“Everything Etiquette”
ARMA Dallas Monthly Meeting
Brookhaven Country Club
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Global Protocol, Etiquette & Civility Academy

"Everything Etiquette" Ten Tips

- Dress and Appearance
- Invitations
- Addressing Invitations
- R.S.V.P.s
- Thank You Notes

More Tips

- Handshakes and Introductions
- Business Cards
- Electrical Devices
- Dining
- Toasts

- 4 = Business/Tailored Level (Suit)
  - Matched, collared, hosiery, authoritative
- 3 = Business Casual/Softly Tailored (Jacket)
  - Sports jacket, pants suit, less formal, influential
- 2 = Casual Tailored (Collar)
  - Slacks, blouse, khaki, golf shirt, sweater, informal
- 1 = Untailored/Easy Going (No Collar)
  - Jeans, t-shirts, sandals, sneakers, unofficial

» Conselle L.C.

#1 Dress and Appearance

4, 3, 2, 1 Style Scale

Hands, Feet, Shoes and Purses

- Critical
- Manicured
- Bag lady
- Open-toed shoes
- Ready for the public
- Day and Night

Guidelines of Dress Code
Top Seven

1. Observe the Dress Code and don't push the limits
2. Consider your Brand each day
3. Dress for the job you want in the future
4. Follow the dress of your leaders/Board/Mentors
5. Change your dress as you progress
6. Treat each day like it is important
7. If a leader, then lead and set guidelines for your team

#2, #3, and #4 Invitations, Addressing, and RSVPs

The Various Steps and

How to Handle

Do's and Don'ts

- Wording
  - What did you forget?
- Correct:
  - Betty and Sam Jones or…
  - Sam and Betty Jones
- End time on an invitation
- When to send

- RSVP
  - "Repondez, s'il vous plait" or "Please reply/respond"
- Regrets only
- No gifts please
- Dress code
- Formal dress

#5. Thank You Notes "3-3-3"®

- 3 Minutes
- 3 Lines
- 3 Days
  - Handwritten
  - Address
  - Stamps
- It's the timeliness that matters
- Email thank you notes
- Holiday cards…start now

#6. The Handshake and Introductions

Your First Impressions

Let's Shake Hands

The Handshake

- Stand
- Introduce yourself
- Always be ready—unarmed
- Web to web
- Eye to eye/contact

Handshakes

- Smile
- Shoulder to shoulder
- Clammy or dead fish
- Rings and bracelets
- Bring me to my knees

Introductions – "HOW"

H – igher **O** – lder **W** – oman

Higher ranking

Older to younger

Woman to man

7. Business Card Etiquette

- Always have them
- Condition
- Chit chat
- Case or portfolio
- Storing them
- Sitting on them
- Translation
- Not flyers

8. Electrical Devices

What are you saying to the person you are sitting next to at the table?

Electrical Devices and Civility

- Be aware of your surroundings
  - On the plane
  - Doctor's office
  - In the drive-through lines for banks, fast food
    - Grocery stores, or any stores, check-outs
  - Church, weddings, funerals
    - Baskets placed in the entrance for the phones
  - Restrooms as your virtual office
    - Unprofessional and distasteful

Rules of Etiquette Emails

- Business communication
- Subject line most important
- Hello and a name in the salutation
- It is not a text
- Watch the tone…they can't see you
- What was funny last night is not today

Email Tips

- The body of email short and to the point
- Bullet points or short paragraphs
- Deliver most important facts first
  - Or may never get read
- Spell check as you type to be safe
  - But always read
- Email endings need to fit the formality
  - Or informality
- Emails versus text

Email Tips

- Be happy, but not emotionally
- Out of office
- Read all emails before responding
- Respond only to the person that is necessary
- Jokes, personal emails
- International (slang)

#9. Dining Etiquette

Time for a Test on Your

Dining Skills

Setting the Table

Unrolling the napkin

The Art of Maneuvering Around the Table Gracefully

- Table settings
- Styles of eating

Dining Etiquette

- Rules to remember
  - “b” and “d” and BMW
    4=left; 5=right
  - The napkin’s role
  - The pickup
  - Host/hostess…lead or follow
  - Prayers
  - When to start

More Tips

- The chit-chat
  - What to discuss
  - Is it all work
  - What to bring
  - When to start business
- Where to place your work
  - The work area

