



# MANNERS<sub>for</sub>LIFE

*IN A NUTSHELL:*

TREAT PEOPLE, PROPERTY AND TRADITIONS WITH RESPECT.

TREAT OTHERS WITH KINDNESS AND COURTESY.

SHOW GRATITUDE BY WORDS AND ACTIONS.

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Dear Parents,

We are pleased to have your child participate in the Manners for Life Cotillion Program. This book contains a review of the curriculum presented at each class.

There is no homework for students in this class. Instead, they will get a short T/F quiz at the beginning of class, situation permitting. Students who answer all of the (very easy) questions correctly will be in a drawing at the end of the class for a prize.

Parents will receive a class follow-up via email a few days after each class summarizing what was covered in class. It's important that you read it as it will give you a good idea of what's going on and will also notify you of any changes or upcoming events. Email is the primary form of communication with parents to please let us know if your email address or other important information changes.

RSVPs are required for the Alhambra, Golf Clinic/Lunch and Ball. This will be taught on several occasions. Please assist your child if necessary. This is an important skill to learn.

Replacement books, if available, are \$15.

Attendance:

1. Have your child call if they are going to be absent. This helps in planning for dancing, refreshments, chaperones and high school assistants and is a great opportunity to teach your child this courtesy.
2. Please arrive a few minutes early so that students can get their nametags and have a little time to socialize with friends.

We are looking forward to a fun and successful Cotillion season! We are happy to be working with your child to prepare them for the many new social settings they may encounter.

Please feel free to contact me at [kaye@mannersforlife.net](mailto:kaye@mannersforlife.net)

# EXPECTATIONS

## MANNERS FOR LIFE STUDENTS SHOULD:

CALL IN ADVANCE IF THEY ARE GOING TO BE LATE OR ABSENT.

ARRIVE AND DEPART PROMPTLY.

COME TO EACH COTILLION EVENT IN PROPER ATTIRE.

LISTEN AND NOT TALK WHEN THE DIRECTOR, AN ADULT OR ANOTHER STUDENT IS SPEAKING.

SHOW RESPECT FOR FELLOW STUDENTS. MAKE EVERYONE FEEL LIKE A PART OF THE CLASS.  
NEVER REFUSE A DANCE.

SHOW RESPECT FOR THE CLASSROOM AREA, DECORATIONS AND OTHER SUPPLIES.

THANK GUEST SPEAKERS AND CHAPERONES WHEN YOU LEAVE AND GIVE THEM “PLUS ONE”—A COMPLIMENT OR NICE COMMENT.

*Students who fail to conduct themselves appropriately will be asked not to return and membership fee will not be refunded.*

## WORDS TO THINK ABOUT

**ACCOUNTABILITY:** TAKING RESPONSIBILITY OR BEING RESPONSIBLE FOR SOMEONE OR A TASK.

**CARING:** TO SHOW REGARD, INTEREST OR CONCERN FOR OTHERS.

**DISCRETION:** TO ACT WITHOUT DRAWING ATTENTION TO ONE'S SELF. (2) TO KEEP THINGS PRIVATE THAT SHOULD NOT BE REPEATED.

**EMPATHY:** TO UNDERSTAND HOW SOMEONE ELSE IS FEELING; TO PUT ONE'S SELF IN HIS OR HER SHOES.

**EXCELLENCE:** TO BE ABOVE THE NORMAL STANDARD; TO BE THE BEST.

**EXPECTATIONS:** WHAT OTHERS ARE DEPENDING ON US TO DO, OR WHAT WE ARE EXPECTING SOMEONE ELSE TO DO.

**FORGIVENESS:** LETTING GO OF BAD FEELINGS TOWARDS SOMEONE.

**HONESTY:** BEING TRUTHFUL, SINCERE AND FAIR.

**INTEGRITY:** ADHERENCE TO MORAL AND ETHICAL PRINCIPLES; SOUNDNESS OF MORAL CHARACTER; HONESTY.

**PEER PRESSURE:** FEELING FORCED TO DO SOMETHING BECAUSE EVERYONE ELSE IS DOING IT.

**PERSONAL CONTROL** — BEING ABLE TO SAY “NO” TO SOMETHING OTHERS ARE ENCOURAGING YOU TO DO.

**RESPECT:** TO SHOW CONSIDERATION FOR OTHERS AND THEIR FEELINGS.

**RESPONSIBLE:** BEING IN CHARGE OF ONE'S ACTIONS AND BEING ANSWERABLE FOR ONE'S BEHAVIORS.

**RUDENESS:** A BEHAVIOR LACKING COURTESY OR CONSIDERATION TO OTHERS.

**SPORTSMANSHIP** — SOMEONE WHO EXHIBITS POLITE BEHAVIOR EVEN OR ESPECIALLY WHEN THINGS GO WRONG; SOMEONE WHO CAN TAKE A JOKE.

**SYMPATHY** — TO UNDERSTAND AND FEEL EMOTION FOR SOMEONE AT A TIME OF SADNESS.

**TOLERANCE** — TO SHOW KINDNESS AND SYMPATHY FOR THOSE WHO ARE NOT LIKE US; TO ENJOY DIFFERENCES WITHOUT COMPLAINING.



# SOCIAL SURVIVAL SKILLS

## THE BASICS



# NAMETAGS

*Nametags are always worn on the right side.*

WHY?

This way, when you shake hands with someone (using your right hand, of course) the eye travels up the right arm and the eye is automatically drawn to the other person's nametag.

## THE HANDSHAKE

1. Always stand when shaking someone's hand.
2. Step out from behind a desk or table.
3. Clasp hands so that the web between thumbs and index fingers meet.
4. Pump hands once or twice – not too long.
5. Maintain good eye contact and posture.



## INTRODUCTIONS AND GROUP SOCIAL SKILLS

Unless you live on a deserted island in the middle of nowhere, you will be around other people and have many social interactions with them each day. You will have to get along in school, while playing sports, with your family and friends, at social gatherings and later at work. Whether you think about it or not, the fact is, the first time you meet someone and the impression you make is very important.

A negative first impression can take the rest of your life to change.

Introducing yourself and the way you introduce others is the first step in making a great first impression on new friends.

### THERE ARE FIVE “S”S TO A GOOD INTRODUCTION:

1. Smile.
2. Stand up straight.
3. See—make eye contact
4. Shake firmly.
5. Say: “Hi! My name is .....I don’t believe we’ve met.

The other person should say their name in response. If not, you should respond with “And your name is...??”

### INTRODUCING YOURSELF TO OTHERS

This is the easiest introduction because you already know your own name!! If you walk up to someone new, extend your right hand, look the person in the eye, smile and say, “Hi, I’m \_\_\_\_\_.”

If the new friend does not say their name, you may say, “What is your name?”

Another time you may have to introduce yourself is if you walk up to a friend you know and they do not introduce you to their friends. You would then speak up right away and say, “Hi, I’m \_\_\_\_\_. Sam and I know each other from baseball.” They should then all say their names back to you.

(.....more on introductions).

## INTRODUCING OTHERS

There are 5 rules to try and remember when doing this. The person's name you say first is the person you want others to meet (most important).

- You always say a woman's name first if introducing to a man.

**"Mrs. Peterson,** I want you to meet my uncle, Mr. Miller." "Uncle Fred, this is my choir director, Mrs. Peterson."

- You always say the oldest person's name first when introducing to someone younger.

**"Grandpa,** this is my friend from Girl Scouts, Cindy. Cindy, this is my grandpa Mr. Smith."

- You always say the person's name first that has the most influence or status.

**"Michael Jordan,** I would like you to meet my brother Joey. Joey, this is the famous basketball player, Michael Jordan."

- You always use a person's title if they have one. Ex. Doctor, Senator, Principal, President, Reverend, Pastor, Mrs.

**"Professor Darwin,** this is my puppy Spot."

- Once you have introduced everyone, mention how you know the person.

He is a friend from church.  
He is my neighbor.  
She is a cheerleader with me.  
We play soccer together.

## WHEN YOU ARE INTRODUCING YOUR PARENTS:

Even though you call your parents Mom and Dad, your friends need another name to call them!

Be sure to introduce your parents, as "This is my Dad, James Smith and my Mother, Anne Jones.

(.....even more on introductions).

## OOPS – I FORGOT YOUR NAME

Forgetting a person's name that you have met before can happen to all of us. The worst thing you can do is to ignore them and not introduce them to your friends.

The best thing to do is to apologize and say, "I am sorry, but I know we have met but I can't remember your name." They should say their name and then you introduce everyone.

If you are in a group and someone new walks up and no one introduces them, the polite thing to do is to stick out your hand and begin by saying your name. When this happens, it is a clue that the person you are with has forgotten the new person's name and can't introduce you.

*Take the pressure off the other person and do it yourself.*

## INTRODUCTIONS TO GROUPS OF 3 OR MORE

You bring a friend to the movies that none of the other friends you are meeting have met. If the group is a small group of five or less, you can introduce your friend to all of the new people individually.

***"Hi everyone, this is my friend Sam from school. Sam, these are my friends from school; Fred, Samantha, Kelly, Justin, and Peter."***

If there are many people in the group, it will take too long to introduce Sam to everyone. It is okay to just say, "Hi everyone, this is my friend Sam from Camp." Everyone will wave, smile, or say "Hi." They can talk and introduce themselves after the movie.

*The most important thing to remember is to always introduce everyone to everyone. If you can remember the rules, great. But if not, just make sure everyone is introduced to everyone. A polite person will not leave anyone out and will always attempt to include all friends.*

# THE RIGHT WAY TO SIT

## SITTING LIKE A LADY

*If you are in someone's home or at a big social event, wait to be given permission to sit. The hostess may have somewhere she would like you to sit. If not, take the seat of your choice.*

1. Walk towards the chair with good posture.
2. Turn and feel the chair with the back of your knees. (This will help you make sure that no one has "accidentally" moved the chair).
3. Sit down, keeping your back straight and your head up.
4. Keep your knees together and your hands in your lap.
5. Cross your legs at the ankle or hold your feet together. In any event, make sure your knees are together.

## SITTING LIKE A GENTLEMAN

1. Walk to the chair with good posture.
2. As you approach the chair, unbutton your jacket.
3. Sit tall with your back against the chair and knees slightly apart. Keep both feet on the floor.
4. Hands rest just above your knees.
5. When you stand up, remember to re-button your jacket.

*YOUR POSTURE COMMUNICATES YOUR FEELINGS ABOUT YOURSELF.  
IF YOU STAND STRAIGHT, YOU PORTRAY CONFIDENCE.*

## STANDING:

1. Keep your feet parallel but keep your knees relaxed.
2. Keep your spine long and straight.
3. Shoulders back, stomach in, chest high, chin turned up slightly.
4. Relax your arms and hands.

## WALKING:

Stand as above and step with feet slightly ahead of your body. This promotes good posture.

# HATS AND CAPS

*Hats and caps are always removed for the Pledge of Allegiance or the National Anthem.  
This applies to both males and females.*



*Hats are removed when going indoors as a measure of respect.*

- Caps and hats should be removed when entering a home, including your own.
- Remove caps/hats while eating (even at home).
- Hats or caps not of a religious nature should be removed when entering a place of worship.
- Always comply when asked to remove your hat.
- Remove your hat or cap when entering a restaurant.
- When entering a store or other "public area" like a train station, the hat or cap may remain on. This applies to baseball caps worn by men or women.



