

Manners *Always* Matter



The Social Graces of Dining
and other
Etiquette Tips to Serve You Well



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Manners Always Matter

Introduction

Every culture has its own set of established and respected ways of behaving. Traditions have passed through many generations and are accepted of a way of life that allows individuals to feel comfortable in both social and business situations.

Etiquette and manners are often used interchangeably. Others who specialize in the research and teaching of acceptable behavior distinguish between “etiquette” and “manners.” One reference focuses on “etiquette” as a set of acceptable rules of behavior while “manners” is applying these rules to our own behaviors. Etiquette is a French word meaning ticket. Etiquette just might be your personal “ticket” to success.

Most all authorities will agree that the down to earth, common sense definition is the result—making others feel comfortable and valued in any situation.

George Washington, yes, the first president of the United States of America, is the author of the following quote which is still remembered and has meaning in today’s world: “Sleep not when others speak, sit not when others stand, speak not when you should hold your peace, walk not on while others stop.”

With the hundreds of books and articles published, and more entering the market every year, on etiquette, manners, communication, international culture, and workplace behaviors it is difficult to deny the necessity of being prepared for demonstrating a knowledge of basic manners. It just might be true that the road to success is paved with good manners.

Just look around you, good manners are not always noticed; bad manner stand out like a neon sign.

This little booklet covers only the very basic areas: introductions, handshakes, dining etiquette, office courtesies, phone manners, interview reminders, communication and listening tips. A quick review prior to an important event in your life might be just what you need to put you at ease, ace expectations, and come out the winner you are.

Etiquette is just about showing respect to others and is the core of developing self-esteem and an image of success.

Enjoy!

First Impressions

What can you do in no more than a minute?

Think about it. You could...

- brush your teeth
- drink a small glass of juice
- toast a piece of bread
- dial a phone number

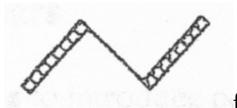
Something else you can do is to make a “first impression.” First impressions are easy to make yet often difficult to change.

The Rule of 12

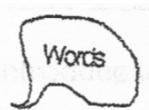
Sounds, sights, scents and **emotions** are all a part of the **Rule of 12!**



- The first 12 **steps** you take should be those of confidence. Whether you are walking from the parking lot to your building or office, or you are walking from your office to another part of your work area—along or with others—walk with a purpose: with energy, enthusiasm and expectation.



- The first 12 **inches** from your head down should reflect a positive attitude: eye expressions, the tilt of your head, facial expressions.



- The first 12 **words** you speak should reflect a warm, friendly and supportive tone.

People should begin to know who you are and what you stand for from a first encounter. Make your entrance with poise, and dignity. The author, Jane Adams, states it is difficult if not impossible to separate “style” and “substance.” Style being appearance and substance being ability.

Introductions

Introducing yourself

There are times when you find yourself in surroundings where you do not know anyone. Here is an opportunity to get acquainted with a new group of people—all of them with unique experiences and a circle of friends and colleagues that you may want to meet. It is perfectly acceptable to approach an individual or small group of people and introduce yourself.

“Hi, I am Karen. This is my first time at this writing conference. May I join you during break?”

Of course you would not interrupt two, or more, people who seem engaged in a serious conversation.

It is also good manners if you see someone standing alone to walk over and introduce yourself. Later you might also introduce the person to others you are acquainted with in the room or at a lunch table.

Introducing Others

There are two ways to introduce people.

Informal: “This is _____.”

Formal: “May I introduce to you _____.”

- Introduce the younger person to the older person (honored).
- Introduce a male to a female. (honored).
- Introduce the less-distinguished person to the more distinguished person (honored).
- Give first and last names if you can.

When introducing people it is a nice gesture to include something you know about the person or how you know this individual.

Even if you momentarily forget a person’s name, if you begin the introductions the rest will follow. People are usually quick to follow-through with their own introductions. Your effort is what counts.

Greetings and Handshakes

In the United States of America, it is appropriate to shake a person's hand when meeting. In other cultures the greeting may be expressed by a bow, a kiss, or with a little difference in the handshake. All in all, the purpose and sincerity is the same. In the book, *Manners Made Easy*, author June Hines Moore suggests a series of six steps (six S's) to remember about the handshake.

