

DINING ETIQUETTE

by Benjamin P. McLaurin

Your Manners Are Showing...

Do's...

*Do respond to invitations. RSVP on an invitation is French for *repondez s'il vous plait* and means that the host(ess) would like you to confirm or deny your attendance. If an invitation includes "regrets only", reply if you will NOT attend the function.

*Do take your seat upon entering the dining area and remove your napkin. If of the masculine gender, do place your napkin in your lap in lieu of your shirt collar.

*Men should rise whenever a woman sits, leaves or returns to the table.

*Do talk with both neighbors during a dinner. Be prepared to discuss a variety of subjects.

*Do control the noise level at the table particularly if you are the host or hostess. It can be distracting to other patrons of the restaurant if a group is noisy.

*Do be aware that you will be asked questions while you have food in your mouth; therefore, do not consume huge portions at one time.

*Do try to order food that you are familiar with. Foods that require your fingers are not appropriate at a business luncheon or dinner.

*Do remember to eat using silverware from the outside in towards the plate. If a knife is not necessary, it should remain on the table.

*Do use your knife and fork to handle foods for everything with the exception of bread. Your bread knife is to be used to butter your bread only, one piece at a time.

*Do follow your host(ess) lead when in doubt about the proper use of eating utensils

*DO REMEMBER YOUR SALAD PLATE WILL BE TO THE LEFT OF YOUR DINNER PLATE; GLASSES AND COFFEE CUP TO YOUR RIGHT.

*Do try to keep your eating area neat and clean.

*Forego your intake of alcoholic beverages during a business luncheon or dinner regardless of your ability to consume large amounts.

* Do remember to return your napkin to the table should you leave the table or at the end of the meal. It should never be placed in your plate. It does not have to be refolded to the original condition, but should be placed neatly on the table.

*Do place your fork and knife in the plate on the right side at the end of the meal. This signals the waitress/waiter to remove your plate.

*Do send a follow up note to the host(ess) after the event thanking him/her for the invitation.

Dont's...

*Do not invite yourself or a guest anywhere unless the host(ess) is aware. (It should be remembered that business luncheons, dinners and receptions are not cheap dates.)

*Do not take huge portions of food when serving yourself. It is better to make several trips to the food table than to make one suffice for several, formal dinner guests should not request second helpings or "to-go " servings. At a corporate reception, it is extremely important to take small portions so that you may be able to hold your food and glass in your left hand keeping your right hand free for greetings.

***DO NOT BEGIN TO EAT PRIOR TO EVERYONE AT WUR TABLE BEING SERVED.**

*Do not try to fake your knowledge of food and wine.

*Do not order the most expensive item on the menu.

*If given a finger bowl or warm wet towel, it should be used for your hands and mouth. Do not make this a bath.

*Do not remove hard to eat items with your fingers or dispose of in your napkin. You should place this on your fork using your tongue and return to your plate. Please cover with another piece of more attractive food.

*Do not stir your beverage with your spoon hitting the side of your glass (e.g. cling-cling-clang).

*Do not blow your soup and/or slurp it.

*Do not walk around at a cocktail party without a drink in your hand, whether you drink or not.

*Do not socialize at a reception with your buddies only. Make sure you circulate throughout the room and meet the "right people."

*Gentlemen, never take your jacket off to eat, or put your tie over your shoulder to keep it drip free.

*Do not use toothpicks and/or apply lipstick at your table. That should be done in the restroom

*Do not smoke or chew gum at the table. (Moreover, never chew gum in public.)

*Do not swap food with anyone else at your table, and please do not taste what you didn't order.

*If you are a vegetarian or they are serving food you do not eat or like, you may talk to your waiter/waitress and ask if a substitute is possible. Do not make announcements to the entire table that you do not eat whatever, and give the reason why.

* Should something fall on the floor, call the waiter/waitress for help, do not climb or crawl under the table or across the room to retrieve a piece of silverware or food.

*Do not hesitate to excuse yourself after a dinner party if the hour is late. To properly excuse yourself, briefly chat with the guest of honor and host(ess) prior to leaving.

Wines

*A dry white wine is served with fish or with an entree. It should be well chilled prior to serving. When drinking white wine, you may drink the contents of the glass completely.

*Red wine is normally served with red meats, duck and game. Red wines should be served at room temperature. Leave a sip of wine in the glass if drinking red wine. This avoids swallowing any possible sediment.

DINING STYLE

What's your style?

Depending on how you've been raised, you participate in meals in one of three ways—the **American** style of dining, the **European (or Continental)** style of dining, or the **NO** style of dining.

Dining American-style.

Step One. When cutting a piece of food, place your fork in your left hand with the handle hidden in the palm of your hand and the fork tines down. Place the knife in your right hand with the handle hidden and the serrated edge facing the plate.

Step Two. After cutting one piece of food, lay your knife across the top of your plate with the serrated edge facing you. Transfer the fork from your left hand to your right—with the fork handle now showing between your index finger and thumb and the tines facing up.

Step Three. After chewing and swallowing the piece of food, repeat the first three steps.

Step Four. When you choose to lay your utensils down to rest or to listen more intently to the people with whom you're dining, the "rest" position should place the knife across the top of the plate with the serrated edge toward you. Place your fork, tines up, with its handle resting on the lower right side of the plate.

Step Five. When you've completed your meal, place your fork across the center of the plate with the handle to the right and the fork tines down. Bring your knife from across the top of the plate and place it next to the fork with the blade still facing you.