# REFRESHMENTS AND BUFFET DINING

- A gentleman walks with or “escorts” a lady to the refreshment table.

Ladies, if you are wearing gloves, take them off before going to the refreshment table and place them on your chair. If you forget, just remove them and hold them under your plate with your napkin.

- The gentleman asks the lady if she would like some refreshments.
- The lady will answer, “Yes, please” or “no thank you”.
- If the lady says yes, the gentleman picks up a plate and napkin, placing the napkin under the plate, and hand them to the lady.
- The lady continues in the refreshment line and serves herself.
- The gentleman follows, getting his own plate and napkin and serving himself.
- The lady stops at the punch bowl or beverage area and waits for the gentleman.
- The gentleman asks the lady if she would like some punch. Again, the lady is to respond with “yes, please” or “no thank you”.
- The gentleman picks up a cup and hands it to the lady. He turns the cup so that the handle is towards the lady. Be careful not to touch the rim of the cup.
- A lady always expresses appreciation.
- The gentleman will pick up his own cup.
- They walk back to their seats, side by side—but not in escort position.
- After refreshments, the gentleman asks the lady if he may take her plate. He will carry dirty dishes to the service table. Dirty dishes are never returned to the refreshment table.
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Food and dishes should not go on the floor—it’s too easy for a cup or plate to get turned over and make a big mess (sometimes permanent) on floors and carpets.

Keep your food plate and punch cup in your lap.

WHEN STANDING, YOUR LEFT HAND WILL HOLD THE CUP AND PLATE. YOUR RIGHT HAND STAYS FREE AND IS YOUR EAT, MEET AND GREET HAND.

# DOORS AND COATS

**Getting into the car:** The gentleman will walk with the lady to the door closest to where she will be sitting. She waits as he opens the door for her.

***Ladies, always wait for a gentleman to open the door. He wants to be courteous—really.***

Ladies will sit down, backside first then swing her legs into the car (knees together). Always say “thank you” to the gentleman.

***Don’t forget to buckle up!***

**Exiting from a car:** Once at the destination, the gentleman will leave the car and close his door. He will walk to the lady’s door and open it. He will then give her his left hand to help her out of the car. He will close her car door. He will then give her his right arm and escort her to the event they are going to attend (movie, concert, restaurant, church, or party).

**Entering a building:** Upon reaching the main entrance door to the event, they will drop escort arms and the gentleman will open the door for the lady.

- If the door opens towards you, the gentleman will pull the door out, hold the door open, and let the lady pass through.
- If the door opens away from you, the gentleman will push the door open while walking through. He will then hold the door open while the lady walks through.
- If the door is a revolving door and it is already in motion, the lady will go through first and then the gentleman.
- If the door is a revolving door but it is not moving, the gentleman will push it forward, walking through, and the lady will follow him.

**Once Inside:** The gentleman will offer to help the lady out of her coat. He will stand behind her and place both hands firmly on the back shoulders of her coat. She will slip her arms out while he guides her.

**Coat checkroom:** He then takes her coat to a coat claim room and leaves it with the person watching the coats. Usually, he will be given a claim ticket with a number on it. He must give this back to the coat check person in order to be given the correct coat. It is expected that, if a coat checkroom is used and there is an attendant, you leave a \$1.00 tip per coat.

**No coat checkroom:** The gentleman will carry the lady’s coat to their table and place it on the back of her chair or on a hook nearby.

**Upon leaving:** The gentleman will get the lady’s coat, open the coat with both hands, and guide her into her coat. He will then put on his own coat.



# FAMILY MANNERS

*Belonging to a family is a great gift. Our homes are the places where we can be ourselves. So why are we often so rude to the ones who love us the most? If you had a job and were rude to your boss, you would be fired! Fortunately, moms and dads don't usually fire their children.*

So, is it okay to let down your manners when you are at home? Do your parents deserve less respect than your teachers, friends, and strangers? Of course not! You can relax at home, be yourself, kick off your shoes, sit more casually, but you should still show respect to your family members.

*What should you do to make things run smoothly at your house? Here are a few starters:*

## **1. Have a real conversation with your parents, brothers, and sisters.**

- “Yes” is not a conversation.
- Talk about what happened at school today.
- Tell them what tests, projects, reports, games, or school parties are coming up.
- What’s happening with your friends?
- Ask your parents questions about their work or day.

## **2. Be a good guest in your own home.**

- Don’t leave dirty laundry (socks, underwear, tee shirts, etc.) on the bath or bedroom floor.
- Clear your dishes from the table to the sink area. Rinse them off and put them in the dishwasher.
- Help by putting the butter, ketchup, milk in the refrigerator.
- Always use good bathroom courtesy, especially if sharing the space with someone else.
- Hang up your towel so it is dry the next time you need it.
- Replace the toilet paper roll if you finish the roll.
- ALWAYS flush the toilet.
- Rinse out the sink after brushing or washing.
- Take things to the right room instead of stepping over them.

## **3. Take responsibility for being part of the family.**

- Obey the rules of the family that your parents have set down.
- Do your assigned chores and then some. Be respectful of other’s space.
- Knock before barging into a closed door.
- Share the television, video games or computer and other electronics.
- Thank someone who does something nice for you. Moms love a hug or “thanks.”

#### 4. Keep your parents up to date on what's going on in your life.

- A good rule is **NO SURPRISES!**
- Let them know where you are, whom you are with, and when you will be home.
- Let them know when things are due for school and avoid late night runs to Target or Wal-Mart.
- Let them know in advance when there is a special event that requires special clothing or treats.
- Brace them early for a possible bad report card grade.
- Try to understand that your parents love you and want you to be happy. They understand that as you grow older, you will want more independence and while they were your age once, you have never been a parent or their age. They are looking back at life and its potential highs and lows and dangers and celebrations. They are not trying to make your life unbearable but safe.

**SMILE—YOUR FAMILY LOVES YOU!**



# MOVIE AND THEATER MANNERS

MOVIE AND THEATER MANNERS ARE VERY SIMILAR. THEATERS TEND TO BE MORE FORMAL BUT IN EITHER CASE, IT'S IMPORTANT TO PAY ATTENTION TO THE PEOPLE AROUND YOU. IN THE CASE OF THE THEATER, BE SURE NOT TO DISTRACT ACTORS OR MUSICIANS.

- Be on time, find a seat quickly and quietly and remove your ball cap or other headgear.
- Sending or receiving text messages during the movie or theater is annoying and disrespectful to other movie-goers. The light and/or clicking during texting might not bother you but is a pain to those around you. If you are too busy to avoid texting for a couple of hours, it's best to rent a movie and or stay at home.
- Try not to sit in front of others. Of course for a sellout, this won't be possible. But most of the time, it's possible to spread out so that everyone has a good view. In the theater, sit in your own seat—no switching in hopes that the seat holder won't show.
- While it's not necessary to have a "Miss Manners" pose while sitting in the movie or theater, it is NOT OK to put your feet over the seat in front of you. How would you feel if someone had his/her bare feet on the back your seat?? Yuk!
- If you need to leave: Say excuse me and leave as inconspicuously as possible. Be careful—try not to step on toes or purses. Your body should be parallel to, and facing, the movie screen.
- If someone is trying to leave, turn your legs in the direction they are going so that it's easier to pass.
- Don't tell your friends how the movie ends or what happens next. Not only will it annoy them but strangers who are around you might also hear.
- **If someone in the movie is being rude:**
  - A polite "Would you be so kind as to be a little quieter, please? or "I'm having a hard time following this?" You'll have a much better chance of getting results if you are polite—even if they are not!
  - Ditto if someone is kicking your seat.
  - It's better to be direct and polite. Ask politely instead of giving a dirty look.
  - If the offenders continue to be disruptive, excuse yourself and get someone from the theater (a manager, preferably) to handle the situation—they do not want to lose your business and will usually be very helpful.
- **Eating:** Try to be as quiet as possible when eating.
  - When you unwrap something, do it quietly.
  - Chew quietly.
  - Take your trash with you when you leave and deposit it in the receptacle.



# DANCING

*The gentlemen are responsible for leading dance steps and the lady follows. Being in the correct positions makes this easier. The lady should have good posture and should not be “limp” – it is easier for the gentleman to lead if he has just a little resistance from the lady in the form of a straight back. The gentleman will provide a light pressure with his right hand just below the lady’s shoulder blade to indicate turns, etc.*



## POSTURE FOR DANCING

In order to dance well, various body parts need to be in correct relative position with one another. The head, chest/torso, pelvis/hips, legs, and feet, are aligned correctly when they are placed directly on top of one another in a natural and upright manner.

**Head:** The head should be held straight up with the chin parallel to the floor. The neck should stretch upward and your ears should be over your shoulders.

**Chest / Torso:** The chest and hips should be in a straight line. The ribcage should feel like it is being lifted off of the hips, which lengthens the spine and makes you look and feel taller. Breathe normally. Try not to lean too far forward or slouch back.

## GETTING STARTED

- Face your partner with your shoulders parallel to each other. Your body should be offset by 1/2 body distance to your own left, with your right foot pointed in between your partner’s feet.
- **Gentlemen:** Your right arm will be your partner’s main support. Place your right hand just below the woman’s shoulder blade. Keep your fingers together and your hand slightly cupped. This will allow you to lead with your fingers and the heel of your hand. Position your right arm away from your body with your elbow pointing slightly to the side.
- **Ladies:** Your left arm should rest gently on the gentleman’s upper arm with your thumb along the inside of his arm and your fingers draped over his shoulder.
- The woman’s right hand rests in the palm of the man’s left hand between his thumb and forefinger. Hands should be raised to the eye level of the shorter partner. These “free” hands should not be used to push and pull. *Leading is done primarily through the man’s right hand on the woman’s back.*
- If the body is limp, it won’t be able to figure out in which direction it should move. Keep shoulders, wrists and elbows firm. Avoid “spaghetti arms”.
- The safest place to look when dancing is over your partner’s right shoulder. You can keep a conversation going while at the same time keeping your eye out for potential collisions.
- If you try to dance toe-to-toe, you’ll end up stepping on each other’s feet. Position your body so that it is a little to your own left, with your right foot pointed in between your partner’s feet. By doing this, you will prevent any unnecessary injuries on the dance floor.



# FIRST IMPRESSIONS

## A GAME PLAN

INTERVIEWING

FIRST IMPRESSIONS

FIRST JOBS

SUITS AND TIES

# FIRST IMPRESSIONS

You make your best real-world first impression by being calmly and confidentially yourself. Try to enjoy the nervous energy you are feeling. Have fun. Remember to smile. People are perceived as more attractive when they are having a good time.

*A person forms an impression of you, usually in less than ten seconds, based on some combination of these attributes:*

|                          |                           |
|--------------------------|---------------------------|
| Posture/Walk             | Grooming                  |
| Body language            | Scent/perfume             |
| Attire/clothing          | Eye contact               |
| Physical characteristics | Perceived confidence      |
| Smile/facial features    | Perceived comfortableness |
| Handshake                |                           |

## Inside Information On Positive And Negative Impressions

Men and women were asked to list the attributes they find attractive and unattractive in someone they meet. Below is a list of the most frequent responses.