1. **Stand.** You should stand when you meet someone for the first time. You should also stand to greet someone if that person is standing. Both men and women should stand; however, women do not need to rise from a table (such as a conference or dinner table) unless the newcomer is an older or more distinguished individual.

Note: After you stand, the remaining four steps are performed almost simultaneously, but not hurriedly.

2. **Smile.** It takes only 14 muscles to smile but over 70 to frown! A smile is the same in any language. ("Hello! How are you?")
3. **See** their eyes. Look people in the eye when meeting or talking to them. To avoid staring, look from their mouth to their eyes. (remember, some cultures do not make eye contact when greeting.)
4. **Shake** their hand. Use a proper handshake.
5. **Say** your name. Say "Hello! My name is _____."
6. **Say** their name back to them. Saying their name helps you to remember that person's name and it makes the other person feel good to hear you speak their name. It gives you the opportunity to make sure you understood the name correctly. If not, the other person can use this opportunity to help you.



A good handshake is important. It should be firm and held for three-four seconds. In today's business world it is not necessary to wait for a female to initiate the handshake. Females and males should both be ready to initiate the handshake. A good handshake is not just about a physical gesture. It is about connecting with the other person. It is a physical greeting and you want to convey your pleasure in greeting the other person. The best way to do that is with your face and your eyes.

Four Steps to a Proper Handshake

- As you approach someone, extend your right arm when you are about three feet away. Slightly angle your arm across your chest, with your thumb pointing up.
- Lock hands, thumb joint to thumb joint. Then, firmly clasp the other person's hand, without any bone crushing or macho posturing.
- Pump the other person's hand two to three times.
- Let go.

Handshakes have been around since the birth of civilization. They were originally a way to prove you had no weapons in your hand when meeting someone new. You should become comfortable with the custom. Handshakes are a sign of trust and help build strong relationships.

Name Tags

Name tags are important for gatherings where people do not know one another. It is important that the names on the tag are clearly printed and large enough to be read at least two- to-three feet away,

Name tags should be worn on your right shoulder so your eye is naturally drawn to a person during introductions and a handshake.

Sometimes the tag offers only the person's name. If there is room more information is helpful, such as the name of the business or what city or state the person is from. This helps with starting conversations and getting acquainted.

Social Invitations

Everyone likes to be invited to a social gathering. With that invitation comes responsibilities.

Follow the instructions.

Invitations should come with information covering the date, type of event, time, where the function is being held and the name and contact information of the host/hostess.

Most invitations, especially those including meals, request RSVP. RSVP stands for the French words that mean “respond, if you please.” Why French? In early American history, the manners of the French were considered the world standard of graciousness. For very formal affairs, a reply card will be included with the invitation. For less formal events there may just be a notation, RSVP, followed by a phone number and name.

If your invitation is by e-mail, you are proper to respond by e-mail. If it is written, you are expected to either write or phone. Again, FOLLOW the INSTRUCTIONS. The host/hostess will count on your response, and in a timely manner, so that they might complete arrangements for seating, food, parking, and other essentials for a comfortable event. Don't let them down by just showing up, or not responding at all.

Guests

If the invitation is addressed to you only, you are the only person expected. If the invitation is addressed to you and a notation mentions a guest, you are correct in bringing another person with you. Be sure to mention this person by name when you reply. Most dinner parties do not include baby-sitting services so please do not surprise your host by showing up with the family.

Cancellation or Delay

If your plans change for whatever reason, be sure to contact your host/hostess to inform of your change in plans. This also will apply to a circumstance causing you to be delayed in getting to the event destination. Call to inform of your situation. You might ask if your lateness would cause an inconvenience.

Dressing for the Occasion

The invitation should give a clue as to the degree of formality of the occasion. Being over dressed is uncomfortable for you. Being under dressed can be embarrassing both for you, the host/hostess and other guests. If in doubt, call the host and ask what would be appropriate.

When the door is answered--TaDa—there you are! Create a picture of elegance, no matter if casual or formal. Dress appropriately and tastefully. Dress as well for comfort—indoor or outdoor gathering. This goes for both the ladies and the gentlemen.

Gifts

It is always thoughtful to remember the host/hostess with a thank you gift for their hospitality. However, unless you have contacted them prior to the event, don't bring something that you expect to be included with the menu or used as part of the decorations. Something for later use is appropriate.

