

COSPA Etiquette Dinner Outline

Cocktail Mixer

- 1) History of Etiquette
 - i) Began in the French royal courts in the 1600s and 1700s
 - ii) First American – President George Washington
 - iii) Washington had his rules of Civility

- 2) First Impression
 - i) 12-12-12-12-12
 - (a) First 12 steps in a room
 - (b) First 12 words – positive
 - (c) First 12 inches
 - (d) Bottom 12 inches
 - (e) First 12 of your arm

- 3) Introductions
 - i) Stand up
 - ii) Smile
 - iii) Firm hand shake
 - (a) **No limp fish**
 - (b) **Trick** – keep tissue in your pocket if you have sweaty palms
 - iv) Eye to eye contact
 - v) First and last name
 - vi) Enunciate
 - vii) Repeat the other person's name

- 4) Name Tags
 - i) Networking – Name tag on the right
 - ii) Professional – Name tag on the left
 - iii) Ladies – Make sure it is not covered by the hair

- 5) Body Language
 - i) Do not touch above shoulders
 - ii) No hands in the pockets – Unprofessional
 - iii) Handshakes are the best used for introductions
 - (a) Not everyone wants to be hugged or touched on the arm

- 6) Mixing and Miggling
 - i) Beverage, plate, and napkin all in one hand
 - ii) **Do Not** talk about yourself
 - iii) Ask open ended questions
 - iv) Learn something about each person
 - (a) Write notes on the back of business cards - discreetly
 - v) Never leave a person without closing out the conversation

7) Conversation Basics

- i) Do not use profanity or distasteful jokes
 - (a) Bad topics - sex, religion, and politics
- ii) No jokes about women
- iii) Do not address women as honey or sweetheart
- iv) Avoid loud conversation
- v) Turn cell phones on vibrate
 - (a) Do not answer phone in front of the person you are talking to
 - (b) Politely excuse yourself
- vi) Do not chew gum

8) Dressing tips

i) Men

- (a) Buttons on your jacket
 - 1. Two button – button top, but not the bottom
 - 2. Three button – Sometimes, Always, Never
- (b) Wear dark color suits, Navy or Gray, during an interview
- (c) White shirts with a conservative tie
 - 1. Use **metal** collar stays
- (d) Clothes should be clean and pressed
- (e) Shoes should be polished and should match your belt
- (f) Over the calf socks are the best to wear
- (g) Dress shirts use collar stays
 - 1. Metal collar stays work best
- (h) You should be well groomed
 - 1. Hair cut
 - 2. Shave before interview – don't go with any facial hair
- (i) How to properly fold your jacket on an airplane
- (j) How do you let someone know something is wrong – i.e. fly is down
 - 1. Put yourself in the same situation and ask yourself what you would want someone to do
 - 2. Let someone know politely
- (k) Additional Information

ii) Women

- (a) Dresses are no good
- (b) Can't go wrong wearing a solid navy-blue or medium-to-dark-gray business suit, with a solid-white, long-sleeve, no-frills dress blouse
- (c) Low heeled, dress conservative shoes that matches clothes
- (d) Wear your hair back
- (e) Earrings should be conservative
- (f) Carry a brief case or portfolio versus a purse

Dinner Table

9) Dinner table etiquette

- i) Men – Keep your jacket on the entire time at the dinner table
 - (a) Follow the lead of the most important person in the room
- ii) General rules
 - (a) Remember the purpose of the meal
 - (b) Follow the lead of the host
 - (c) Be discreet
 - (d) **Never** correct a person who is not using correct etiquette

10) Sitting at the table

- i) Follow the lead of the host
 - (a) Wait for all women to be seated before males sit
- ii) The napkin
 - (a) Fold napkin in half on your lap
 - (b) Dab mouth when cleaning
 - (c) Do not spit food into your napkin
 - (d) Place napkin on your chair when you leave
 - (e) Place on the table to the left of your plate when you are completely finished
 - 1. Follow the lead of the host
- iii) Place setting
 - (a) **OK** sign with hands – Bread & Drink
 - (b) Silverware – use inside out
 - (c) Sometimes the salad fork will be towards the middle/last
 - 1. European style
- iv) How to hold your fork and knife
 - (a) Continental Style
 - (b) American Style
 - 1. Place the blade towards you when you are resting the knife
 - (c) Never ever stab your food
 - (d) Cut one piece of food at a time
 - (e) Bring food to your mouth with the tines down
 - (f) Do not stack your food
 - (g) Don't gesture with your fork and knife
 - (h) If silverware drops on the floor, don't pick it up – politely ask for another utensil

v) Do's and Don'ts of eating food

(a) Do:

1. Try at least three bites of everything
2. Avoid talking with mouth full
3. Swallow food before taking a sip of water
4. Keep your elbows off the table
5. Keep your wrists on the table

(b) **Remove food in your mouth the way it came in**

- 1. In with the fork – out with fork**
- 2. In with the hand – out with the hand**

vi) Don'ts

- (a) Overload your plate
- (b) Put your knife in your mouth
- (c) Order the biggest meal
- (d) Order alcohol at an interview
- (e) Season food before you eat it - disrespectful
- (f) Chew with mouth open
- (g) Complain about the food
- (h) Smack your lips
- (i) Touch your head at the table
- (j) Blow on your food if it is too hot
- (k) Lean back in your chair

vii) Resting and Finished position

(a) Resting

1. Cross the fork and knife – tines down
2. Fork at 2 and 8, and the knife at 10 and 4

(b) Finished

1. Fork and knife together, tines down, blade in
2. Set at 10 and 4

viii) How to eat soup

- (a) Eat away from you
- (b) Spoon is placed on the plate between sips and when finished
- (c) Don't crumble crackers in your soup

ix) How to eat bread

- (a) Tear small pieces and butter each piece
- (b) Place knife on the plate with the blade facing in

x) How to pass items at the table

- (a) Offer to the left and pass to the right
- (b) Pass salt and pepper together – they are always married

xi) Coffee

(a) If you do not want coffee – turn over cup

xii) Toasts

(a) Can be done with wine or water

(b) Done either at the beginning or the end

(c) The person who the toast is to should not stand

(d) Person being toasted should not raise his glass – do not drink a toast to yourself

11) Books

i) *The Little Book of Etiquette* by Dorothea Johnson

ii) *By George!* by Steven Selzer

iii) *Kiss, Bow, or Shake Hands: How to Do Business in Sixty Countries* by Terri Morrison, Wayne Conaway, George A. Borden