### QUALITIES THAT CREATE A POSITIVE IMPRESSION:

|                |                        |            |
|----------------|------------------------|------------|
| Warmth         | Fitness                | Power      |
| Sense of humor | Individuality          | Creativity |
| Imagination    | Positive body language | Kindness   |
| Confidence     | Conversational ability |            |
| Success        |                        |            |

### QUALITIES THAT CREATE A NEGATIVE IMPRESSION

|                             |                   |              |
|-----------------------------|-------------------|--------------|
| Self-centered               | Negative attitude | Shallowness  |
| Closed minded               | Lack of education | Power games  |
| Judgmental                  | Immaturity        | Manipulation |
| Lack of manners             | Indecisiveness    |              |
| Poor conversational ability | Lack of integrity |              |
|                             | Complaining       |              |

YOU NEVER KNOW WHO YOU MIGHT MEET AND  
IMPRESS OR NOT IMPRESS—AND WHAT IMPACT  
THEY MIGHT HAVE ON YOUR LIFE.



# BODY LANGUAGE

- PEOPLE FORM 90% OF THEIR OPINION OF US IN THE FIRST 90 SECONDS, a good example of just how powerful first impressions are!

- BEING DRESSED FOR SUCCESS IS GOOD BUT NOT ENOUGH IN THE COMPETITIVE TIMES IN WHICH WE LIVE.

How many persons do you know who impress us with their clothes but fail to impress us in other ways?

- BODY LANGUAGE IS THE WAY YOU STAND, THE WAY YOU DRESS AND THE WAY YOU PRESENT YOURSELF
- 60-70% OF WHAT WE COMMUNICATE HAS NOTHING TO DO WITH WORDS. Outside of the United States, it's closer to 90%!
- WE COMMUNICATE BY THE WAY WE SIT, STAND, TENSE OUR FACIAL MUSCLES, TAP OUR FINGERS, SHUFFLE OUR FEET AND UNCROSS OR CROSS OUR LEGS. WITHOUT SAYING A WORD, OUR BODY LANGUAGE IS BROADCASTING PLENTY ABOUT US!
- PRESENCE IS HOW WE "PRESENT" OURSELVES-IT'S OUR SELF-CONFIDENCE, POISE AND APPEAL. DON'T LEAN ON ANYTHING-99% OF OUR "PRESENCE" IS LOST WHEN WE LEAN.
- NEVER GREET SOMEONE WITH A HANDSHAKE ACROSS THE TABLE (THE EXCEPTION OF COURSE IS WHEN YOU'RE MEETING SOMEONE AND YOU'RE BOTH SEATED). ALWAYS STAND UP WHEN YOU ARE SHAKING HANDS. GREETING SOMEONE FROM BEHIND A DESK CREATES AN INSTANT BARRIER. INSTEAD, ALWAYS GREET SOMEONE AS YOUR EQUAL.

# INTERVIEW SKILLS

.....DON'T FORGET YOUR SMILE!

1. Think ahead – get a clear view of your strengths and weaknesses. Be prepared to answer the most common first question: “Tell me about yourself.”
2. Dress for success – conservative appropriate clean clothing.
  - Regarding facial hair and earrings, or other visible piercings, your best bet is to have none. Establish your uniqueness through your interview answers and your resume.
  - Avoid wearing too much jewelry, make-up, and perfume.
3. If you are bringing a resume, proofread it.
4. Arrive on time.
5. Remove any outerwear before you enter the office.
6. Remember the points of a good introduction: eye contact, good posture, firm handshake, and don't forget your smile!
7. Thank the person for the interview and immediately follow up with a written thank you note. A quick email thank you is OK, but follow with an immediate “real” thank you note!

## PREPARE FOR THE INTERVIEW

START BY THINKING ABOUT HOW TO ANSWER A FEW SAMPLE QUESTIONS.

1. Tell me about yourself! (Describe your assets.)
  - a. What is your strongest quality?
  - b. What is your weakest quality?
2. What previous work experience do you have?
  - a. What job are you applying for?
  - b. What qualifications do you have for this position?
3. What previous school experience do you have?
  - a. What have been your most successful courses and why?
4. Tell me about any achievements or awards that you have received.
5. What extra-curricular activities are you involved with?
6. How many hours/days will you be available to work?
7. Tell me about someone that you admire and why you admire him or her.
8. Name one thing that you have done today that helped someone else.

## **(Interviewing, con't.)**

YOU'VE READ THE QUESTIONS AND KNOW A LITTLE ABOUT THE COMPANY. HERE WE GO!

### BE ON TIME

Being late is the surest way to flub an interview. It says nothing good about your organizational skills and tells the prospective employer, who has set aside time to meet with you, that such efforts simply don't measure up to the importance of Y-O-U.

- IF YOU ARE 10 MINUTES EARLY, YOU'RE ON TIME.
- IF YOU ARE EXACTLY ON TIME, YOU'RE LATE.
- IF YOU ARE LATE.....YOU'RE TOAST.

### DRESS APPROPRIATELY

It never hurts to be a little overdressed even if you're interviewing at a wild start-up where T-shirts and jeans are the order of the day. You want to show the prospective employer that you're serious, professional, and ready to work. Dressing like a punk rocker or Lolita may create a lasting impression but not the one a successful job seeker wants to make.

### MAKE EYE CONTACT

Make eye contact with everyone you meet during the interview. If nothing else, this shows confidence. It also shows that you're interested in what people are saying and, therefore, the job. Interviewers are sizing you up, and you want to get a feel for the company.

### DON'T YAMMER

Here's how the game is played: The interviewer always serves. It's your job to deftly return the shots. Keep your responses short and to the point. Don't ramble or blather about irrelevant topics. Don't try to take over the interview by talking endlessly and ignoring the interviewer's concerns.

### DON'T BRAG

Employers look for competence and confidence. Bragging, putting others down, or blaming co-workers betrays a lack of confidence and will kill whatever chance you had at landing the job. The interviewer wants to know what you can do—not (horrors) what atrocities have been visited upon your innocent little head at previous jobs.

## BRING EXTRA COPIES OF YOUR RESUME

Be sure to have several extra copies of your resume with you because things routinely get lost in the shuffle and you can't be sure everyone will have a copy. Hand your resume out as needed to those conducting the interview. Keep it simple: White or off-white heavy stock paper beats pink, lime green and candy apple red hands down.

## BE HONEST

Rule of thumb: An honest question deserves an honest answer. Don't over- state your educational background or work experience. If there are gaps in your resume, be prepared to discuss them openly and honestly. Never claim to be a victim.

*Forbes Magazine*

# FILING OR FLIPPING BURGERS—FIRST JOBS

.....ON THE JOB

Most jobs involve working with or for others, being responsible and putting your manners to work. Whether you are babysitting, mowing lawns, or flipping burgers:

1. **Be on time.**
2. **Treat supervisors and coworkers with respect.**
3. **Do a good job!**
4. **Dress appropriately.**



**ALWAYS**

**AND THINK!!**

- Before you cancel or fail to show.
- Invite friends to your workplace.
- Use your cell phone at work.
- Check Facebook while on the clock.
- Use inappropriate language

# ALL ABOUT TIES

A TIE IS A MAN'S WAY TO EXPRESS HIS PERSONALITY AND STYLE.

Before you put on your tie:

- When wearing a shirt, tie, and jacket, stick to a maximum of two different patterns unless you have a very solid fashion sense and know how to mix and match clothing well.
- Tie your tie in front of a mirror.
- The tie should be clean. There should not be any grease or food spots on the tie.
- Make sure your shirt is buttoned up and have the collar up before putting the tie around your neck.
- Keep the knot of the tie tight throughout the entire tying process.
- Best not to wear a clip-on tie.
- The front of your tie should be just long enough to touch the waist of your pants.
- Your tie should be darker than the color of your shirt.
- The general width of a tie is 3.5 inches. This width will not fall out of style.
- The width of a tie should match the width of the jacket's lapel. If the jacket has a wide lapel, then the tie should be wide, and if narrow, then the tie is narrow.
- The knot of the tie should be proportional to the collar. It should not be so big that it spreads the collar of the shirt or forces it open, or so small that it gets lost in the collar of the shirt.

## CARING FOR YOUR TIES

**A tie that is properly cared for can last forever.**

- Untie your tie completely and hang up your ties. It helps take out some of the wrinkles and prevents damage.
- Knit ties can be stretched when hung, so gently roll them up and store them in a drawer.
- Hang up ties on a rack designed for ties. Ties slip and twist on hangers and will probably fall off.
- Store ties out of the light to prevent them from fading.
- For traveling, loosely roll ties and place them inside a pair of socks or use a tie case or box.
- Cut any loose threads on your tie. Pulling them can do damage to your tie.
- Don't wear the same tie twice in a row. Ties need time to return to their normal shape.

# HOW TO TIE A TIE

***The Four in Hand Knot makes for a narrow, more discreet and slightly asymmetrical tie knot. It is best suited for a standard button-down dress shirt and works best with wide ties made from heavy fabrics.***

To tie the Four in Hand Knot, select a tie of your choice and stand in front of a mirror. Then simply follow the steps below:



**1)** The wide end "W" should extend about 12 inches below the narrow end "N". Cross the wide end "W" over the narrow end "N".



**2)** Turn the wide end "W" back underneath the narrow end "N".



**3)** Continue by bringing the wide end "W" back over in front of the narrow end "N" again.



**4)** Pull the wide end "W" up and through the loop around your neck.



**5)** Hold the front of the knot loosely with your index finger and bring the wide end "W" down through the front knot.



**6)** Remove your finger and tighten the knot carefully to the collar by holding the narrow end "N" and sliding the knot up.



# ETIQUETTE FOR WEARING SUITS AND BLAZERS

When deciding to wear a men's suit, there are a variety of several things you want to take into consideration. Here, we will take a closer examination of some of the most popular suit etiquette tips that you should keep in mind.

One of the most important things that you need to consider when wearing a men's suit is how many buttons you will actually button.

- When you wear a 3-button suit, you will button the top or top two buttons.
- With a 2-button suit, you will button the top button.
- With a double-breasted suit, all buttons are buttoned.
- With a 4-button suit (which is rarely seen), it is typically acceptable to button the two middle buttons, and leaving the top button and the bottom button undone.

Although you may think how many buttons you do or do not button seems insignificant, the truth is that it is very important.

## BASICS OF WEARING A SUIT OR JACKET

- If you are seated, your suit coat should always be open. It is not acceptable to take off your suit coat unless you are to be seated for an extended period of time, like for a meal, or in your office, etc.
- If you wish to take your suit coat off in company, it is polite to ask permission (EG - Do you mind if I take my coat off?). Don't play with your suit.
- You should always carry tissues or a clean handkerchief in your suit coat.
- Over your suit, you should wear either a trench coat or overcoat as the weather dictates.



- You should wear your suit coat underneath.
- You should always hang your suit coat, even if only over the back of your chair.

# OUR MULTI-CULTURAL WORLD

# MULTICULTURAL FOOD.....EATING LIKE THE LOCALS!

## TWIRLING SPAGHETTI:

- Hold the fork in your right hand (left if you are left handed) as if you are going to poke the spaghetti. Take a small amount of noodles on the fork (less than you think you will need) and raise it out of the bowl to separate it from the rest of the spaghetti.
- Put the tines of the fork at an edge of the plate or bowl that is free of food. Point the tines of the fork straight down toward the plate.
- Twirl the fork to wrap the noodles around the tines. When the noodles are wrapped all around, quickly pick up the fork with the rolled noodles and place it in your mouth. Hopefully you will not

have put too many noodles on the fork. If it's too much to put in your mouth, drop the noodles off the fork and start over.