Timing

Unless the invitation includes an overnight stay, be sure to keep track of the time. You want to convey your thanks, say goodbye to other guests, and move out the door within the time frame expressed on the invitation. Observe the other guests and watch the host and you will know when it is the appropriate time to leave.

Munch and Mingle

Often invitations are received for an open house or reception when munch and mingle are the primary agenda. For most dinner occasions there will be a time to mingle, get acquainted with other guests, and allow the host/hostess to take care of last minute details. This is usually a more casual, informal gathering. Even with the more casual atmosphere, there are expectations from the guests. Below are suggested behaviors to take note of during these events.

- Whether this is a single event or pre-dinner, there is a reason small plates are offered to guests. You are not expected to eat a full meal and should not camp out at the food tables.
- Most food items served at a cocktail party, reception, or pre-meal hour are intended to be eaten with the fingers. These include hors d'œuvres, canapés or crudités. Bite-sized food items are usually served. You will display good manners by taking an assortment of items, usually one of each, and moving away from the food tables. Other finger foods could include olives, pickles, nuts, deviled eggs and chips or crackers.
- Remember not to double-dip. If using a cracker or chip dip it in. Don't dip it again after having taken a bite.
- If you find something you do not like, just leave it on your plate to be returned either to a designated tray or a trash container.
- If something is spilled on the table, furniture, floor or a person, try to clean it up as quickly as possible by patting the table or cloth with napkins. (Of course don't pat the person!) Offer to have garments or furnishings cleaned.
- Don't overload your plate so food is likely to fall off when eating.
- Be cautious of setting glasses or hot plates on furniture without pads.
- Never talk with your mouth full of food.
- Try to manage food with the left hand so the right hand is free to shake hands as you are introduced to other guests.

- Come prepared with topics of conversation. Current events, the refreshments, sports, art, entertainment, theatre, etc. Never cover politics, money, government, tragedy or personal subjects.

It's Time to Eat!

Dining experiences are anywhere from casual to formal. The table settings will vary with the type of meal. In every case there will be utensils to eat with, dinnerware for serving the food, and glassware for beverages. The various tools of eating are arranged according to the items being served. The diagram below shows a more formal table setting, set in American style. Each piece displayed is identified and its use explained. It is interesting to note that just by looking at the table setting a guest can predict certain food selections and courses to be served. The rule of thumb is only to set the table with utensils that will be needed for the meal being served. For example, if no soup is being served, the setting should not include a soup spoon.

Place settings can be confusing when you first look at the table. Just a few explanations soon make dining a comfortable experience.

Napkin

The first item of business after being seated at the table is the napkin.

Napkins usually coordinate with the table linens. Napkin rings are a decorative feature on the table in our time; however, their initial purpose was to identify the owner of the napkin for use at later meals since they were not washed as often as meals were served. If the table is set with napkin rings, gently remove them and place them on the table either in the area of the napkin or above the dinner plate.

When seated, and following the host/hostess, napkins are unfolded and placed on your lap. Notice the following diagram. Fold the napkin in half with the fold toward your waist, next to your body. It is not necessary to fully open it. Dinner napkins are 22-26 inches.

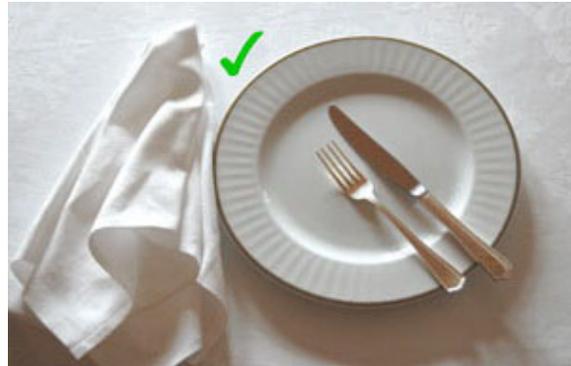
The napkin remains on your lap and ready for use throughout the entire meal. The exception being if you need to leave the table before the meal is finished. Napkins are used to gently blot your mouth. In no case should your napkin be used to signal your server, wipe your cutlery or blow your nose. Never tuck the napkin into your shirt like a bib or into your pants or skirt. If you need to leave the table during a meal, place the napkin on your chair seat. Note: some etiquette experts say to place it on the table and others say the back of your chair. Trained wait staff know you will be returning if the napkin is placed in your chair and your utensils are in the resting position.

