

BUSINESS & DINING ETIQUETTE

How you conduct yourself and treat others in a business or dining setting speaks strongly of who you are as a professional. Research worldwide tips and strategies before traveling as different cultures have different protocols.

General Tips

- Use titles (Mr. Ms. Dr.), not first names until instructed to do so.
- Be on time or 5-15 minutes early. Earlier than that can be awkward and invasive.
- Prepare for meeting, developing an agenda if you are leading.
- Do not interrupt meeting agendas, but in a timely manner, be confident in concisely sharing on-topic ideas/opinions.
- Do not get intoxicated at work functions.
- Do not use profanity or tell off-colored jokes.
- Do not engage in office gossip.
- Bring a positive attitude and leave personal drama at home.
- Do not air work-related frustrations via social media. (e.g. These people make me sick. #SITFRIDAYYET)

How to Approach a Group

- Present yourself with confidence.
- Smile and extend right hand.
- State name (and company).
- Know how introduce yourself (and company) in 15 to 30 seconds.
- Avoid "closed" triads: two people facing shoulder to shoulder are likely having a private conversation.
- Do not fold your arms or put them in your pockets.

Greetings

- Hi, Hey, Yo, What's up?, What's going on? are not appropriate.
- Hello is appropriate.

Introducing Yourself

- It is your duty to introduce yourself.
- Look people in the eyes and smile in order to seem confident and approachable.
- Name tags should be placed high on right shoulder.
- When should you introduce yourself?
 - When you realize someone does not recognize you.
 - When attending a business or social gathering.
 - When seated next to someone.
 - When person introducing you forgets your name.
 - When it is a friend of a friend.

Introducing Others

- Use proper titles when introducing others.
- Omit titles when introducing people of same rank and position.
- Never introduce a co-worker/superior by first name.
- Introduce person lowest on the totem pole to the one highest.

- The name of the person of greater authority is spoken first.
- This means you look at the most "important person" and say, "Ms. Important, I would like to introduce you to Mr. Student, an intern in our IT department. Mr. Student, this is Mr. Important, the director of technical marketing."
- When dealing with people outside the company, clients are more important than company employees, and hiring managers are more important than job seekers.
- If you are seated while being introduced, stand to shake hands. Have a firm handshake, but avoid death grips.
- Tell something about the person whom you introduce.

During the Conversation

- Learn how to make small talk.
 - Be current on domestic and international events.
 - Know what events impact your company or client's.
 - Ask questions that focus on other person, not you.
 - Do not interrupt and/or finish people's sentences.
- Avoid conversations about health or diet habits, cost of things, personal life, gossip, off-color jokes and controversial issues.
- Don't gaze around room in a conversation—it's rude and makes other person feel insignificant.
- Do not touch others unless you know them well.

Ending a Conversation

- Do not just walk away if you see someone more interesting—ALWAYS make a closing statement before moving on:
 - "Please excuse me. It was nice talking with you."
 - "It was really a pleasure to meet you. I look forward to seeing you again soon."
 - "I enjoyed talking with you. I hope to see you soon."
 - Summarize, "Oh, it looks like you have a fascinating job and I wish you good luck on your project."
- If graceful disengagement doesn't work, be more direct: "I see it is really getting late and I really must go," then back up physically. As a last result, say a parting statement while you are shaking hands and saying good-bye.

Business Cards

- Always have enough and carry in a case.
- Should not be wrinkled, written on, outdated or dirty.
- Present the card with the print facing the recipient.
- Your name should be the largest print on the card.
- Don't write on business cards in front of others.
- Don't exchange business cards while dining.
- Never pass them out like you are dealing cards.
- It is polite to comment on card before putting it away rather than immediately stashing it in a pocket without looking at it.
- If someone asks for a business card, offer yours in return.



- Before offering your business card, first say, “May I give you my card?”
- Do not force your card on anyone or offer it too early in a conversation.
- Let senior executives ask for your card. Do not offer to them.

Meetings/Networking Events

- It is polite to offer to pay if asked to a lunch/dinner meeting. However, whoever extends the invitation typically pays.
- Know why you are attending and who you want to meet.
- Bring business cards; Remember you represent your company.
- Do not carry a bag or notebook that fills your hands.
- Step to the right when you enter room, pausing to first observe.
- Greet hosts first, if possible but do not monopolize their time.
- Introduce yourself to others, not just talking to people you know.
- Do not immediately head for the bar or food; don’t go hungry.
- Avoid foods that are messy or can’t be eaten in one bite.
- Hold food or drink in left hand to leave right hand open.
- Write a thank-you note within 24 hours.