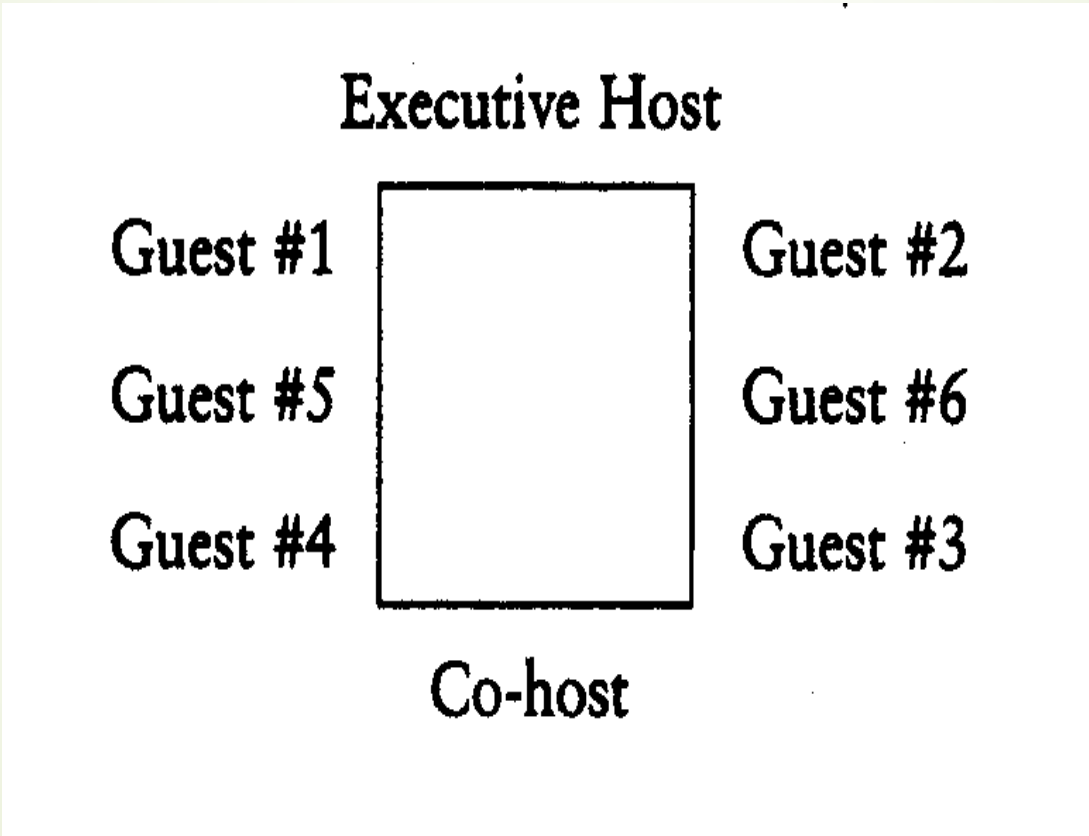
Foods Do's and Don'ts

- Foods to avoid
  - Most pasta
  - Finger foods/sandwiches
  - Things you chase after or dip/drip
- Foods to order
  - Easy to cut
  - Fish/Chicken
  - Salads

Overall Tips for the Meal

- Select the location if your invite, but…
- What to wear
- Punctuality (#2)
- What to order
  - Familiar with restaurant/ menu
  - Ask their favorite dish
  - Healthy and small
  - Reasonably priced

Seating for a Customer Meal



No, No, No

- Chewing and talking
- Burping (and other sounds)
- Blowing your nose, coughing
- Picking

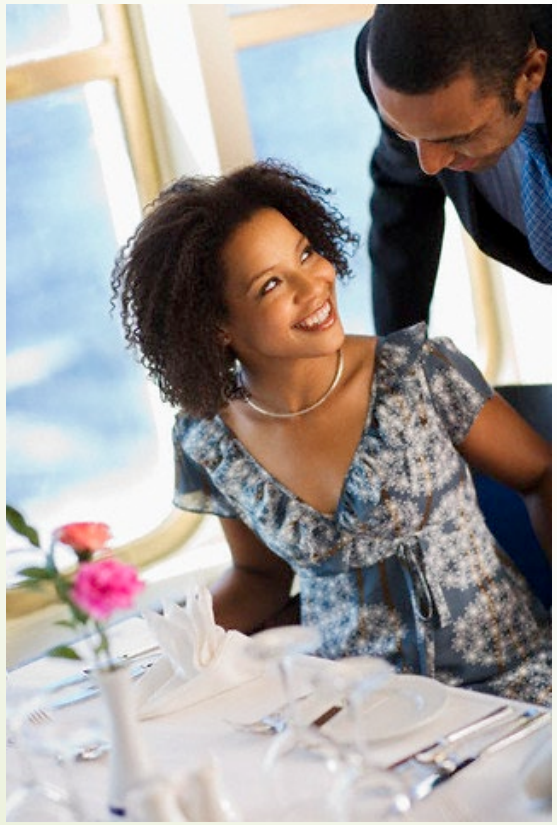
And More No, No, No!

- Licking (fingers, bowls, silverware)
- Lipstick/Make-up
- Toothpick – 1 ½

The Extras of Dining

- How many cuts (one, two, three, your entire plate)?
- Moving the table
- Sharing

The Extras



- Coffee/dessert
- The turnover
- Paying the bill
- Women's role
- Men's manners

What to Do?

- Doggie bag
- Wait staff (#1)
- Difficult foods
- Inedible items

The Ending of a Meal

- Beer
- Buffets – Top 6
  - Picking and eating
  - Walking and eating
  - Utensils/Plate
  - Sitting and eating
  - Returning for food
  - Dessert

#10. Toast!

"Cheers"
(Thank you)

“Salute” (To health)
Or “Cin cin” (Italy)

干杯, 乾杯（Gan Bei)"
(Empty the cup/glass) (China)

"Proost"
(May it be good – for you)
(The Netherlands)

Resources

www.crspeaks.com

Thank You

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