When you are finished with your meal, you should loosely fold the napkin and place it on the left of your plate with your utensils in the finished position on your dinner plate. This will alert the server that you have finished with your meal.

Napkin placement in lap



Napkin placement when done eating



Napkin placement if called away from the table during the meal

Take note of the dinner table diagram. Refer to it as each item is identified and explained on the following pages.



1. **Dinner plate.** The center of the place setting. When finished eating, do not push the plate away from you. Instead, place both your fork and knife across the center of the plate, representing a clock time of 10:20 with handles to the right, the knife blade facing you and the fork tines up. *Note:* Usually the dinner plate is not presented until the entrée is served.
2. **Soup bowl.** Usually served on a saucer. If you need to set your soup spoon down while eating, place it in the bowl. When you have finished, place it on the saucer or leave it in the bowl.
3. **Bread plate.** Positioned just above the forks. Bread should be broken into bite-sized pieces, not cut. Butter only one piece at a time—the piece you are planning to eat. Butter may be on your bread plate or it may be served.
4. **Salad plate.** Positioned in same place as dinner plate.
5. **Napkin.** The napkin was explained earlier.

6. **Salad fork.** The salad fork is placed to the left of the dinner fork.
7. **Dinner fork.** The dinner fork is placed to the left of the dinner plate. Usually, you will have no more than three forks: salad, fish, and dinner. There is no fish fork in this picture. The use is from outside in.
8. **Butter spreader.** The butter spreader is placed horizontally across the top of the bread plate.
9. **Dessert spoon.** The dessert spoon is placed above the plate with the handle facing right.
10. **Dessert fork.** The dessert fork is placed above the plate and below the dessert spoon with the handle facing left.
11. **Dinner knife.** The dinner knife is placed to the right of the dinner plate with the blade facing the plate. There may be meat, fish, and salad knives. There are no fish or salad knives in this picture. The order of use is from outside in.
12. **Teaspoon.** The teaspoon is placed to the right of the dinner knife.
13. **Soup spoon.** The soup spoon is placed to the right of the teaspoon. You will recognize the soup spoon by its rounded bowl.
14. **Iced beverage spoon.** If there is an iced beverage spoon, it would be placed to the right of the soup spoon.
15. **Water glass.** The water glass sits in line with the tip of the knife.
16. **Red wine glass.** The red wine glass sits slightly below and to the right of the water glass.
17. **White wine glass.** The white wine glass sits slightly below and to the right of the red wine glass.

Note: The coffee cup, saucer and spoon are often served after the entrée and with dessert.



American Style – I'm resting position



American Style – I'm finished position



Continental style – I'm resting position



Continental style – I'm finished position

Holding the knife and fork

TIPS FOR SERVING FOOD And GENERAL DINING ETIQUETTE

- Taste your food before seasoning.
- Butter, spreads, or dips should be transferred from the serving dish to the plate before spreading or eating.
- If asked for the salt or pepper, pass both together.
- Dishes are removed from the right.

- For soup, dip the spoon into the soup, from the edge of the bowl to the center, moving away from you. Only fill it $\frac{3}{4}$ full to avoid spilling. Sip, not slurp, from the edge of the spoon. Do not insert the whole bowl of the spoon into your mouth.
- If soup is too hot to eat, let it cool in bowl. Do not blow on it.
- It is proper to tip a soup bowl slightly to get all of the soup.
- Crackers may be broken and placed on top of the soup but not crumbled into the soup or other dishes such as chili.
- Never turn the glass upside down to decline wine. It is more polite to let the wine be poured and not draw attention to yourself. If you are asked about wine and will not be drinking, quietly decline.
- Do not ask for a doggy bag unless it is an informal dining occasion.
- Please, no smoking at the table, even if the restaurant has smoking privileges.
- Do not ask to taste someone else's food. Similarly, do not offer a taste of your food to another person.
- Food is served from the left.
- For hard to scoop items like peas, use your knife or a piece of bread to push the food onto your fork. Do not use your fingers.
- Do not talk with your mouth full.
- Chew with your mouth closed.
- Hands should not circle your plate.
- Cut only enough food for the next mouthful.
- Start eating hot food when it is served, do not wait for everyone else to begin if there are a large number of people dining. In most instances, the host/hostess will announce to begin.

