

Professional Etiquette Tips

On-the-Job Etiquette

- Never be late for an appointment.
- Business introductions are based on rank not gender. A client should be introduced before your supervisor and your supervisor should be introduced before a co-worker.
- Stand up, walk from around your desk, make eye contact, shake hands, smile and state your name when being introduced.
- Be a good listener by paraphrasing what you've heard and using gestures.
- Only use someone's first name when given permission.
- Return phone calls and e-mail messages promptly.
- Do not leave someone on hold longer than thirty to sixty seconds.
- Be sociable, but avoid gossip.

First Impressions

First impressions are critical to your success in business. Here are a few tips to ensure that the first impression others have of you is your absolute best.

1. Remember that you are always onstage. At any given moment you may encounter that sought-after client or potential employer. Always be prepared to look and sound your best.
2. Know that people will look at your face and neck first. Good grooming is essential. Don't put off that haircut another week just to save money.
3. People will glance at your feet next. Make sure that your shoes are well maintained and appropriate. Poorly kept shoes may signal a lack of attention to detail on the job.
4. Focus on the other person. Use the person's name immediately in conversation. This sends a message that you are interested in them and pay attention to details.
5. Express some form of appreciation within the first few words. Say "thank you" to others for their time and effort in meeting with you or whatever is appropriate to recognize.
6. Smile and make eye contact. You will make other people feel good about themselves and about you.

Dining Matters: Important Points to Ponder

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| <ol style="list-style-type: none"> 1. Gender Courtesies <ul style="list-style-type: none"> • Business - men/women seat themselves. • Social - acceptable to pull a chair out for a woman. 2. Table Posture <ul style="list-style-type: none"> • Comfortable - not rigid or slouchy. • Hands in lap when not in use, no elbows on table during courses. 3. Silverware <ul style="list-style-type: none"> • Move from outside in. • Never leave spoon in a cup, bowl, or glass. • Never put used silverware on clean linen. • 3 o'clock finished position. 4. Napkins <ul style="list-style-type: none"> • Don't UNFURL - fold lies towards you on lap. | <ul style="list-style-type: none"> • Put on chair seat or to left of plate if you excuse yourself during meal. • Fold neatly to right of plate when all at your table are finished with the meal. <ol style="list-style-type: none"> 5. Courses <ul style="list-style-type: none"> • Pass <i>counterclockwise</i>. • Taste food before salting. • Pass salt & pepper together. • Don't stack plates when finished. Soup - <ul style="list-style-type: none"> • Spoon away. • Don't dunk or crumble crackers. Salad - <ul style="list-style-type: none"> • May use knife if needed, save across butter plate. Entree - <ul style="list-style-type: none"> • Cut 3 or 4 pieces of meat at a time - not all at once. • Don't butter rolls directly from the | <ul style="list-style-type: none"> • butter dish - place a couple butter pats on your own butter plate. • Butter your roll on a small section you've broken off - not a half or a whole. <ol style="list-style-type: none"> 6. Drinks <ul style="list-style-type: none"> • Don't clank loudly while stirring. • No chewing on ice cubes. • Never stir with the common sugar spoon. • Stay away from alcohol - just one drink if you do. 7. Ordering <ul style="list-style-type: none"> • Select a medium-priced meal. • Ask host for recommendations. • Stay away from messy or finger foods. • Be courteous to servers, but not overly talkative. • The tab is the host's responsibility. |
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Rules of THUMB:

1. The meal is part of the interview
2. Follow the lead of your host
3. Wait for your fellow diners . . . to be seated . . . to start eating . . . to end the evening
4. If you must excuse yourself, do so between courses
5. Server serves from your left, removes from your right
6. Solids on the left, liquids on the right
7. Remember - this is not your "last supper"

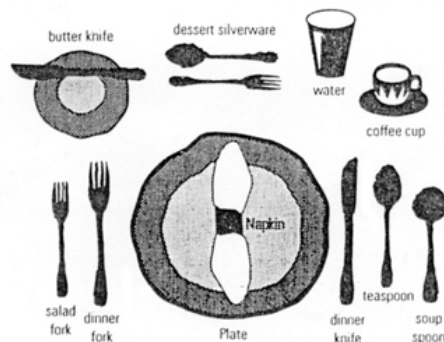
Basic Social Etiquette

Career Services recognizes the importance of proper etiquette and how it can help a person feel at ease in their professional and personal life. These tips have been compiled to help you present yourself in the best light so you can make the most of any professional meeting, gathering, or social mixer.

- Don't be a No-Show! One of the first signs of considerate etiquette is to let your host know if you cannot attend an event. Earliest is best. Even if something important comes up at the last minute it is always the polite thing to do to notify your host even at the last minute or after the event – by phone, by note or by e-mail.
- Be punctual. Greet the host/hostess.
- It is safest and most considerate to stick to pleasant, non-controversial topics about current affairs, sports, travel, work, or school interests. Make people feel comfortable.
- Introduce yourself with a smile, friendly eye contact, and a firm handshake. Be considerate, include new arrivals in the conversation.
- You may split into smaller conversational groups of two or more but don't leave anyone out. Be open to others "merging" with your group.
- Encourage others to talk by asking questions. Put people at ease.
- Call elders and superiors by their proper name until they ask you to use their first name.
- Practice remembering names. Pay close attention during introductions and repeat the name in your response.
- Be sincere. Give the speaker your attention. Use eye contact.
- Visit with more than one individual or small group to maximize net-working.
- Learn to graciously exit at a natural break. You don't have to give a reason why you are leaving.

*"So nice to meet you, Mr. President, please excuse me" . . . or
"Good to see you again, Bill, please excuse me."*

The Basics of Dining



- Pace your eating – don't inhale – don't dawdle
- Talk only *without* food in your mouth
- When chewing food, keep your mouth closed
- Never put huge bites of food in your mouth