

Etiquette: Beyond "Please" & "Thank You"

One of the points of this Leadership Conference is to give you skills to help you increase your leadership responsibilities and opportunities. Etiquette is a set of skills which allow you to be successful and self confident in unfamiliar settings. As you gain more leadership responsibilities you'll find yourself more often in unfamiliar settings.

Let's start with table manners

Activity: Place tableware in the correct arrangement

Discussion: Why that way?

Activity: Formal Dinner Place Setting Worksheet

1. When to begin eating
 - A. When hostess insists
 - B. When everyone has been served.
2. The Table Setting
 - A. The Napkin
 - i. Start (in lap fond in half long ways)
 - ii. Coming Back (chair)
 - iii. Finished (casually folded on table)
 - iv. Use in a blotting manner
 - B. When to use what
 - C. Placement of silverware
 - i. Not used—on table; Used—never on table
 - ii. Finished (across plate blade in, tines up)
 - iii. Spoons & Knife on right with blade facing inside
 - iv. Forks on left, except fish fork on right
 - v. If more than one fork or spoon, start from the outside and work towards the plate
 - vi. If you use a spoon to stir coffee or tea, place it behind the cup parallel to the handle
 - vii. When finished, put the soup spoon on the saucer
 - viii. When finished, place fork tines up and knife blade in across the middle of your plate to signal you are finished
 - D. Holding a cup, stemmed glass
 - i. By stem to not heat beverage w/ hand
3. Passing the Food
 - A. Always pass to the right.
 - B. It is ok to pass to your immediate left if you are the closest to the item requested.
 - C. Always pass the salt and pepper together.
 - D. Ask the person nearest to what you want "to please pass the item after they have used it themselves."
4. Eating
 - A. Bring food to your mouth, not your mouth to the food.
 - B. Cut food one piece at a time.

- C. Chew with your mouth closed.
 - D. Always scoop food away from you.
 - E. Do not leave a spoon in the cup, use the saucer or plate instead.
 - F. Do not smoke while dining out.
 - G. Never spit a piece of food into your napkin. Remove the food from your mouth using the same utensil it went in with. Place the offending piece of food on the edge of your plate. The exception to this is a fish bone or a seed which you may remove with your fingers.
 - H. Do not talk with your mouth full.
 - I. Take small bites so you can carry on a conversation without the delay of chewing and swallowing large amounts of food.
 - J. There are lots of ways to eat soup, just make sure you don't slurp; tip the bowl and spoon away from yourself
 - K. Always leave plenty for others
5. Getting something out of your mouth (fork or spoon, hide on plate)
 - A. Olive pits, cherry pits
 - B. Fish bones
 6. Food in your teeth
 - A. don't use toothpick or finger @ table, excuse yourself
 7. Accident at the table
 - A. If food spills off your plate, you may pick it up with a piece of your silverware and place it on the edge of your plate.
 8. Burping
 - A. Into napkin
 9. Coughing
 - A. Leave the table immediately if coughing is severe
 - B. Otherwise, behind the hand and no apology is needed
 10. Blowing One's Nose
 - A. Do before sitting down for the meal
 - B. Otherwise, excuse yourself from the table
 11. Too Hot Food
 - A. Never spit out food, but cool with a drink of water
 - B. Do not blow on items, just let them cool
 12. Eating certain kinds of food
 - A. Bread and rolls should be broken into small pieces. Butter only one or two bites at a time. Butter should be taken from the butter dish and placed on the bread plate, not directly on the bread.
 - B. Celery, carrot sticks radishes, olives (fingers)
 - C. Seasoning, salting food: Taste before seasoning.
 13. Dropped/Dirty Items
 - A. Just ask kindly for another

More Etiquette

1. Gifts
 - A. When invited to someone's home, bring along a token of appreciation, it can be homemade or bought

2. Clothing
 - A. When you receive an invitation, always ask about the attire unless obvious
 - B. Consider the occasion, time of day, location, etc.
 - C. Never wear a hat or casual sleeveless shirt at the dinner table
3. Posture
 - A. Sit straight with your feet on the floor beneath your chair
 - B. Do not rock back and forth
 - C. Elbows may be on the table before the meal or between courses, but never while eating; Placing your forearm on the table is ok
4. Tipping
 - A. 10%-15% for buffet meals
 - B. 15%-20% for served meals
5. Noises
 - A. Turn off all beepers, cell phones, alarms, etc. until dinner is over
6. Leaving
 - A. Keep the host/hostess in mind and leave at an appropriate time
 - B. Do not ask for a doggy bag
7. Follow-Up
 - A. Always send a "Thank You" Not the following day
 - B. If you cannot do that, call the next day to express your appreciation

Now we are going to talk about the Name Game, or introductions.

For success in life, it is important to be able to make introductions, be introduced graciously, shake hands and make conversation. I know adults who are not comfortable doing this and you can distinguish yourself if you can learn and master this skill.

Here are the rules to making proper introductions.

1. The person to be honored is mentioned first and receives the advantage of being presented with the most information first.
 - A. A man is presented to a woman. "Mrs. Brown, this is Mr. Smith, my music teacher. Mr. Smith, I'd like you to meet Mrs. Brown. I took piano lessons from her for several years."
 - B. Present the younger to the older. "Mrs. Elder, may I introduce you to Ms. Young. Ms. Young was my camp counselor this summer. Ms. Young, I'd like you to meet Mrs. Elder, my 8th grade teacher."
 - C. Present others to your parents. "Mom and Dad, this is my friend, Kyle Simpson. Kyle, these are my parents, Gene and Ann Schwarm."
 - D. The most important rule of all, make the introduction regardless of whether you do it properly.
 - E. When introducing people known to you, say something nice and/or interesting about each person to start the conversation.
 - F. Other thoughts: Say the persons' names slowly and clearly. Repeat them in the conversation which follows. As the person being introduced, also try to use the names in conversation to help learn them.

2. Handshakes: It is said, Two things determine success: 1. What you know; and 2. How well you communicate what you know... Often the second is more important than the first.



- A. Always push your hand in all the way to meet web-to-web, with your fingers together and your palm straight out and thumb up.
- B. Never give a finger tip hold or short handshake, which is commonly just squeezing the other person's hand short of meeting web-to-web.
- C. Remember a good, professional handshake is completed by shaking a woman's hand no differently than a man's hand. There are no longer double standards.

Activity: Introductions

- 1 person do the introducing
- 1 person play yourself
- 1 person play the role of a 4-H leader. Use your own name and hometown.
- Common link: The person being introduced wants to join the 4- H leader's 4-H club.

What about when you travel?

1. Staying in a hotel

- A. Noise: It's fine to stay up and talk, just stay in your rooms, out of the halls, and be quiet.
- B. You don't have to keep the room neat, but don't trash it.
- C. Pilferage: Don't take things- ashtrays, towels, ice buckets, etc. Usually marked what they want you to take: sewing kit, soap, matches, etc.

Now remember:

First impressions mean a lot, so try to always use your best etiquette. You may not remember every single rule. In that case, use your common sense and do what ever you think is best to make your guest feel comfortable. Finally, good manners are just a way of showing other people that we have respect for them, not a way of acting "all superior."