- If hot food is burning your mouth, discreetly drink something cool to counteract the food.
- When stirring beverages do not clank the spoon against the side of the cup or glass.
- Never leave spoons in a glass or cup when drinking. Straws should only remain in a glass when used for sipping.
- Wrappers from crackers or sugar are either placed under the edge of your dinner plate or on the bread and butter plate. The B&B plate is sometimes called the trash plate.
- When squeezing lemon, hold your hand around it so as not to squirt another guest in the eye or face.

Personal attention at the Table

- Be seated in your chair from the right side.
- Practice good posture. If not eating, place your hand in your lap or rest your wrists on the edge of the table. Do not put your elbows on the table.
- Meeting materials or briefcases should be placed under your chair until it is time to discuss business.
- Handbags should not be placed on the table. If it is small enough, it is placed on your lap. If large, set it on the floor under your chair, but careful not to place it where it might trip the server.
- Try to pace your meal to finish at the same time as your host or the majority of the group at your table.
- Do not blow your nose at the dinner table. Excuse yourself to visit the restroom. Wash your hands before returning to the dining room.
- If you cough, cover your mouth with your napkin to stop the spread of germs and muffle the noise. If your cough continues, excuse yourself to visit the restroom. Wash your hands before returning to the dining room.

- Your jacket should not be hung over the back of the chair.
- Ladies should not refresh makeup while at the table.
- Personal items, such as glasses, keys, or medicine should be placed in your pocket or handbag rather than on the table.
- You may begin to eat when everyone has been served in a fine dining situation. You may begin to eat when the host picks up his/her fork to eat. Do not start eating before this unless the host insists that you begin.
- If you arrive at the table before anyone else in your party, do not begin eating the bread, crudités or any pre-set food, such as appetizers, until everyone else has arrived and is seated.
- Please turn off your cell phone. If you absolutely have to have your cell phone turned on, put it on vibrate mode. Under NO circumstances should you place, or receive, a call while dining. The same goes for text messaging. You never want to give anyone the idea that the person on the phone is more important than the person sitting in front of you. If there is no way to avoid making or receiving a call, excuse yourself from the table and take your call outside of the dining room.

Even though this is a pretty extensive list, certainly there could be many more pages before the topic of etiquette dining tips is exhausted. However, by reviewing this list and becoming familiar with the items provided you are certain to present yourself in good light and feel comfortable in most any dining situation.

A tip from Martha Stewart

to help you remember where your utensils, glassware, and dishes are and where your dining neighbor's table territory begins.

b d

Using the tips of your thumb and forefinger, make circles on each hand. The remaining three fingers in each hand point upwards. Your left hand will form a “b” and your right hand will form a “d”. Bread (B) is on the left, and drink (d) is on the right.

If your neighbor has already taken your bread plate or drink, quietly ask the server for another.

Fast Food Etiquette

There will always be days for stops at a fast food restaurant. Remember, just because fast food is convenient does not mean manners should be forgotten. First impressions still count while you grab a quick bite.

- If you are placing your order at the counter step back until you are ready to order. Don't hold up the entire line while making your decision.
- Help yourself to the napkins and condiments you need but don't be wasteful. Only take what you need and will use.
- If you spill something tell the staff right away so it can be cleaned up to avoid others from slipping and also to keep the restaurant clean and inviting for other guests.
- When you have finished your meal, put your trash in the bin rather than leaving it on the table.

COMMUNICATION AS A PART OF GOOD MANNERS

You just can't avoid communicating within yourself and with others. In fact, there is never a time when you are not communicating. Whether in a family, business, or community

setting there are a number of ways that you are involved in sending and receiving information. Throughout the day there are situations calling for

- Written
- Verbal, and
- Non-verbal modes of communication.

In the section of this manual outlining the proper way to introduce yourself to others verbal and non-verbal communication modes are used. When you send a thank you note after having been a guest at a party or having received a gift you are using written communication. All of these are external types of communication. When you are thinking about something you may be having an internal conversation with yourself.

Remember the purpose of knowing and using good manners—to show respect and to make yourself and others comfortable. It is important to plan our messages so the words and tone of voice convey the appropriate intent when read or heard. Certainly, using correct grammar and setting the message up in clear format gives the receiver a better chance of interpreting the message as intended.

