

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 high 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 – chose 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”*

- ✓ 15% - 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
Dr. Ron Binder



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