Dining European-Style.

Step One. Follow step one of the American style.

Step Two. Rather than transferring the fork to your right hand, leave the knife and fork in the same positions as described in step one. With your knife in your hand, lift your fork (containing a bite-size piece of food) to your mouth, tines down.

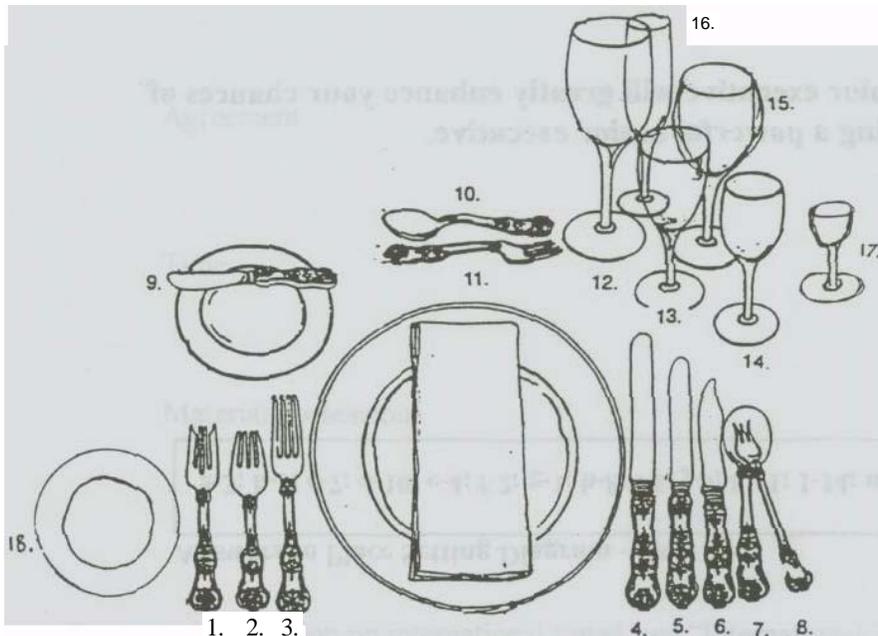
Step Three. When you're ready, repeat the first three steps.

Step Four. In European or Continental style, the "rest" position involves placing your knife on the plate first, with its handle to the lower right of the plate. Next place your fork, tines down, on the lower left of the plate so that fork and knife cross.

Step Five. When you've completed your meal, place your utensils in a 12 o'clock and 6 o'clock position.

Dining with NO style.

This variation consists of keeping your knife in your hand while handling your fork like a shovel. The NO style of dining also involves holding your fork with the tines up and handle showing while cutting a piece of food. There's only one thing to say about this style—don't do it!



- a. Dinner fork —
- b. Salad knife —
- c. Soup spoon —
- d. Dessert spoon —
- e. Dinner knife
- f. Salad fork
- g. Fish fork
- h. Cocktail fork
- i. Fish knife
- 3. Butter knife
- k. Dessert fork
- l. Sherry glass
- m. Champagne flute
- n. Red wine glass
- o. White wine glass
- p. Water glass
- q. Salad plate
- r. Cordial glass

(Answers on page 20.)

Please match the number of the correct utensil or glass with the description.

BUSINESS ETIQUETTE

by Belinda J. White

As the business world becomes more diverse in race, gender, age, ethnicity, cultures, time zones, use of technology and formality, leaders must become more sensitive to the way in which they interface with others. The 21st century leaders will be expected to possess impeccable manners that will be appropriate in any diverse, global situation.

The etiquette knowledge base is so vast that no one can be expected to "know-it-all". Therefore Letitia Baldrige's New Complete Guide to Executive Manners. (Baldrige, 1993), is a must for the young executive's reference library. However, there are some points to business etiquette that all professionals must become unconsciously competent in performing.

- Proper introductions
- Shaking hands
- Travel/corporate jet etiquette
- Conference/recognition events
- Removal of sexist language
- Avoiding sexual office relationships
- The art of employee dismissal
- Telephone manners
- Business/personal written communications
- Dressing appropriately
- Holiday time etiquette
- Breakfast, lunch & dinner business meetings
- Videoconferencing
- Gender neutral chivalry & showing deference
- Remembering names
- Elevator etiquette
- Company socials/outings etiquette
- Dining etiquette
- Giving/receiving invitations
- Workplace comfort for all
- Small talk
- Electronic manners
- Hosting clients/visitors
- Business gift giving
- Using proper forms of titles
- Conducting meetings
- Business entertaining
- International protocol & etiquette

Being a well-mannered junior executive will greatly enhance your chances of becoming a powerful senior executive.

INTERNATIONAL- PROTOCOL & ETIQUETTE

by Donald S. Vest, Ph.D.

When doing business abroad, "seasoned" professionals must avoid the ethnocentric behavior associated with being labeled the, "ugly American".

General Advice for Conducting International Business

- Learn a few phrases in the country's language (See chart top of next page)
- Learn some facts about the country - holidays, leaders, celebrities,
and take note of cultural variations (See chart bottom of next page)
- Bring suitable gifts
- Never criticize the regime in power
- Take medical shots/medication
- Have passport & visa in order
- Have a foreign language dictionary
- Be punctual
- Do not criticize the food, way of life, housing, etc.
- Learn the currency and exchange rates
- Be sensitive to cultural dress codes

- Know the five (5) silent languages of overseas business-

Space

Friendship

Agreement

Time

Material possessions