By our actions alone, we send hundreds of messages daily—many are not received the way the sender intended.

- Facial expressions
- Body movement
- Posture
- Hand gestures
- Eye movement

We signal certain meanings without having sounded a single word. When conflicting verbal and non-verbal messages are received, research tells us that the non-verbal message is more often the message believed.

It is important to take the time to review content before sending a written message. Check the words; check the way the message is structured; check for accuracy of format, spelling and punctuation. Finally, be sure the facts are correct.

Make your message clear (Does it say what you want it to say?) and concise—(Have you used enough words to be understood but not so many as to confuse?)

WORKPLACE ETIQUETTE

Whether you are an office new comer or have been around the workplace for a number of years you know that more hours are spent with colleagues on the job than any other

social and perhaps family setting. With this said, it is most important to “live in peace” with all from the executive suite to the entry level personnel. Review the tips below.

- Extend a friendly morning greetings—with a smile.
- Offer to assist with papers and packages.
- Hold the elevator door—but don’t hold the elevator.
- Unless you brought it—don’t eat from the employee refrigerator.
- If you take the last of any supply, alert the person responsible for ordering more.
- Leave the copy machine in the normal setting.
- Don’t leave the copy machine jammed.
- Clean up after yourself in the employee lounge (table spills, micro, refrigerator, floor, etc.).
- Congratulate co-workers on achievements and special recognition (even if you wanted the praise yourself)—and look and sound sincere.
- Offer to cover for a co-worker so he/she might be able to attend a child or spouse event.
- Compliment your manager on a job well done—praise is welcome in both directions.
- Be responsible—do what you say you will do.
- Be a team player—promote the bottom line as called for by management.
- Be polite to all employees—those above and those below your status.
- Keep your office space presentable.
- Look for ways to better your department and your company.
- Set good example for the younger and newer employees.
- Don’t cover up. Speak up if you made a mistake whether it is major or minor.
- Give your share for office collections—something for you may be next.
- Represent the company well outside the office—you never know who is listening.
- Clear the air after a dispute and then move on to the next project.
- Don’t be loud in an area where others are needing to concentrate on a project.
- Make it a habit to let someone know when you must be away from the office.
- Deliver COMPLETE messages PROMPTLY.
- Thank those who help you—a written note is as appropriate as an e-mail or call.

The success of your company and your position depend on GOOD MANNERS to co-workers and customers.

TELEPHONE ETIQUETTE

Telephone technology marches forward bringing consumers improved performance, increased options and daily use challenges. Users continue to have voice and choice of words to make an impression—good or bad. There is choice to sound cold, unfriendly, and often just plain rude. There is also choice to sound warm, friendly, and alert. Which do you prefer to hear on the other end of the line?

The simple to remember TIME model is a reminder of how to include manners in phone use when either making a call or receiving one.

Take the time of day into consideration when placing a call.

Identify yourself before asking to speak to the intended party.

Make sure it is convenient for the party to talk.

End the conversation by saying “goodbye” first if you made the call.

Other ways to enhance a telephone conversation:

- During the conversation do not interrupt or talk over your party.
- Make notes of important information.
- Ask for the spelling of a name that you may need later.
- Hold your emotions in check during the conversation.

When answering a call, remember to:

- Try to answer by the third ring.
- Speak in a clear voice, in a volume easily heard over the phone line.
- Ask to take a message if the party requested is not available.
- Repeat the name, phone number and message for accuracy.
- Deliver the message as quickly as possible.
- End the conversation with “goodbye” before hanging up the receiver.

With the increasing use of cell phones there must be more awareness of the importance of keeping conversations out of hearing range of people around you. Not everyone wants to be a part of your conversation nor should they be. Excuse yourself and move to a private area of a room or step outside.

Using a phone while driving is both dangerous and against the law in most states. Be mindful of yourself and others.

LISTENING

High on most lists of “lacking manners” is not listening or interrupting the speaker. Are you guilty of either?

Without good listening skills it is next to impossible to provide meaningful feedback to questions or actions.

Hearing is a physical act.

Listening is an intellectual and emotional act of choice.

Hearing acknowledges sounds.

Listening requires interpretation and understanding of what is said.