- If it's just too hard to do, the most mannerly thing to do would be to cut your spaghetti into small enough pieces that you can eat them without making a mess.
- Make sure you practice at home-- **PRACTICE MAKES PERFECT.**
- Some people use a spoon to rest the fork on or cut the spaghetti with a knife, but Italians never do this; they just twirl the spaghetti on the fork.

# EATING WITH CHOPSTICKS:

- If chopsticks need to be separated, hold them horizontally and pull them apart.
- Take one chopstick and place it in the crook between your thumb and index finger, with about 1/3 of the pointed end of the chopstick sticking out. In other words, your fingers should be close to the pointed end of the chopstick.
- Place your middle finger under the chopstick to steady it. This



- should leave the top of your thumb and your index finger free.
- Take the second chopstick and hold it between the tip of your thumb and the tip of your index finger.
- Move your fingers together until comfortable. The bottom chopstick should be stationary and the top chopstick should do the moving.
- Again, practice makes perfect. It's fun when you get the hang of it.

## Fun Asian Cultural Facts

- When laying down chopsticks, NEVER cross them. It is considered bad manners and a sign of bad luck.
- When you lay chopsticks across the bowl, it means you have had enough.
- To stop the serving of more tea, leave your cup full.
- Don't mix food together. Every Asian dish is cooked with its own unique flavor. You should eat them separately.
- Leaving some food on your plate is okay. It is not impolite but says you are full and can't eat any more.
- As the food is passed, you may use the back of your chopstick to take

- the amount you want if no serving spoons are there.
- It is okay, in most Asian countries, to hold the bowl in your hand close to your mouth while you eat.
- If the piece of food is too large, you may cut it with your chopstick or hold it and take a couple of small bites.
- Never point your chopstick at someone when talking.
- Never take food from another person's chopstick.
- Never leave your chopsticks sticking up in your food. Lay them across the lower end of your plate or bowl

# CUTTING FOOD

- Take the knife in your right hand and the fork in your left hand.
- Hold the fork with the tines down, almost like you hold a pencil. Hold it about half way up the handle.
- Gently use the knife to press down (not saw) on the food until it's in a bite size piece. Cut one piece at a time.
- Once the food is cut, place the knife across the top of your plate. Take the fork, with the food attached, and place it in your (now free) right hand.
- You should eat the food with the tines up unless you are eating Continental style. Place your now free left hand in your lap.
- Repeat.



# COTILLION CAFÉ

## ORDERING, CALCULATING THE BILL AND TIPPING

How do you know how much the total bill is going to be when you order something at a restaurant?? It's OK when Mom and Dad are paying—but what happens when you are on your own with only a certain amount of money?

Remember that you have to include not just the cost of the food but the cost of any extras such as a salad or appetizer, a soft drink, taxes and of course, the tip! Try to figure this as you are ordering so that you don't come up short!

Guidelines:

- Be sure you know all the costs of everything that you are ordering.
- Calculate the cost of any drinks. Some restaurants even charge for water.
- Know how much tax is going to be added. This varies from city to city or county to county.
- Always include a tip for your server. Bad food is not his/her fault.
  - If the service is bad you should ask to speak to the manager rather than just leaving without tipping.
  - A token amount should be left for the waiter if he/she does not provide good service. Be sure you are being fair in your assessment of the service—was it the server's fault, or are you being overly frugal.
- The tip is usually shared among the waiter, host or hostess, busboy and sometimes other employees.
- A tip is usually 15-20% and is calculated on food and beverages only—not the tax. If you are in a party of 5 or more, the gratuity may be included on your bill already.
- The tax in a restaurant in Jacksonville is approximately 7%. If you are unsure what to tip, just double the amount on the bill for "tax" and add a little to the total to make the tip 15%. If you want to tip a little more, just divide the total BEFORE taxes by 10 (move decimal one point to the left) and double that number. Or you can perform both of these functions very quickly and then tip somewhere in the middle.
- READ THE MENU. It will tell you what additional charges you might see. Better to know about the charges before you order.

# DON'T LET YOUR MANNERS TAKE A VACATION

If you are lucky enough to travel, take your manners with you--you won't need a carryon. Smile, be patient and practice the Golden Rule. This isn't always easy when airports, security lines, food kiosks, airline employees and coffee vendors are stretched thin. Take a good deep breath (in through the nose, out through the mouth) and treat others as you would like to be treated. You'd be surprised how far a kind word or random act of courtesy can go. Here are a few hints.

**AT THE AIRPORT:** Arrive early. Get parked, check in, go through security and get a cup of coffee. This helps keep your stress level low. Your fellow passengers who did not arrive early will have enough stress to go around and may come down with a case of poor manners. Just give them a big smile and treat them kindly. Maybe they will pay it forward.

## ON BOARD THE AIRPLANE:

- Eat before you board the plane if possible. Taking food on board should be the exception, not the rule. If you must take food on the airplane, choose carefully--aromatic foods (you know what they are) can make the whole plane smell. Be considerate of your fellow passengers who might not love Chinese food or a juicy burger.
- If you must talk on your cell phone while the plane is on the ground keep your voice low -- no one wants to know about you soon-to-be ex-boyfriend or how much you sweated at football practice. Talking loudly in such close quarters is just plain rude. Talk quietly -- or just text.
- When reclining your seat, do it slowly. A sudden recline can topple drinks and spill whatever is on the tray table for the passenger behind you. It can also mess up someone's computer. Straighten your seat at least a little bit during snacks and the occasional meal -- this lets the person behind you eat more easily.
- If you have to get up during the flight, try not to grab the back of the seat in front of you. If your action happens to wake up the passenger in front of you, he will definitely be grumpy.
- If you see a couple or family who would like to sit together, offer to help them out if you can. You might be in the same situation sometime.
- Help anyone who looks like they are having trouble getting their carryon in the overhead bin.
- Store anything you might need during the flight, such as books or an iPod, under your seat. Getting up and down to get something out of the overhead bin is aggravating to others, especially if you are in a center or window seat.
- Try not to invade your seatmate's space. Turn the volume on your iPod or DVD player to low, and keep trash to a minimum.
- When it's time to deplane, wait your turn and get off row by row. If you have a tight connection, let the flight attendant know. The flight crew will usually ask that passengers with a tight connection be allowed to exit the airplane first.

# A DAY AT THE BEACH

We all love the beach. There is something for everyone and you'll see toddlers to senior citizens. Some people are looking for sun, some for fun and others just want to be outside. This is an especially important time to bring out your best manners. Don't panic – it's all easy, common sense stuff!

Here are a few tips to insure a collective magical day at the beach.

- Give everyone some space. When searching out your little piece of ocean heaven, make sure you don't plop down too close to another sun worshiper. Walk carefully so you don't throw sand on other sunbathers. Spray your sunscreen carefully.
- If you're singing along to your iPod, make sure you are singing on-key--and quietly.
- Be careful when picking up and shaking out your towel. Check the breeze to make sure you are not presenting other sun bathers with a sand sandwich.
- Avoid loud or lengthy phone conversations. It's hard to hear with the waves rolling and you might find yourself shouting. Make it short and or if you must be connected, text. Better yet, leave your phone in your beach bag and enjoy the beauty of the ocean and beach.
- Watch your language. Ditto, public displays of affection.
- Be green. Take a bag with you so you can remove your trash with you when you leave. A really kind thing to do is to take even a little of the trash others leave behind. Just because someone else is rude doesn't mean you have to follow suit.

Let's talk about the obvious opportunities for blunders in the summer.

**Dress:** For teens, T-shirts and shorts are fine at the beach, the pool and for hangin' out. Lunch, a movie or something else in public means a little more planning. For ladies, a skirt or sundress is as easy to put on as shorts or jeans and you'll look just a little better than the average teen. Take a light sweater or shrug to pull things together, or in case you get cold.

**Advice for girls from the Today Show:** Even if you wear something a little scrungy, wear a cute necklace or scarf – people will notice what's around your neck not notice your less than perfect outfit.

**Advice for Boys:** Keep a nice polo type shirt in your car, backpack or locker – it can cover a multitude of sins. Ball caps are OK, but pay attention – take the cap off when you go into a restaurant, movie theatre or someone's home. It's OK to wear a cap inside the mall.

IT'S A FACT- THE WORSE YOU LOOK, THE MORE  
PEOPLE YOU WILL SEE WHO KNOW YOU SO COVER UP WHEN YOU ARE AT  
THE MALL, GROCERY STORE OR OTHER PUBLIC PLACES. ☺



For casual summer outings and in restaurants during the daytime, nice shorts are fine in most beach/casual restaurants (but not fine dining!) for either gender. Remember that it can be cold inside public places in the summer so take a shrug or summer sweater. Breezy skirts and dresses are also good choice for ladies.

For future reference, “Business Casual” does not mean shorts, flip-flops and your best tank top. Work is still work. Be comfortable and take advantage of a relaxed dress code if your company has one – but bear in mind that the boss is always watching.

IF YOU HAVE ANY DOUBT THAT YOU ARE  
INAPPROPRIATELY DRESSED .....YOU PROBABLY ARE.

**Dining:** The same rules for dining apply year round – chew with your mouth closed, put your napkin in your lap, don’t overload your plate, keep your elbows off the table, and don’t make funny noises when drinking or eating. Bring your food to your mouth, not your mouth to your food (if you are under the age of four, this rule does not apply). Don’t tip your chair back on two legs. Playing with your hair and applying makeup at the table are no-nos, as are burping, blowing your nose, picking your teeth, or taking off your shoes.

**Travelling abroad:** If you are lucky enough to go overseas, take special care not to be the “ugly American”. **Ugly American** refers sometimes loud, thoughtless and otherwise rude behavior that some Americans may exhibit abroad. This type of behavior by a few gives Americans a reputation as arrogant – please be mindful and remember that this is yet another time when your behavior not only reflects on yourself but our country. A quick Google will tell you which American customs are frowned upon and what traditions and manners the locals have.

**By the way,** if you are lucky enough to go to Europe you will see the “Continental” style of dining. The knife is held in the right hand and food is brought to the mouth with a fork in the left hand. Their wrists stay on the table. It looks a little strange to us but it’s perfectly normal in Europe. They think our “criss-cross” or “zig-zag” method of using our fork is a little strange, too. Neither is strange – it’s just another one of those cultural things that we should tolerate without comment.

WHEN IN ROME (OR PARIS, OR LONDON OR TOKYO)  
DO AS THE ROMANS (OR THE FRENCH, THE ENGLISH OR THE  
JAPANESE) DO!

# THE WRITTEN WORD

ELECTRONIC AND OTHERWISE

## THE THANK YOU NOTE

A Handwritten Thank You Note (not email, text or a Facebook message or post) should be sent in response to:

- Gifts—all kinds
- Dinner, parties or get-togethers
- Sympathy—a death in the family or of a close friend
- Congratulations—on an event or achievement
- Business contact or job/school interview
- Contributions—sponsors of your dance marathon, fund raiser, etc.

