

Quick Question-Anyone

What's your biggest etiquette pet peeve?

Name: _____

Worksite Reflection

What was something that happened at work this week?
(an event, a problem, an interaction, a success, etc.)

Administrative Questions

Is your phone number the same? YES NO
 Do you have active phone service? YES NO
 Is everything at work satisfactory? YES NO
 Are you getting enough hours? YES NO
 If you selected NO, explain:

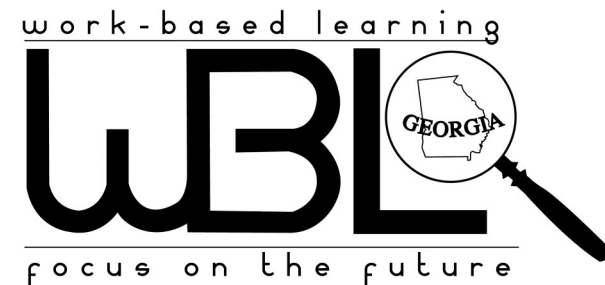
	POINTS	EARNED	On time Late
Journal	5		Date turned in:
Scenario	5		Weeks late (points off):
Question	5		Final Score:
Reflection	3		
Admin	2		

Business Dining

- The host is in charge. If you're the host, make reservations and arrive early. Be prepared to pay.
- Know which utensils to use.
Start with utensils on the outside and work your way in. Used silverware should never touch the table; they should rest on your plate.
- Use "BMW" to remember where things go.
Bread (on the left)/ Meal/ Water (on the right).
- Break your roll in half and tear off one piece at a time; butter the piece as you are ready to eat it.
- Place your napkin on your chair if you leave the table during a meal.
- Do not use the napkin as a tissue.
- Always say "please" and "thank you" with wait staff.
- Do not complain or criticize the service or food
- Left-handed people should sit at the left end of the table or at the head of the table.
- If you are at a table of 8 to 10 being served by waiters, wait to eat until all at the table have been served.
- Wait for your host to begin to eat.
- Offer to the person on your left and pass everything to the right.
- Pass the salt and pepper together.
- Do not season your food before you have tasted it.
- Do not push away or stack your dishes.

Etiquette:

How Not to Embarrass Yourself at Work



Meeting & Greeting

Make a great first impression. In an introduction, use your first *and* last name. “*Hi, I’m Bob Smith. It’s nice to meet you.*” is a good casual and formal introduction. Stand up when you meet people.

Get names right. If you didn’t hear someone’s name, simply say so and ask if they could repeat it. Then, use it during the conversation. This makes it much harder to forget their name next time!

When in doubt, make the introduction. If you aren’t sure whether people have met, introduce them any way. Don’t assume people have met; make a brief introduction to make everyone feel welcomed.

Shake hands. No matter how casual or formal a setting is, a handshake is always good. The person with more seniority is usually the one who initiates it.

Conversations

Don’t interrupt when someone is talking. Show interest in what they say, Listen, wait until they finish, ask questions, and build on what they said.

Avoid gossip. Don’t gossip with colleagues and customers. You may feel like you’re connecting over “the tea”, but it reflects poorly on you.

Don’t look at your phone. When you’re talking to someone, looking at your phone is the same as looking around to see if there’s someone better to talk to. Give people your attention.

Politely end a conversation. If you need to leave a conversation, wait until it’s your turn to speak, and say, “It was nice to see you,” or “I’m glad we could catch up.” Then, end the conversation nicely.

Always acknowledge people. Even if you’re hurrying to a meeting, if someone you know walks past, be sure to acknowledge them. A small nod or quick

Email Etiquette

Respond promptly. Try to answer emails within 24 hours. If you can’t respond fully, send a note saying you received the message and will get back soon.

Be selective about “Reply All.” Don’t clog people’s inboxes by replying all to emails.

Get permission to make an introduction. Always make sure that it’s OK to introduce two people over email. Send an individual note to each of them first.

Never email while angry. Got upsetting news? Give yourself a chance to cool off before writing—it’s best to let the email sit for a day while you calm down.

Assume that everything you write will be made public. Never write something you wouldn’t mind having printed in the news. Assume that this will happen, and check your tone and content.

Texting Etiquette

Spell it out. Only use shortcuts if you’re certain the other person understands them. Otherwise, remove the acronyms and abbreviations and type it out.

Be aware of tone. When you text, you can’t use voice or body language to say what you mean which can make your messages seem harsh. Write in sentences and use “please” and “thank you.”

Leave the big news for a real conversation. Texting is a great way to stay in touch, but it’s too casual for important conversations. If you have big (or bad) news, save it for in-person or a phone call.



DID YOU KNOW?

Shaking hands upon greeting was originally adopted several centuries ago in England as a means showing that neither party was armed.

Name: _____

Journal

Describe a time when you witnessed someone not using proper etiquette. Why was it noticeable? What bothered you most about it?

Worksite Scenario

Your boss writes Selena up for using her cell phone while with customers. Her defense is “I was just looking at my text messages.” What rule of etiquette does her employer expect her to follow? Why?