To gain respect, become more successful, and enjoy full conversations, practice the following ten guides for effective listening.

1. **Stop talking.** You cannot listen if you are talking.
2. **Put the talker at ease.** Help a person feel free to talk.
3. **Show a talker that you want to listen.** Look and act interested. Listen to understand rather than oppose.
4. **Remove distractions.** Free yourself to listen.
5. **Empathize with talkers.** Try to help yourself see the other person's point of view.
6. **Be patient.** Allow plenty of time. Do not interrupt a talker.
7. **Hold your temper.** An angry person takes the wrong meaning from words.
8. **Go easy on argument and criticism.** Do not argue: even if you win, you lose.
9. **Ask questions.** This encourages a talker and shows that you are listening.
10. **Stop talking.** This is first and last, because all other guides depend on it.

(Courtesy of the International Listening Association)

In order to listen actively you must:

- Choose to listen.
- Listen for information and facts.
- Listen with the heart's ear.
- Listen to yourself.
- Know when to keep silent.

Active listening requires you to take in information; clarify and verify content and provide feedback.

THE MAGIC WORDS

These are words that are to be used every day as often as necessary to show your respect of yourself and others. Use them genuinely and generously.

PLEASE

The word “please” gives any request a softer more genuine sound. Asking another individual to complete a task or stop a behavior or assist with some activity will sound less like a command and more of an appeal when introduced with the word please.

THANK YOU

In every single day we are blessed with so many words and acts of kindness there is never a shortage of reasons to say or express thanks. Our thanks may come in a personal conversation, e-mail, phone call or in a written thank you note. The personal touch of the thank you note is most appreciated because of the special attention it requires. Expressing thanks should become a habit. Just a few words from the heart do wonders for the receiver. Information for writing a thank you message appears on the following page.

YOU'RE WELCOME

Time is our most precious gift. When we invest our time in order to bring happiness and comfort to another it is only fitting to receive appreciation. We acknowledge appreciation by genuinely letting the person know we were happy to be able to help. All of our magic words must be perceived as from the heart. Your tone of voice speaks this.

EXCUSE ME

No one of us is perfect. Often we mess up for whatever the reason and we must be confident enough within ourselves to acknowledge our error. Saying “excuse me” or “I am sorry” is a first step in moving past our mistakes. Let someone know our behavior did not intend to offend and we ask for the opportunity to make amends and move forward.

“Manners are the happy way of doing things.”
Ralph Waldo Emerson

THE THANK YOU NOTE

The “thank you” note is icing on the cake. It says that someone is practicing manners. It says that you have made someone happy. It says that your time and thoughtfulness are truly appreciated. Enjoy the effort. Send your thanks in the form of a sincere and lovely message.

Thank you messages are sent for numerous reasons:

- Gifts (even if you have already said thanks in person)
- For the hospitality of a host/hostess for overnight stays, dinners, other events
- For any special treat or favor received (helping you through a difficult time, sharing a skill, as examples)
- And many more...

Tips for writing a thank you message

- Make your message timely. Don't wait so long that a person forgets what they did.
- Select a delivery system to match the occasion.
- Start with a salutation, “Dear Karen” for instance.
- Begin the note with words other than “thank you.”
- State the reason for the note. (The flowers from your garden are lovely. Thank you for sharing. I am enjoying them.)
- Include something about the person you are writing.
- End your note with an appropriate close. (Sincerely or Fondly, as examples)
- Sign your name.
- Date the note at the bottom.

The message need not be long, just warm and sincere. The formality of the note depends on how well you know the recipient.

There are hundreds of printed note papers and cards to select from. Appropriate and pretty note paper is available in all price ranges, from Dollar Store to personalized and printed. Although fine paper is a joy to receive, the message itself is the real joy.

Sending thank you notes is a habit worth forming. Not only does it make you feel good, it makes someone else feel special.

Sample Thank You Message



INTERVIEWING ETIQUETTE

Interviews can be stressful! As with other of life's many opportunities being prepared and putting your best foot forward is the only way to go.

Career interviews, whether it is for a first position or a promotion, depend heavily upon first impressions. Do your homework. Make a positive connection with the interviewer. Style and substance are both key in finding a match for the person and the position. Don't

allow your personal style to get in the way of your ability. Below is an interview check list. Yes, manners always matter.