Notes should be sent promptly. Thank you notes are usually written on a small fold-over note (usually 3 x 5 or 4 x 6) or on a correspondence card (flat card, usually 4 x 6) If using the foldover note, write on page 3. If using the correspondence card, write only on the front.

Use Blue or Black Ink

**BEGIN WITH THE GREETING:** *Dear Grandmother*

**WRITE APPRECIATION:** *The red sweater is absolutely beautiful—thank you so much!*

**MENTION ITS USE:** *I will enjoy having it for my upcoming ski trip.*

**LOOK AHEAD:** *I'm looking forward to our visit over spring break.*

**CLOSE:** *Love always, Mary*

A THANK YOU NOTE IS NOT LENGTHY—ITS PURPOSE IS TO CONVEY GRATEFULNESS. IT'S NOT NECESSARILY AN UPDATE ON YOUR LIFE.

## SYMPATHY NOTES

While thank you notes for gifts, get-togethers, interviews and contributions may all use a similar format, the content for a sympathy note will be a little different.

BEGIN WITH THE GREETING: *Dear James,*

WRITE SYMPATHY: *I am so sorry to hear about your father's death.*

MENTION A NICE MEMORY: *I will always remember what a terrific coach he was for our football team. He taught us to keep trying and play our best.*

AN OFFER OR SERVICE: *I will miss him and his encouragement. I'm always available if you need a friend.*

CLOSE: *Sincerely, Neil*

## THE CONGRATULATIONS NOTE

A note congratulating someone on an achievement should let the recipient know how pleased and proud you are.

BEGIN WITH THE GREETING: *Dear Jennifer,*

WRITE YOUR HAPPINESS: *Your piano recital was beautiful! I am so proud of your accomplishments. The Beethoven piece was my favorite!*

MENTION A NICE MEMORY: *I'll always remember your very first recital. Your performance was beautiful and it just keeps getting better.*

LOOK AHEAD: *Please let me know when you'll be performing again. I'd love to be there.*

CLOSE: *Sincerely, Jane*

# CAN YOU HEAR ME NOW?



## CELL PHONE ETIQUETTE 101

1. Let your voicemail take a message when you're in school, in church, in restaurants, in a conversation with other people – anywhere that it's busy and not really private. If you have to take the call (like if it's from your parents!), excuse yourself and find a private area to take or return the call.
- Talk as quietly as possible. Cell phones today have very sensitive microphones and speakers – you don't have to yell to be heard.
- Do not share your "business" with everyone around you. Believe me, they do not want to hear about your latest fight with your best friend, an argument with your mom or the teacher who doesn't know anything. Keep private conversations private! *You never know who is within hearing distance.*
- Never yell or show anger when speaking on a cell phone.
- Turn your phone on vibrate in public places such as movie theaters, religious services, restaurants, etc. Do it before your phone rings.....
- If you are expecting a call that you have to take (like from your parents!) let your friends and other adults know ahead of time. Excuse yourself when the call comes in; respect the people you are with--they should be more important than the calls you want to make or receive.
- Pay attention to signs posted about cell phone use. Movies, restaurants, public buildings, government buildings, schools – they all have their own "rules" about cell phone usage.
- When walking and talking on your cell phone, be aware of your surroundings and remember to respect the rights of others.



# TEXTING

TEXTING SHOULD NOT BE THE ONLY WAY YOU COMMUNICATE. AS COOL AS TEXTING IS, THERE ARE NO FACIAL OR VOICE EXPRESSIONS THAT YOU GET WITH FACE-TO-FACE MEETINGS OR EVEN PHONE CALLS.

- Don't deliver bad news by text.
- Remember that text messages can be hurtful. It's easy to say inappropriate things when the person is not standing in front of you.
- Texts should be short and sweet. If you need to send a long message, use email.
- Sometimes a text does not arrive as soon as you push "send" — it might take a few minutes. Be patient about re-sending messages. Receiving the same text message 20 times is annoying.
- Check the phone number BEFORE you hit "send".
- Don't every think that a text is private. It can be forwarded and forwarded — and end up in the hands of the very person you did not want to receive it.
- Don't text when you are with someone else. Reading and sending texts when with someone else tells the one you are with they are less important than the one you are texting. If you are just hanging out it might be OK, but remember to be respectful of the people you are hanging out with.



DO NOT TEXT WHILE DRIVING — EVER. AND DON'T GET IN THE CAR WITH SOMEONE WHO DOES. IT'S DANGEROUS.

# A WORD FROM THE EXPERTS

## WHAT'S THE RIGHT THING TO DO?

### Rules of Tech Etiquette

BY **JON CHASE**, POSTED JAN 6TH 2009

[HTTP://WWW.SWITCHED.COM/](http://www.switched.com/)

(REVISED FOR THE MANNERS FOR LIFE AUDIENCE)

After 10-plus years into the mainstream use of cell phones, e-mail, texting and IM we're still astounded at the clumsy way some people communicate. While most of us have a pretty good idea how to behave in a civilized way in public, when it comes to electronic means of communication, many of us continue to act like the digital equivalent of cavemen (with no offense intended to the Geico fellas, naturally).

Every new technology brings about uncertainty and a rough period but enough is enough. To help us all get along a little better, take a look at these rules for electronic life, and then take a look in the mirror and tell that person to change his ways. And help us all out and pass these on to those who offend.

#### **1. Does my friend have a right to get upset if I answer my phone in front of him/her?**

Unless it's an important call you've been expecting, then yeah, big time. Think of it this way: You're at a party, talking with your friend, when someone else appears and you instantly ditch your friend to talk with the other person. It's a social snub that says your buddy rates second best. And when your phone rings and you do choose to ignore it, by golly, that means clicking the side button on your phone as quickly as humanly possible so the rest of us don't have to hear your [new ring tone], please.

#### **2. I'm perfectly capable of talking on the phone while paying for fast food -- what's the big deal?**

First off, no matter how interesting you may think you are, no one wants to hear your conversation in the first place, so forcing everyone near the counter to listen in is [rude]. Take it outside, or take the call later. Secondly, it's annoying to the already stressed counter person who has to figure out your order and whether you're talking to him or your caller, thus holding up the line for everyone else. Despite common practice, it's big-time rude to speak on the phone in any public place where others have to be distracted by your loud conversation.

### **3. Everyone has a cell phone now, so why do some restaurants, bars and stores care if I check my voicemail or make a quick call?**

Throughout our day, we're forced to listen to others' conversations, which isn't in of itself a bad thing. It's just a normal part of life. But if you've ever been seated beside a loud-talker, you know that suddenly a simple conversation can become a really bad deal. The thing with cell phone conversations that makes them annoying is that the talker instead of being focused on his current surroundings - - and monitoring his voice level -- he or she is instead in some mental cyber world with his or her caller. People tend to talk a lot louder on the phone than they normally would with someone in front of them, which is annoying.

Take it outside, or turn it off.

### **4. Why do I get nasty looks when I send a simple, quiet text while at the movies?**

The primary goal of every movie is to have viewers completely engrossed in the story they're watching. That's what makes movies great. The moment a viewer is disturbed, the experience is ruined. You just spent \$10-\$12 to sit in a room with a hundred strangers. Unfortunately, today's phones, especially large-screened smart phones, have incredibly bright screens and just popping your phone on for an instant is like shining a flashlight in the eyes of everyone beside and behind you. So cut it out.

### **6. Why are some people so picky about grammar when it comes to e-mail?**

Like it or not, you are judged by the way you express yourself. Send an e-mail with typos, misspellings, sloppy grammar and unclear statements and you may seem to be less intelligent than you really are.

### **7. Is it really such a big deal to e-mail gossip or unkind information to a trusted friend?**

Even if your friend is completely and totally trustworthy and deleted the e-mail after sending it to only one person (maybe accidentally), it can spread all over the place. Feelings can be hurt, friendships ruined and reputations, including yours, harmed. It's best to assume that anything you type electronically can and will be forwarded and in many cases, is saved on line for year. Be careful what you "say" on line.



**8. Since I can limit who sees my photos and updates on Facebook, why do I even have to think about censoring myself?**

The best policy is to never post anything you would not want your best friend or your grandmother to read or see. That seems harsh, but your racy photo or off-color remark is always just a button-click away from ending up out there for the delectation of the masses.

**9. How concerned should I really be about future boss or college investigating my life on social network sites?**

Very concerned. Assume they'll be looking for you and can learn things about you from your site as well as postings on other friend's pages. A good rule of thumb is to assume nothing is private and act accordingly.

## ONE LAST CAUTION!

THE INTERNET IS THE WORLD'S LARGEST BRAIN, AND IT NEVER FORGETS ANYTHING. EVER. ONCE SOMETHING IS MADE DIGITAL AND RELEASED INTO THE WILD, IT'S POTENTIALLY THERE IN SOME FORM FOR ETERNITY. THE MOMENT SOMEONE DECIDES TO BE NASTY AND FORWARD SOMETHING, THE GAME'S OVER. NEVER PUT ANYTHING UP ONLINE THAT YOU WOULDN'T LET YOUR FAMILY READ.



# BEING THE BEST GUEST

OR HOW TO GET INVITED BACK!

# WHEN YOU ARE INVITED

WHETHER IT IS TO A WEDDING, DINNER PARTY OR GALA EVENT, AN INVITATION COMES WITH SOME IMPORTANT OBLIGATIONS. HERE'S A QUICK GUIDE TO KEEP YOU ON THE GUEST LIST.

1. **RSVP:** From the French, it means “Repondez, s’il vous plait,” or, “Please reply.” This little code has been around for a long time, and it’s definitely telling you that your hosts want to know if you are attending. Reply promptly, within a day or two of receiving an invitation.
2. **How do I respond?** Reply in the manner indicated on the invitation: phone, e-mail or written.

**RSVP and no response card:** A handwritten response to the host at the return address on the envelope. If there is no phone number provided and no response card included in the invitation, your host expects you to reply in writing.

**If a response card is included:** Fill in and reply by the date indicated on the invite and return in the enclosed envelope. Be very careful to notice the R.S.V.P. date asked for by your host. You must have your yes or no to the host by the response date and not just placed in the mail on that date.

**RSVP with phone number:** Telephone your yes or no and make sure to speak to someone in person. Answering machines can be unreliable.

**RSVP with e-mail:** You may accept (yes) or decline (no) electronically.

**Regrets only:** Reply only if you cannot attend. If your host doesn’t hear from you, they are expecting you!

**No reply requested:** Unusual, but it is always polite to let someone know your intentions. A phone call would be okay.

### 3. Is that your final answer?

- Changing a 'yes' to a 'no' is only acceptable due to illness or injury, a death in the family or an unavoidable professional or business conflict.  
Call your hosts immediately.
- Canceling because you have a "better" offer is a sure fire way to be dropped from ALL guest lists.
- Being a "no show" is unacceptable.
- Changing a 'no' to a 'yes' is okay only if it will not upset the hosts' arrangements.

### 3. "May I bring...?"

Don't even ask! An invitation is extended to the people the hosts want to invite and no one else.

**If your invite says "Mr. John Evans and Guest":** Some invitations indicate that you may invite a guest or date, and when you reply, you should indicate whether you are bringing someone and mention their name.

What about bringing children? If they were invited, the invitation would have said so.

