

# CHAPTER FIVE

## Dining Etiquette & Protocol

### Dining Dos and Don'ts

#### The Dos

- Do place your napkin on your lap. When using it, blot and do not wipe.
- Do keep in pace with everyone, do not dawdle and do not race.
- Do keep your elbows off the table
- Do make complaints politely and quietly, without disturbing the appetites of others.
- Do use your utensils from the outside in.
- Do have pleasant conversation at the table. Do not talk about anything that would offend others or destroy their appetite.
- Do cover your mouth when you sneeze, yawn or burp. And say, "Excuse me."
- Do excuse yourself from the table if you have to blow your nose. Always wash your hands before returning to the table.
- Do cut one bite at a time.
- Do take small bites without over stuffing your mouth and drink slowly.
- Do chew with your mouth closed without making noise.
- Do thank the person who has prepared your meal.
- Do ask to be excused before leaving the table

#### The Don'ts

- Do not begin a meal until the host gives a welcome, a prayer or any before dinner announcements.
- Do not begin eating until everyone at your table has been served their food.
- Do not feed pets at the table.
- Do not eat off of other's plates.
- Do not pick at your teeth or put your fingers in your mouth.
- Do not say, "I don't like that" or "I hate that." If you do not like something say, "I wouldn't care for any, thank you" or "No thank you."
- Do not pick up your utensils or napkin if you drop them on the restaurant floor. Simply ask your wait staff for a new one.
- Do not slurp your soup or blow on it.
- Do not touch your hair at the table, pick at yourself or make imitating tapping noises.
- Do not mix your food together.
- Do not tilt or rock your chair back. Sit up and maintain good posture.
- Do not dunk food in your drink or soup.

- Do not order something that is more expensive than was ordered by the person who is paying for your meal.

Academy of Etiquette & Protocol  
All Rights Reserved

### **Power Points for Handshaking:**

- Be ready to *initiate a handshake*.
- Keep your right hand *free*.
- Place name badge on front side of *right* shoulder.
- Give a *firm* handshake.
- Shake from *elbow*, not the *wrist or shoulder*.
- Give 2 to 3 pumps only.
- Make sure hand is *dry* and *fragrance* free.
- Do not wear rings on *right* hand.
- *Remove* a *glove* before shaking hands.

### **Guidelines for Meeting People:**

- 1) Always rise for the occasion
- 2) Make eye contact
- 3) Always smile
- 4) Lean forward slightly
- 5) Listen carefully
- 6) Give a firm handshake
- 7) Give a cordial greeting saying their name back
- 8) Never depart without an exit greeting

### **Tips for Effective Introductions:**

- 1) Stand facing the person you are meeting.
- 2) Stand at handshaking distance.
- 3) Introducer should only say each person's name once.
- 4) Introducer should keep hands down at side.
- 5) Look at the person when you say their name.
- 6) Let the introducer finish the introduction.
- 7) Don't forget to use "TO YOU" – "May I present to you, Mr. Maxum."
- 8) Clients and politicians or ministers are said first.

### **Making an Entrance:**

- Arrive on time.
- Dress appropriately.
- To make a strong entrance, enter as if you belong.
- Show confidence.
- Maintain good posture at all times.
- Enter the doorway, move to the side, and view the room for a moment. This helps to plan your navigation in the room.
- Pause, observe, and compose yourself.
- Let others see that you have arrived.
- Don't look like you are in a hurry.
- Greet your host or hostess and thank them for the invitation, and their work for setting up the function, or merely tell them that you are glad to see them. Offer help if appropriate. Helping during a function almost always assures that you will meet others easily.

### **The Business Lunch**

- 1) Rise when your guest arrives and greet them with a smile and a handshake.
- 2) Give your guest menu suggestions to let them know (price wise), what their liberty is in ordering.
- 3) If you are the guest, you should never take advantage of the host or hostess by ordering more courses than they do.
- 4) Order food that can be eaten in small bites. This allows for conversation.
- 5) If co-workers are dining together, it is correct to divide the cost of the meal.
- 6) A business lunch should not last more than 1 ½ hours. A business discussion should not begin until after the entrée course is complete. Papers should not be placed on the table until the dessert course is complete.
- 7) The host indicates that the lunch has ended by placing the napkin loosely to the left of the plate and by standing. Also, give a closing comment like, "thank you for meeting me today." The host should walk the guest out.
- 8) Whatever business is discussed, the meeting should end on a positive note. Courtesy and cordiality are still a must. Most people will respond in kind even if things did not exactly go their way.
- 9) The guest should mail a thank you within two days. Note: sending a thank you by email is becoming more acceptable – sending by mail allows you to include your business card.

**D**