sauces. Ketchup for French fries – not to cover the taste of something
 - you don't like
- Dessert
- Rarely ordered at lunch – take the lead of the host – you probably won't order coffee either at lunch

General Dining Rules *"If in doubt, watch what others are doing"*

- Stand when a woman approaches the table, and help her to her chair
- Don't reach across the table; ask to have something passed to you
- Pass Salt & Pepper together (even when someone asks for just one of them on their own)
- Don't salt your food before you taste it
- No elbows on the table
- Time your eating so that you end with everyone else
- Cut your food as you eat it – not all at once
- If you must excuse yourself, leave your napkin on your seat
- If you are served something you do not like, do not announce it to everyone. Just ignore it.

Business Lunch *"The business at hand is the priority, not your food – Don't be high maintenance"*

- ALWAYS be on time or slightly ahead of time
- NO ALCOHOL
- Ordering - Take the lead of your host when deciding what to order.
 - Prepare to order quickly, with few exceptions or substitutions (preferable none)
 - Know ahead what you like - almost every restaurant serves Caesar Salad, Chicken sandwich or Chicken Salad – choose one if you don't have time to review the menu
 - The meal is secondary to the business at hand – don't get caught up in ordering
 - If at dinner, when ordering a steak, avoid two things: ordering well done and steak sauce both are un-sophisticated

- Pace yourself – you don't want to rush or slow down the lunch
- Don't talk so much that you forget to eat – then finding yourself rushed to finish

Cocktail Hour *"Pace Yourself"*

- Don't over do it – do not get drunk (non-alcoholic drinks are always acceptable)
- Stick with something that takes ice so you can limit your drinks but continue to add ice
- Beer served in a bottle is OK to be consumed in the bottle except at fine restaurants – follow the lead of the host if you should even order a beer
- Always avoid 'fruity drinks' that involve an umbrella – unless you are having an interview on a beach.
- Wine – don't be afraid of the wine steward. Just order a mid-priced wine as follows:
- Dry Red – Cabernet or Merlot accompanies Beef
- Dry White – Chardonnay or Pinot Grigio accompanies Fish or Chicken
- NEVER drink and drive – know your limits and live to them conservatively

Dressing for Success *"Dress for the job you want, not the job you have."*

- Purchase a quality, dark, 3-button suit for interviewing (don't skimp for a cheaper suit - it shows)
- A suit, not blazer and slacks, is expected for interviews
- A starched **white**, point collar (not button-down) shirt with plain white t-shirt underneath is crucial
- Always have dress shirts laundered professionally
- Ties are best with simple patterns – avoid loud designs or 'theme' ties (tie should touch your belt)
- Black dress shoes/black belt, Dark socks – MAKE SURE THE SHOES ARE SHINED!!!
- Check yourself prior to going out and occasionally thereafter. Keep breath mints in your suit pockets
- Keep hair well kept. Avoid unusual hairstyles and colors. Clean-shaven is preferable.
- Moustaches and Beards should be well maintained
- Pay attention to eyebrows, nose hair and ear hair.
- Piercings and earrings will have to go. Avoid heavy colognes. Simple cufflinks are acceptable
- Business Casual means dress pants, shirt, sweater and shoes. Maybe a blazer, never a tie, or jeans.

Thank You Notes *"Always in fashion"*

- Buy some thank you notes and keep in your desk and briefcase. Personalized notes are even better.
- Thank people after an interview. Also for any gift or unusual kindness (even family)
- Keep them simple and short, Avoiding the phrase "I wanted to thank you," just say thanks
- Hand-written thank you notes are far preferable over e-mail.

Tipping *"More a reflection of you than of service received"*

- 5% - 20% is customary for good service at a restaurant
- Easy to calculate – double the bill and move the decimal.
- Example: bill is \$30.00 double is \$60. Tip should be \$6.
- A generous tip speaks volumes to *your* character and will be remembered
- Travel with plenty of \$1 bills. \$1 per bag when checking into the airport and when having the bellman
- take luggage to your room

Netiquette

- The same rules that apply to normal etiquette apply to the use of email, listserves & the internet
- When sending an email include a salutation to the person you are sending it to
- Include the use of the subject line but keep current (the 3rd time around the subject might be changing but
- the subject line might still be the old one)
- Avoid replying with the original message unless it is referenced specifically (it is difficult to read messages
- if you have to wade through countless other messages first)
- Avoid replying quickly since this sets you up to reply when angry (the upside to email is that it is quick, the
- downside to email is that it is quick)
- Emails are more like postcards than letters: the contents can be read by anyone
- Emails and use of computers you do not own are subject to the company rules
- Emails are stored for months in company computers, even those you have deleted!
- Avoid forwarding tasteless or inappropriate humor – you could get linked to this in the future
- When replying to a listserve, be sure whom you are replying to: the sender or the entire list
- Horror stories abound about sending personal remarks to entire listserves
- Avoid replying to lists too often – people will cut you off or ignore you after a while
- On most listserves you can receive emails for the day (check out the original subscribing email)
- Set up a listserve for the chapter to send chapter meeting minutes, discussion, etc.

Web Sites

- What audience will be looking at this site: members, alumni, prospective members, public.
- Keep updated
- Do not use inappropriate material, especially inappropriate pictures
- Light on the text
- Chapter web sites are the “first look” of your chapter by new students
- Include alumni section
- Borrow material from other chapter’s & national (don’t reinvent the wheel)
- Provide links with your university & Sig Ep national
- Try to take site beyond just conveying information to doing transactions

Server:admin/Greek/PR/website