Work Relationships: Co-workers

- Cooperate and develop a relationship of mutual support.
- Focus on positive qualities and potential of co-workers (strengths, not weaknesses).
- Be friendly, but do not join a clique.
- Spend time observing how people act, who performs well and who takes a positive view toward the job and organization.
- Beware of the grippers and avoid office gossip.
- Do not talk about co-workers behind their backs.
- Voice concerns, challenges and accomplishments.
- Remember that a peer may someday be your boss or you his.
- Be nice, polite and friendly to everyone, including individuals who work outside of your department.
- Observe organization’s gift giving policy and be discreet when exchanging gifts if only exchanging with a few coworkers.

Work Relationships: Supervisors

- Approach tasks with a willing attitude.
- Enthusiastically complete “grunt” assignments.
- Demonstrate poise and maturity in everything you do.
- Ensure quality work is completed on-time.
- Supervisors are your ally, not your enemy.
- Supervisors train and develop; they aren’t best friends.
- Do not ask supervisor for personal and financial advice.

Cell Phones

- Turn your phone off during meetings.
- Invest in a watch so you don’t check phone for time.
- Avoid answering in restaurants. If expecting important call, let those you are dining with know, and leave table to answer.
- In public, be aware of voice volume and move at least two arm lengths away from those around you (or out of the room).
- The people you are with should take precedence over calls.
- If you expect a call that can’t be postponed, alert your companions ahead of time.
- Public phone conversations are not private.

Email Etiquette

- Craft a compelling subject line.
- Treat email like a business letter; always be professional.
- Keep it short and simple.
- Use proper spelling, grammar and punctuation.
- Never send an email when you’re angry.
- Email is NOT confidential and can be forwarded.
- Read it and check your spelling before sending it.
- Confirm attachment you intended to attach is attached.
- Answer an email within 24 hours.

General Dining Etiquette

- Do not order foods that are eaten with your hands.
- Pass food from left to right (counterclockwise).
- If asked for the salt or pepper, pass both.
- Never season food before tasting it.
- Food is served from the left, dishes removed from the right.
- Butters, spreads or dips should be transferred to your serving dish before spreading or eating.
- Do not ask for a “to-go box” unless it is an informal situation.
- For hard to scoop items, use bread, not your finger, to push items onto fork.
- If hot food is burning mouth, discretely drink something cool.
- Napkins belong in your lap.
- If you leave table, loosely fold your napkin (do NOT refold your napkin or wad it up) and place it beside your dinner plate.
- Meeting materials or briefcases should be left under your chair until it is time to discuss business.
- Do not ask to taste or offer to let others taste your food.
- Do not blow nose at the table. Politely excuse yourself.

Casual Dining Exceptions

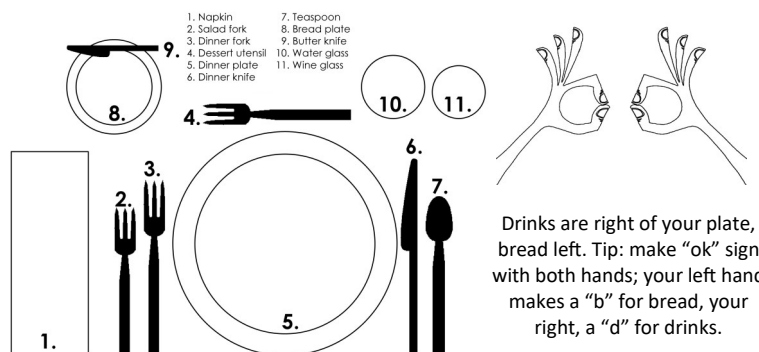
- You may order foods that are eaten with your hands.
- When sharing chips and salsa, you don’t have to transfer salsa to your plate, but do not double dip.

Leaving a Tip

- Fifteen to 20 percent of the bill total is customary, but for exemplary service, a greater percentage is accepted.
- For poor service, ask to speak to the manager; still tip.

Place Setting Tips

- General rule: use silverware from outside in as meal progresses.
- When finished, do not push plate away. Instead place fork and knife across the center of the plate, handles to the right.
- Between bites, your fork and knife are placed on the plate, handles to the right, not touching the table.



Drinks are right of your plate, bread left. Tip: make “ok” sign with both hands; your left hand makes a “b” for bread, your right, a “d” for drinks.