**Say "Thank You."** Make sure to thank your hosts before you leave and again by phone or note the next day.

# RESPONDING TO AN INVITATION

Anytime you are invited to an event or party it is important that you respond to the host or hostess and let him or her know whether you will be attending *as soon as humanly possible*. Forty eight hours (yes, just two days!) is the correct amount of time you should take. This is the courteous thing to do.

There are no excuses when it comes to RSVPs. When someone has been kind enough to invite you to an event, you must respond in kind. Your hostess needs to know how to plan for her event so an RSVP is vitally important. And don't think that the host or hostess will not remember that you were late, did not rsvp, or rsvp'd that you were coming and then failed to show up—believe me, they remember!

If you “forget” to rsvp, you should call the host or hostess and apologize. If you do not rsvp, you should certainly not show up at the party—that would be even ruder! Apologize as soon as you can, before the event if possible.

- RSVP is a “command”, not a request. You don't get to decide whether or not you should respond.

## HOW YOU RESPOND IS BASED ON THE TYPE OF INVITATION:

- If you receive the invitation by phone, you may respond by phone. Many invitations ask for a reply and list a telephone number. If so, you phone the person with your response. This is also true for email, though this method would be used primarily for very informal events.
- More formal invitations may ask for a reply by a specific date. You must reply in writing by that date. This is the date the response must be received by the hostess, not the date you write or mail it.
- Some formal invitations include a reply card. You will see it many times in wedding invitations. The hostess is making it as easy as possible for you to respond to the invitation.
- Some less formal invitations ask for “Regrets only” and you reply only if you cannot attend.

A FORMAL INVITATION REQUIRES A WRITTEN REPLY. Sometimes a blank rsvp card is included in the invitation. If a card is not included, you should use very plain note paper called a “letter sheet” or folded note. It is a letter-sized piece of paper that is folded twice. Letter sheets are found in nice stationery shops but are more rare these days. If you cannot find letter sheets, you may use a foldover or informal (which is really a “formal” type of stationery, oddly enough.)

You will know you must send a written reply if there is an “R.s.v.p” at the end of the invitation with no phone number provided or if a blank reply card or no reply card is not included. The hostess expects you to reply in writing.

In this circumstance you should mirror your reply to match the style and formality of the wedding invitation, in which the lines are usually centered. It is customary to fill this out by hand and to refer to yourself in the third person, and then indicate whether or not you'll be attending, such as:

*Mr. And Mrs. David Smith  
Accept with pleasure  
The kind invitation of  
Mr. And Mrs. George Anderson  
For Friday, the first of April*

*Or*

*Mr. And Mrs. David Smith  
Regret that they are unable to accept  
The very kind invitation of  
Mr. And Mrs. George Anderson  
For Friday, the first of April*

The address to which you send the formal reply to will be on the back flap of the envelope in which you receive the invitation—so be sure to save it! Use the information on your invitation when you reply. *Written replies are centered on the paper and done only in black ink.*

When you send your reply, write your address, city, state and zip code on the BACK of the envelope. It is not necessary, and is more formal, to do it this way. Do not use pre-printed address stickers or stamps in any case. The invitation was formal--and you should respond just as formally.

## RESPONSE CARD RSVP

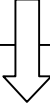
Once upon a time, people didn't need response cards. When they received a written invitation, they would RSVP on their own stationery, telling the host/hostess whether or not they would be able to make it to the party, wedding or event.

Because people are sometimes late in responding to an invitation—or sometimes don't respond at all—the response card came into being. They are used mostly for weddings and other formal events, but can be used in any situation when a firm headcount is required, especially if there is great expense involved.

The most common styles of Response Card wording are:



THE LINE IS MEANT FOR YOU TO FILL IN MS, MR. OR MRS., AND WRITE YOUR NAME(S).



**Option 1**

M \_\_\_\_\_

Will \_\_\_\_\_ Attend

Please reply by June 16, 2011

**Option 2**

The favor of a reply is requested  
by June 16, 2011.

M \_\_\_\_\_

\_\_\_\_\_ Accepts with pleasure

\_\_\_\_\_ Declines with regrets



In the first option, you will RSVP that you are attending by writing your name on the line provided and leaving the space between “will” and “attend” blank.

If you are declining, you will write **“not”** between “will” and “attend”.

In the second example, you simply check off whether or not you will be attending.

If there is a “Please reply by” date on the response card, that is very last day that the card should arrive, not the day you fill it out and get it in the mail. Allow 2-3 days in town, up to a week for out of town responses.

Other things to note about response cards:

- Sometimes a response card will have a line that reads: “\_number attending”. Don’t assume that this means you can invite the entire family, the 8<sup>th</sup> grade class, football team or club membership to the party. It is just a way for the hostess to get a quick count of who is attending. Do not, under any circumstance, invite others to attend an event that you are not hosting. That is the prerogative of the host/hostess only.
- A pre-addressed envelope is usually included with a response card. Sometimes the card is stamped, sometimes it is not. Just because it is not stamped does not mean that you don’t need to reply immediately. Put your return address on the back of the response card envelope, put the completely filled in, legible response card in the envelope, stamp if (if necessary) and put it in the mailbox immediately.

# BEING THE BEST GUEST

## RESPONDING TO AN INVITATION

- If someone invites you to a party, to sleep over, a movie, the beach, a dinner, a football game or for a weekend away, **always, always, always** say “yes” or “no” as soon as you can. This is called the “rsvp”. It’s important to rsvp because a host or hostess needs to know how many people to plan for.
- How to rsvp: You always respond in the same way the invitation was given
  - If someone stops you between classes and invites you to their house after school, you can just **tell** him/her yes or no—after you check with your parents.
  - If someone calls you on the phone and asks you to come to a party on Friday night, you will need to ask your parents and then **phone** your friend to let him/her know.
  - If an invitation comes in the mail, it will usually have a phone number or an email address where you are requested to respond. You should respond in the way they requested—if there is a phone number, you should not say yes or no in the hallway— you’ll need to call.

## GUESTLY BEHAVIOR

- **Show up!** If you have said you are coming you should be there unless there is an emergency. In this case, let your host/hostess know as soon as you find out you can’t make it.
- **Be on time.** This does not mean you should arrive early. People are usually getting ready for a party (including taking their shower!) right before the party begins. You won’t have anything to do if you arrive early, or you might even hinder the hosts getting ready for the other guests.
- **Say hello to your host and/or his or her parents.** Look them in the eye. Thank them for inviting you. Find something to compliment them on. They’ll invite you back!
- **Leave on time.** The people giving the party will be tired at the end of the event. They’ll want to clean up and go to bed. Don’t hang around—call your parents if they aren’t there on time and remind them that the party is going to be over soon.

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- **Don't bring other people who were not invited.** This is disrespectful and just plain rude.

What if your cousin is in town for the weekend and you'd like to bring him to the party? You can say something like "I'd love to come but my cousin will be here for the weekend". The host can say something like, "Oh, that's too bad, we'll miss you" or "Just bring your cousin. I'd like to meet him

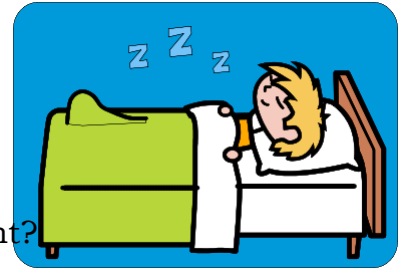
**Dress appropriately for the occasion.** If you don't know what to wear, ask the person giving the party or ask someone else who is going. When in doubt, dress a little dressier rather than grungier. This shows respect for your host.

- **Introduce yourself.**
- **Say "Please" and "Thank you", "Yes, M'am" and "No, M'am".** Ask permission before you take something
- **Come to the event with a good attitude.** Be cheerful. Maybe it's not the movie you are dying to see—make the best of it. If you are having a bad day, keep a stiff upper lip--if you can't go with a good attitude, it's best to decline the invitation.
- **Be courteous and respectful to everyone.** Try to make other's feel good. Never intentionally hurt anyone's feelings. Everyone came to have a good time—don't spoil the good time for anyone (even if they are not your favorite person).
- **Thank the host at the end of the party.** Thank them for inviting you, for the food, for picking you up, taking you home.....whatever! A thank you note is a nice touch if it was a big or expensive party or event.

# BEING POLITE OVERNIGHT

Being a great guest is not too hard—just follow just a few guidelines for being polite overnight and you will be invited back for an encore appearance.

- **Wait to be invited.** Families have all kinds of plans for weekends and an overnight guest might not be part of them.
- **Be sure to let your friend know** as soon as possible if you can or can't come. Many times your parents might want to talk to your friend's parents to make sure the handoff and pickup are all set:



- What time should you arrive?
  - What are the plans for the evening?
  - Do you need a sleeping bag?
  - Do you need to have money for activities?
  - Will plans for the next day be affected by a late night?
  - Are there any off limit activities?
  - What plans for the next day does the host family have?
  - What time should you be picked up the next morning?
  - Do you (the guest) have any allergies, medications, nebulizers, orthodontic headgear, etc., that the host's parents might need to know about?
- **Bring what you need.** Be prepared. This is a home, not a hotel. You should bring your own toothbrush, toothpaste, shower toiletries, clothes, and sleepwear. Bring a something to cover yourself with in the morning.
  - **Clean up after yourself** and don't leave your stuff at the home of your friend.
  - **Follow the family rules.** If the family has a rule about bedtimes, video games, being inside the house, swimming.....make sure you are a follower.
  - **Don't put your friend in a bad position** by breaking family rules.
    - Use good table manners.
    - Keep things picked up.
    - Put dirty dishes, Cheetos bags, leftover popcorn and candy wrappers away.
    - Go home on time.

These are good ways to get invited back!

- **If you are going to a restaurant, order carefully.** Even when parents say "Order whatever you want"—that's not what they mean. Be reasonable. This is not the time to order nachos, onion rings and a smoothie in addition to your main course. This is a good way to NOT get invited back!

- **Be nice.** Even if your friend is not on good terms with his/her parents this week, you should be courteous to parents, siblings and anyone else who is a part of the family.
- **Make your bed, hang up your towels,** clean up your food mess, keep your “stuff” out of the middle of the floor. Basic courtesy goes a long way.
- **S-h-h-h-h-h!** Yes, we know that the point of a sleepover is to NOT sleep. Still, there ARE people in the house (parents, siblings, other guests) who are trying to sleep. If you’ve been asked to turn off the video games at midnight—do it. Ditto, stay out of the kitchen if it might disturb someone.



# GOLF AND COUNTRY CLUB ETIQUETTE



# COUNTRY CLUB OR RESTAURANT

## WHAT'S THE DIFFERENCE?

A **country club** is a private club requiring membership in order to use the Club's facilities. A "Public" facility "Private" means that in order to use the facilities of the club you or someone you know (who has invited you) must be a member. A member usually has to be approved and will usually pay a fee, sometimes large and sometimes small, to join. Members also pay monthly dues to the club and may have to spend a certain amount of dining.

There is a cost to be a member of a country club and each club sets its own rules and regulations. Dress codes, behavior, cell phone/electronic etiquette, etc. are specific to that club. They also follow national rules for sports such as golf and tennis. Members agree to follow these rules and they agree that their guests will abide by the rules also.

It's very important that you let your guests know the rules of the club if you are a member, or that you ask if you are invited to be a guest. Never assume that you "know" the rules. They are different everywhere!

