

Co-op Programs Office

Included in this tip sheet

- 1 What is Etiquette?
- 2 Dining Etiquette
- 3 Communication Etiquette
- 4 Grooming Etiquette

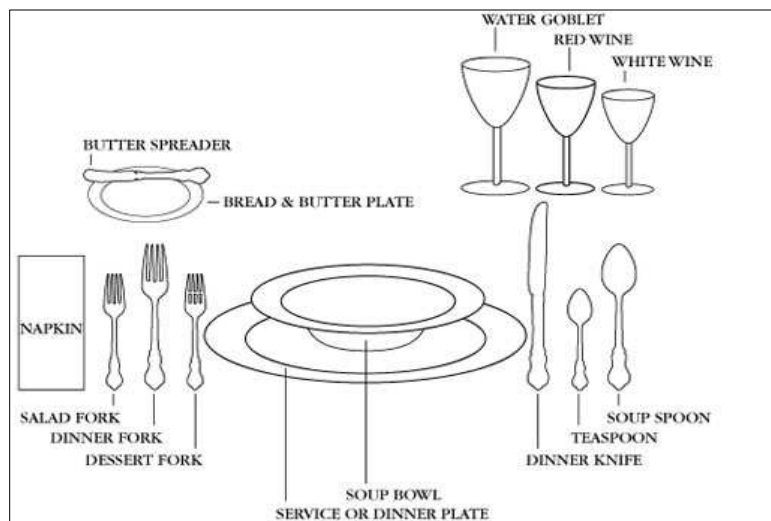
The point of etiquette rules is to make you feel comfortable, not uncomfortable.

What is Etiquette?

Etiquette can be defined as “behaviour that is deemed appropriate in certain cultural, social, and/or professional situations.” Your ability to behave appropriately in various situations will demonstrate a sense of competence, and will likely add to your credibility.

Dining Etiquette

Today's employers are incorporating food and beverage into many of their recruiting activities, including employer information sessions, on-site visits and orientations, and off-site interviews. Employers are interested in assessing your ability to conduct yourself appropriately in a dining situation. This is of interest to employers because many employment situations will involve food and beverage with clients and colleagues.



American Style: Knife in right hand, fork in left hand holding food. After a few bite-sized pieces of food are cut, place knife on edge of plate with blades facing in. Eat food by switching fork to right hand (unless you are left handed).

Continental/European Style: Knife in right hand, fork in left hand. Eat food with fork still in left hand. The difference is that you don't switch hands-you eat with your fork in your left hand, with the prongs curving downward.

Basic Rules

- Eat to your left, drink to your right. Any food dish to the left is yours, and any glass to the right is yours.
- Starting with the knife, fork, or spoon that is farthest from your plate, work your way in, using one utensil for each course.
- Tear off a small piece of bread to butter (a portion size that you can reasonably fit in your mouth). Never butter the whole slice.
- Pass food from the left to the right.
- Taste your food before seasoning it.
- Try a little of everything on your plate.
- The napkin rests on the lap until the end of the meal.
- Wait until all are served before beginning to eat.
- Unless you are cutting something that requires both hands, your idle hand should be in your lap.
- Thank your host(s) for a wonderful meal.

Communication Etiquette

Telephone	Email	In Person
<ul style="list-style-type: none"> - Return all phone calls. Even if you don't have the answer, let the person know you're working on getting the answer. - Identify yourself after you say "Hello". - Respect other people's time. Ask them "Do you have a minute?" or "Is this a good time to reach you?" - Ask rather than just place someone on hold. - If you reach an answering machine, leave a message. Always leave your name and number. - Use proper language – avoid slang! 	<ul style="list-style-type: none"> - Avoid using shorthand language (for example: You = U, Please = Plz, etc). - Ensure proper spelling and grammar is used (including appropriate punctuation). - Save emoticons for people with whom you have built personal relationships. - Address and sign your emails. - DON'T TYPE IN ALL CAPS LOCK! 	<ul style="list-style-type: none"> - Stand when being approached. - Make sure to read a person's business card before putting it away. - Engage in a few minutes of non-business related small-talk. - Your body language speaks volumes about your interest - maintain good posture and eye contact during conversation. - Listen attentively. - Be sure to let your voice convey energy, enthusiasm, and interest as you speak.

Grooming Etiquette

	Men	Women
DO	<ul style="list-style-type: none"> - Always wear an undershirt - Wear your suit jacket when you conduct business outside your office. Your authority travels with you. - Keep hair and nails clean and neat. - Wear appropriate jewelry. 	<ul style="list-style-type: none"> - Wear comfortable shoes and hosiery to complement your outfit. - Wear natural looking makeup. Keep it to a minimum. - Wear appropriate jewelry (no bangles or dangly earrings). Limit the number of rings you choose to put on. - Keep hair and nails clean and neat.
DO NOT	<ul style="list-style-type: none"> - Wear both suspenders AND a belt. - Wear short-sleeve dress shirts with suits - showing a clean cuff is a must. - Overpower your appearance with heavy cologne! - Wear ankle socks or light colored socks with a dark suit. 	<ul style="list-style-type: none"> - Wear loud or overpowering jewelry - Overpower your appearance with heavy perfume! - Wear elaborate hairstyles. - Wear trendy fashions.