- Are you dressed professionally and appropriately for the interview?
- Are you on time?
- Is your non-verbal behavior in check?
- Did you use the Six S's from this manual during the introduction and handshake?
- Is your resume in good form?
- Did you leave your "bling" and heavy fragrance at home?
- Did you wait to take a seat until invited by the interviewer?
- Did you come with knowledge of the company and its history, mission and reputation?
- Are you observing the staff's non-verbals, the office environment, the action?
- Did you come with questions about the position?
- Did you remind yourself not to ask questions regarding money, days off, or promotions on this first interview?
- Are you getting a comfortable feeling talking with the interviewer?
- Are your answers to the interviewer's questions direct, up front, and to the point?
- Are your answers telling how you have solved problems, handled specific situations, and planned for improvements?
- Did you thank the interviewer for inviting you to discuss the open position? (of course a thank you letter will follow the next day)
- Did you ask for the interviewer's business card for information necessary to write the thank you letter?
- Did you ask what the next step and time frame are in the hiring process?
- Did you leave showing enthusiasm and a positive attitude?

If this is the position for you it will happen. If not, put on your happy face, positive attitude, good manners and do it all over again. It will pay off when the time and place are right for you.

BUSINESS CARDS

Your business card is a printed visual of your personal and corporate image. Treat it with dignity.

The Japanese are to be credited for being the leaders in business card protocol. There is no set etiquette in America for passing out and treating business cards. Most Americans

for many years simply passed out cards at the time of introductions or at the beginning or end of a business meeting, glanced briefly at it and in the pocket or brief case it went. When increasing numbers of Japanese business people began attending conferences, business meetings, and joining American business circles, we began to take note of their manner of handling their cards. Americans have slowly begun to follow their pattern.

Business cards can be used as gift enclosures, clipped to documents, or presented in person as a part of introductions.

Presenting and Receiving a Business Card

- Keep your cards in a case to be sure they are clean and crisp.
- Keep your card case handy to avoid searching around in your briefcase or handbag.
- Present your card face up and turned so that the person receiving the card can read it.
- Don't hand out cards as if you were playing a card game.
- Accept the card and read everything on it.
- Note and say the person's name.
- Make a comment about the business.
- Place the card in your briefcase, handbag or pocket.

There are business card forms in office supply stores at very reasonable prices that are easily prepared on your own computer. You may also have them printed. Black or blue ink on white stock is the most common. Business cards list your name, company, position, and contact information. If you are not with a company, you use your personal contact information. Cards should not be passed out during an exchange of food. Be selective with your distribution.

<u>Name</u>		Title
Company Name		
Address	Fax	
Suite	E-mail	
City, State Zip	Website	
Phone		

NOTES

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Mission Statement...

To assist individuals to improve their social and professional image through mastering the art of dining etiquette and utilizing effective communication skills through the practice of "good manners."

About the Author...

Dr. Janet Cherry enjoys a rewarding and fun career whose focus is helping people reach their potential through effective communication skills and the practice of "good manners."

She has held management positions in both for-profit and not-for-profit organizations and after transitioning from the corporate world she served as adjunct faculty in the Department of Management, The University of Memphis, in Memphis, Tennessee. Dr. Cherry has owned three small businesses and is a published author. Her speaking credits and workshop facilitation span the U.S. and include Europe, Asia and Canada. Dr. Cherry speaks on Listening, Social and Business Etiquette, and **Conversations**—a program she designed to develop self-esteem, social and communication skills for both adults and children. She is the recipient of awards for corporate training excellence and has also authored the **Daisy Series**, a collection of stories to entertain and enhance listening skills.

Presently her energy is spent working toward establishing a network of individuals to teach workplace manners within her community and beyond to supplement educational skills for on-the-job success.

Dr. Cherry holds a doctorate in Education Leadership: Human Resources Development from Vanderbilt University. She is also a certified etiquette consultant serving clients from the sandbox to the executive suite. Dr. Cherry lives in Memphis, Tennessee. She is a SCORE member and has a strong commitment as a volunteer within the community. She has held leadership roles in The International Listening Association, the American Society for Training and Development and The Association of Professional Communication Consultants. She hosted Manners Always Matter, a weekly talk show on KWAM 90 AM in Memphis.

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