Activities at a country club may include golf, tennis, swimming and dining. Country Clubs may also provide private rooms and dining for events such as weddings, private dinners, events for outside organizations and yes, Cotillions. Country Clubs originated in Scotland and first appeared in America in the early 1880s and are commonplace in all parts of the United States.

Restaurants are public and no one may be turned away for discriminatory reasons. However, restaurants do have the authority to require dress codes and to remove patrons who are misbehaving or are a nuisance to other diners and staff.

# OTHER COUNTRY CLUB ETIQUETTE

Almost every Country Club or City Club will have its own rules. As a member or as a guest you are expected to know the rules and to respect and abide by them. If you take a guest to a country club, make sure that you make it clear what the dress code and other club regulations are. This will make your guest more comfortable.

Country Club Rules will usually regulate:

**General dress.** Sometimes the dress code will vary depending on which part of the Club you are visiting. Make sure you know what to wear!

**Golf Attire:** This will describe how golfers are expected to dress. Most of the time Bermuda shorts (knee length) or slacks may be required. Cut-off shorts or denim are rarely allowed. Almost always golfers will be required to wear a collared shirt. For ladies, a collared shirt is usually required, coupled with a golf skirt, skort, or knee length shorts. Proper shoes will be described in the golf dress code for both ladies and gentlemen. You are not allowed on a golf course without proper “golf shoes”.

**Tennis Attire:** Some older clubs may still require tennis players to wear all white for court play. Wimbledon is an example of this type club. Today, tennis attire comes in many colors and styles for both ladies and gentlemen. Ladies should not wear clothing that shows the midriff, though sleeveless tops are usually allowed. Some clubs allow gentlemen to wear tasteful t-shirts, but a collared shirt, or a shirt that matches your tennis shorts is better. Again, you are not allowed on tennis courts without proper court shoes.

It is the responsibility of all members to see that their guests dress appropriately for the occasion.

**Be familiar with golf and tennis rules if you are going to play. They should always be respected and honesty is always expected.**

# GOLF ETIQUETTE

## SAFETY

Prior to playing a stroke or making a practice swing, the player should ensure that no one is standing close by or in a position to be hit by the club, the ball, or any stones, pebbles or twigs that could be moved by swinging.

## CONSIDERATION FOR OTHER PLAYERS

- ✓ The player who has the honor should be allowed to play before his opponent or fellow competitor tees his ball.
- ✓ No one should move, talk, cough, or stand close to or directly behind the ball or the hole when a player is addressing (standing over and ready to swing) the ball or making a stroke.
- ✓ No player should hit his next shot until the players in front are out of range.

## PACE OF PLAY

- ✓ In the interest of all players, everyone should play immediately. Do not spend too much time deciding which club to use, etc.
- ✓ Players searching for a ball should signal the players behind them to pass as soon as it becomes apparent that the ball will not easily be found. They should search for 5 minutes before doing so. They should not continue play until the players following them have passed and are out of range.
- ✓ When the play of a hole has been completed, players should immediately leave the putting green.
- ✓ If a match fails to keep its place on the course and loses more than one clear hole on the players in front, it should invite the match following to pass.

## PRIORITY ON THE COURSE

- ✓ A single player has no standing and should give way to more players.
- ✓ Before leaving a bunker (sand trap), players must rack any holes or shoeprints.
- ✓ A player must replace any turf cut he makes when swinging.
- ✓ Obey any notices of movement of golf carts and where they can be drive.

# DRESSING APPROPRIATELY FOR GOLF

SHOW UP LOOKING PRESENTABLE!

MOST PRIVATE COUNTRY CLUBS HAVE A DRESS CODE THAT USUALLY REQUIRES:

- A golf shirt with a collar. Unsure of what constitutes acceptable clothing for a game of golf? Sticking to name brand golf wear is a very safe bet.
- Shorts are okay, but they must be designed for golf; not gym shorts or cut-offs. They should be no shorter than just above your knees.
- Denim apparel is usually not appropriate.
- Pants and/or shorts should have belt loops, but no cuffs since they trap dirt.
- Wear a leather belt.
- Golf clothes are often bright and colorful, but you don't need to wear all the colors at the same time! Colors are like kids and employees. Some work together, and get along just fine; others always fight. Choose one bright color and pair with neutrals (tan, black, white).
- Wear proper golf shoes, not running shoes, or sandals. Just about every country club on the planet has switched from metal spikes to required soft spikes or a "built-into-the-sole" tread design. Bring a pair of street shoes. You may be having lunch or a soft drink in the clubhouse afterwards. Change into your golf shoes in the locker room.
- If you're wearing long pants, the socks should match your trousers. If you opt for shorts, wear light colored socks with white or saddle style shoes. Black socks with black shoes. The black socks and shoes looks slightly nerdy, but if you want to wear black shoes with shorts, that's the best combo.
- Hats are a good idea. They help keep the sun off your face, and may improve your vision. Either baseball style or straw golf hats are appropriate. Be sure you know what the rules are for hats in the clubhouse, though.
- If you're playing in cooler weather (like most 6 a.m. tee times) a golf sweater, vest, or jacket is practical.

Dressing appropriately shows respect for the member who invited you, the other members of your group, and for the great and ancient game of golf.

## Dress Code

- Adhere to club's dress code rules. A collared shirt is always required, jeans are not permitted in most clubs, and many times shorts are not worn on the course.

MANNERS for LIFE

# TENNIS RULES AND ETIQUETTE

Tennis has its [official United States Tennis Association \(USTA\) rules](#), then it has [The Code of Tennis](#), the unofficial rules of good tennis sportsmanship. Any serious player should take the time to read both. Players who don't understand the rules, or worse, The Code, are more likely to experience a gradually shrinking pool of opponents. Much of the etiquette surrounding tennis is rooted in the honor system, much like golf. The sport has a high level of sportsmanship.

Tennis is a social game, a game involving simple politeness and consideration. Everyone will enjoy the game so much more if those standards are maintained.

HERE ARE SOME OF THE MOST IMPORTANT RULES:

- Read and follow the rules posted for a specific tennis facility.
- Always respect the line calls of your opponent.
- If there is a disagreement, you may offer a “let” (sort of do-over”) if it’s a friendly game. In match play, you must follow USTA rules or the rules of the league in which you are playing
- Bring a new can of balls. If you are an experienced player who often breaks strings, bring an extra racquet.
- Don’t interrupt games on neighboring courts for any reason.
- Wait until a point is over to walk past a court or retrieve a ball.
- Wait until your opponent is ready to receive before serving.
- Call a “let” if a ball from another court rolls across your court anywhere. This can avoid an injury to your team or the other team.

## KEEPING SCORE

The server must announce the score at the start of each game and at the start of the second point and each subsequent point in each game.

If the receiver cannot hear the server's announcement of the score, he must ask the server to speak louder. You can't wait until the server believes he has won the game to try to reconstruct the scoring point by point.

## LINE CALLS

If you're not sure whether your opponent's shot is in or out, it's in.

If there is a disagreement on a call, the opponent may ask to "see the mark" (the ball makes a mark when it hits the court). Most players will agree to this. If it's a fun match, you may agree to play the point over. This is not required, but is good sportsmanship. If the disagreement continues, call tennis professional to the court.

Try to look like you're having fun, even if you're playing badly. Your opponent does not want to see you looking miserable, at least in a friendly match, and you're likely to play better if you try to present a positive state of mind.

## TENNIS ETIQUETTE FOR TOURNAMENT SPECTATORS

**Be quiet during play.** Whispers or loud noshing might attract irritated looks from fellow spectators. Talking and heckling can get you expelled from the game. When the announcer requests "dead quiet," he means it!

**Stay in your seat.** You can only excuse yourself during court changeovers. If you leave your seat, you'll have to wait for the next changeover to return to the seat.

**Turn your cell-phone off.**

**Smoking is usually not allowed around the courts.** Check with the venue for specific regulations.

**Leave umbrellas at home.** If you need shade, take a visor or hat that will not block someone else's view. Sunscreen is a good idea also.



# WHAT'S ALL THIS STUFF ON THE TABLE?

THE 5-COURSE DINNER



# TABLE MANNERS OUT AND ABOUT

1. Come to the table prepared: clean hands, chewing gum or retainer removed.
2. Be seated, or first assist the ladies with their chairs. Then use good posture and put your hands in your lap.
3. If grace is offered, close your eyes and sit quietly.
4. After grace, put your napkin in your lap.
5. Begin eating after the host begins.
6. Pass serving dishes to the right.
7. Watch the host or hostess and follow their eating pace.
8. Cut only one bite of food at a time.
9. Butter a small bite of your bread, broken off one bite at a time.
10. Hold the fork and knife correctly.
  - Forks are held as you would hold a pencil. Your index finger is on top of the handle, thumb and middle finger under the handle.
  - Knives are held with the thumb, middle, ring and pinky finger surrounding the handle and the index finger is placed on top where the blade and the handle meet.
  - Once you've successfully cut a piece of meat, rest the knife across the top of your plate with the blade facing toward you. Pretend your plate is a clock, and your knife tip faces the 10 with the handle facing the 2. (Then your hand goes in you lap.)
12. In between bites, forks also rest beside the knife at the top of the plate.
13. Be sure to ask to be excused from the table.
14. Thank the host for the meal.
15. Place your napkin to the right of your plate.
16. Push your chair under the table.

(Table manners, con't)

REMEMBER THE THINGS YOU'VE BEEN TAUGHT AT HOME:

Don't talk with food in your mouth. Chew with your mouth closed.

Keep your elbows off the table.  
Don't blow on your food.

Don't play with your food.  
Try each different food.

Don't criticize, complain, or make a face. Don't eat and run.

## BEING SEATED AT A TABLE

- Gentleman pulls the chair from the table with the lady at his side.
- The lady enters the chair from the right.
- With her hand firmly holding the bottom of the chair, the gentleman will help glide her chair under the table.
- The gentleman will use the chair to her left and he enters from the left side.
- Exit in the same manner.
- Remember to push your chair in before you leave the table.



# NAPKIN ETIQUETTE

- As soon as everyone is seated, immediately unfold your napkin and place it across your lap. Do not shake it. If the napkin is large, put the fold toward your waist. If it is a small napkin, it can be unfolded completely.
- It is considered poor etiquette NOT to use your napkin. The purpose of the napkin is to keep food off your lap and when needed, to discreetly dab or wipe your mouth. Replace the napkin on your lap loosely folded, not wadded and not stuffed between your legs.
- If you need to leave the table, place your napkin on your chair, folded loosely (NEVER wadded). Only after the meal is over should you place your napkin on the table to the right side of your plate (NEVER on your plate!).
- If your napkin falls on the floor and it is within easy reach, pick it up. If you are unable to reach the napkin without drawing attention to yourself, ask the server for another one.
- When you are completely finished eating, fold the napkin loosely and place the napkin to the right side of the plate.

# FAST FOOD ETIQUETTE

- Do not approach the order desk until you are sure what you want to order. Stand back and look at the menu until you make a selection.
- Never “cut” in line. Wait your turn.
- Approach the counter and in a clear voice state your order. Make eye contact with the person taking the order. Smile. If you want any changes to your order, this is the time to state the changes you may want.
- Have your money ready. Don’t “fumble” for the right amount.
- Get your napkin, straw and any other condiments you will need.
- Stand to the side until your number is called or find a table and wait until your order is ready. When you pick up your food, say “thank you.”
- Pull your chair out and be seated properly. Put your napkin in your lap and elbows off the table. Remember, people are watching. Chew with your mouth closed. No one wants to see inside your mouth. Never talk with food in your mouth. Use your napkin often.
- Talking with your friends and enjoying your meal is fine. However, you do not talk loudly, jump up, and run around to visit others, or use foul language or bad table manners. Burping loudly is never acceptable. If you must burp, cover your mouth and be as quiet as possible. Other patrons are trying to enjoy their food also.
- When your meal is finished, pick up your trash and throw it away. Leave behind no evidence of you or your meal.
- You should behave with respect to yourself, the restaurant, and the other patrons at all times.

# HOW DO I EAT IT?

## FORK, SPOON, OR FINGERS?

|   |  |
|---|--|
| Artichoke.....                                | Pull each leaf with fingers to dip in butter   |
| Bananas .....                                 | Fingers  |
| Brownies and cookies .....                    | Fingers  |
| Celery, Carrot Sticks .....                   | Fingers  |
| Cheese Cubes .....                            | Fingers  |
| Corn on the Cob.....                          | Fingers  |
| Crisp bacon .....                             | Fingers  |
| Cut fruit on dinner plate .....               | Fork   |
| French Fries (dining room).....               | Fork   |
| French Fries (fast-food, picnic).....         | Fingers  |
| Fried Chicken (dining room) .....             | Fork   |
| Fried Chicken (picnic) .....                  | Fingers  |
| Grapes, plums, cherries, apples, peaches..... | Fingers  |
| Onion rings.....                              | Fingers  |
| Pickles, olives, radishes.....                | Fingers  |
| Sandwiches, Hot Dogs & Hamburgers .....       | Fingers  |
| Spaghetti.....                                | Fork & Spoon                                   |
| Strawberries or dessert .....                 | Fork   |
| Sushi.....                                    | Japanese eat with fingers - Americans use Fork |
| Tacos .....                                   | Fingers, and fork for what drops out           |
| Watermelon .....                              | Fork   |

# BUFFET DINING

There are two kinds of buffets: informal and formal. You will encounter the informal buffet in someone's home, at an office party or informal style restaurants. The formal buffet can be in a restaurant, in a home, in large group settings (conventions, etc.), cocktail parties and for weddings. The rules are the same with a few exceptions.

1. Remember the idea of a buffet is to make several trips. It is not necessary to pile your plate high the first time you go through the line. Sometimes you can walk discretely and take a look at the buffet to plan what you'd like to put on your plate.
2. The plates will be arranged according to use. At the starting end of the table, you will find salad and soup plates. At the informal buffet, you may also find the knives, forks and spoons as well as the napkins. Silverware may sometimes already be at the table.
3. Pick up your silverware and napkin and hold them underneath the plate as you go through the line.
4. If you want to start your meal with soup, pick up the soup spoon and napkin and get your soup. You may also pick up the rest of the silverware at this time. When filling your soup cup, do not fill it to the top of the bowl. Usually, one ladle of the soup is sufficient. Return to your table and enjoy this first course. It is very difficult to juggle soup and salad at the same time.
5. When you are finished with your soup, if you wish to have more, DO NOT take the bowl back. You must always get another bowl. It's a matter of sanitation.
6. When you are ready for the next course, pick up silverware, if you have not already done so. Get the proper plate and proceed down the buffet line. Take a small amount of each type of food that you would like. Try more than one thing. Your plate should not be filled with one or two items. Remember, you can always go back.
7. Many buffets will have a serving dish with a lid. The lid should be removed or pushed back. If the lid is removed, there should be a plate provided on which to set the lid while serving yourself. One spoonful of each dish should be sufficient.
  - Nothing looks worse than the person who has heaped his plate so high that it will be impossible to see what is even on the plate.
  - The serving spoon should never be left in the dish. If there is a plate in front of the dish, this is where the spoon should be left. Never leave it on the tablecloth. However, although incorrect, at some buffets, the spoon is left in the dish. (Fast food restaurants).

8. When you have finished with your plate of food, either take it to a service table or ask the waiter to remove the plate. If you wish to return to the buffet, get a clean plate. (See #5)
9. Technically, you may go back to a buffet as many times as you like. Usually, one trip each for the soup, one for salad and entrée and one for dessert are sufficient. Depending on the dessert and the amount of space at your table, you may be able to handle your entrée and dessert at the same time. If everyone has been served and you would like more, it's OK to go back to the buffet.
10. When you are eating with a group of people at your table, it is correct to wait until at least one person has joined you at the table before you begin to eat. It is impossible to wait until everyone is back at the table to begin eating because of the logistics of the buffet itself.



# FORMAL BUFFET

1. The rules are the same for portions and serving order. You will find your utensils at the table. In a restaurant, a waiter or server will be serving your table drinks and be there to remove the dirty dishes between courses. Buffet style is used at many dinner parties in homes. It is an easy way for the host to be able to entertain guests and at the same time not be stuck in the kitchen.
2. The buffet line will have all of the correct plates for you to use for each course. The main entrées will include several choices and usually a station for meat or poultry that will be carved by an attendant. There may be a station for dishes cooked to order such as omelets or pasta. If you are interested in these stations, it is wise to order these dishes first and then proceed through the rest of the entrée offerings.
3. In the formal buffet, the dishes will all have a lid or cover to remove. If the lid flips back, just move the lid back, serve yourself, and replace the spoon on the serving plate. If someone is directly behind you, you may turn and ask him or her if they would like you to leave the lid open. If not, just close the lid and move to the next item. If the lid is to be removed, there will be a plate next to the dish on which to set the lid while serving yourself. Replace the lid when finished or leave it off if the person behind indicates that they want you to.
4. When attending a buffet served in someone's home, you would go through the line and take your place at the table. You DO NOT begin eating until everyone else is seated or the host instructs you to begin.

# HOW TO NAVIGATE A FORMAL DINNER

## PLACE CARDS LET YOU KNOW WHERE TO SIT AT A FORMAL DINNER.

- At a small dinner, you may need to walk around the room to find the table where you will sit for the meal.
- In larger groups, there may be a list of names and a corresponding diagram, which will direct you to your seat.
- Or, you may find a table set up outside the dining door containing small cards. Find your name and pick up the corresponding card. It will have the table number where you will be seated at for the evening. (Each table will have a number in the center). Match your card's number with the table's number. There may be another card on the table in front of each place setting. In most cases you are free to choose any seat at that table.

**MENU CARDS:** In front of each person's place setting there may be a card listing, in order, each course of food you will be served. It lets you know what's to come and in some cases, might describe each course. This is also a nice.

**WHAT UTENSILS TO USE WHEN:** When deciding what fork or spoon to use for each food, always begin on the outside of your place and work in towards your plate.

- If the first course of food is a soup, you will need a spoon--choose the spoon that is the farthest from the right side of your plate. If there are other spoons, you can assume you will have something else to eat using a spoon.
- If the next course of food is a salad, you will use a fork and perhaps a knife. Use the farthest fork from your plate's left edge first and the farthest knife from your right plate edge. When finished, your utensils should rest on your salad plate, and the waiter will clear them away with your salad plate.
- When your main meal or entrée comes, you will use the last knife and fork. If there is a knife, fork, or spoon above your plate, it is used for dessert.

**FINGERBOWLS:** On occasion at the end of the meal and before dessert, a small bowl of warm water on a small plate is set in front of you. This is to clean your fingers of food. Dip your left fingertips only into the bowl; wipe on your napkin, and then dip your right fingertips. This is not to slosh and truly wash your hands. This will be presented if you have been eating something where you used your fingers – like lobster or crab legs.

**TOASTING:** Before beginning a formal dinner (wedding receptions or award dinners), the host or hostess will stand up, tap his or her glass to get everyone's attention and make a toast. A toast can be made to thank or honor a specific person or to welcome everyone. If it is to a specific person, that person will remain seated and will not toast himself. Everyone else will raise their glass and take a drink. You may gently "click" your glass with others at the table.

**GRACE:** It is often customary to say a short blessing prior to eating. If someone stands and offers a prayer, bow your head and listen. Even if this is not your faith's prayer, it is polite to bow your head and acknowledge a blessing is being offered prior to eating.

**OTHER MEALTIME MANNERS:**

- Do not begin eating until everyone is seated and served at your table unless those not served insist that you start.
- It is also polite to introduce yourself to everyone at the table if they are people you don't know.

## RESOURCES

# RESOURCES

365 Manners Kids Should Know by Sheryl Eberly

A Book of Courtesy by Sister Mary Mercedes, O.P.

A Little Book of Manners for Boys by Bob Barnes

A Little Book of Manners for Girls by Bob and Emilie Barnes

Amy Vanderbilt's Everyday Etiquette by Letitia Baldrige

Business Etiquette in Brief by Ann Marie Sabath

Crane's Blue Book of Stationary edited by Steven Feinberg Debrett's

New Guide to Etiquette & Modern Manners by John Morgan

Don't Slurp Your Soup, A Basic Guide to Business Etiquette by Elizabeth Craig

Elbows off the Table, Napkin the Lap, No Video Games During Dinner by Carol Wallace

Emily Post's Etiquette by Peggy Post

Enjoying your Prom by Rebecca Black

Etiquette for Dummies by Sue Fox

Etiquette for Young People by Elizabeth Post

Finding the Perfect Words, Writing Thank-You Notes by Bagrielle Goodwin & David Macfarlane First Impressions,

What you Don't Know about How Others See You by Ann Demarais

Goops by Gelett Burgess

Guide to Good Manners for Kids by Peggy Post & Cindy Post Senning

Heartfelt Words for Special Occasions by Vickie and JoAnn

How Rude, Teenagers Guide to Good Manners by Alex Packer

How to be a gentleman by John Bridges & Bryan Curtis

How to be a lady by Candace Simpson-Giles

How to Work a Room by Susan RoAne Manners Matter by Debbie Pincus

Mastering Business Etiquette and Protocol edited by Frank Gruber

More goops and how not to be them by Gelett Burgess

More than Manners by Letitia Baldrige

Oops! Your Manners are Showing by Peggy Norwood and Jan Stabler

Personal Notes How to Write from the Heart for Any Occasion by Sandra E. Lamb

Tea and Etiquette, Taking Tea for Business and Pleasure by Dorothea Johnson

The Art of the Table by Suzanne Von Drachenfels

The dateable rules — a guide to the sexes by Justin Lookadoo & Hayley DiMarco

The Everything Toasts Book by Dale Irvin

The Fine art of Small Talk by Deborah Fine

The Girl's Guide to Social Savvy — Manners in a Modern World by Jodi Smith

The Guy's Guide to Social Savvy — Manners in a Modern World by Jodi Smith

The Little Giant Encyclopedia of Etiquette by Michael MacFarlane

The New Manners by Letitia Baldrige

The Rituals of Dinner by Margaret Visser

Tiffany's Table Manners for Teenagers by Walter Hoving

Tipping by Stacie Kaajchir and Carrie Rosten

Tips on Tipping by Irene Frankel

Town & Country's Social Graces edited by Jim Brosseau

Treasuring the Gift of Tea Time by Julie Loree Peterson

What do you know about manners? By Cynthia MacGregor

What Southern Women Know, that every woman should by Ronda Rich

What you never knew about Fingers, Forks and Chopsticks by Patricia Lauber.