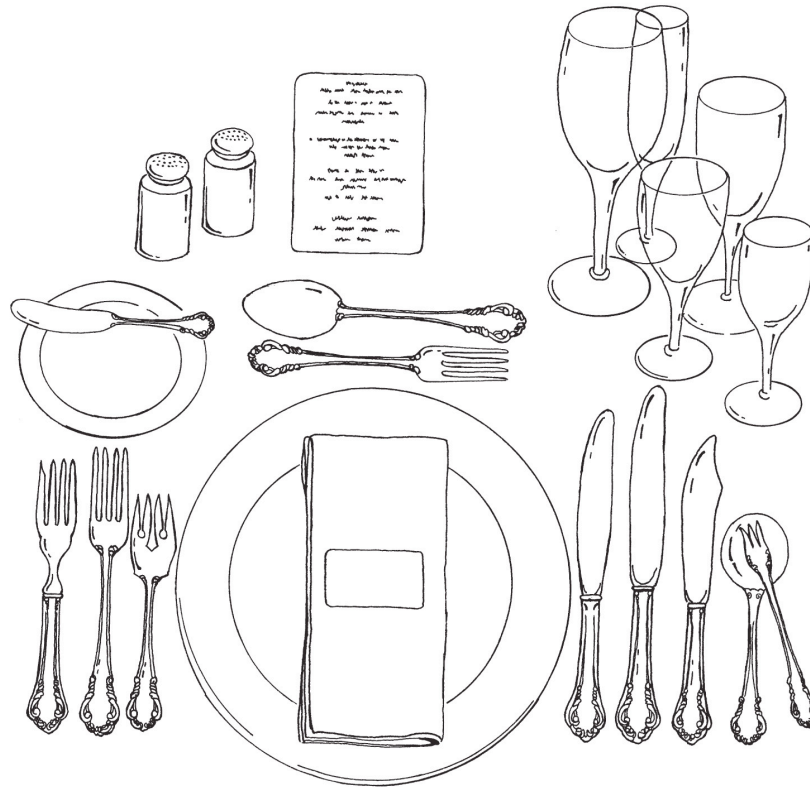


THE ETIQUETTE SCHOOL OF NEW YORK



DINE LIKE A

Diplomat

DINE LIKE A DIPLOMAT SEMINAR

GABELLI SCHOOL OF BUSINESS

FORDHAM UNIVERSITY

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DINING SKILLS AND TABLE MANNERS

Today, business is the largest social environment in the world. Our rapidly expanding global economy forces us to socialize and conduct business at the table more than ever before. It is in this setting that table manners play a major role as relationships are developed and strengthened. There is no better, or possibly worse, place to make an impression.

Good table manners, however, aren't just for those in the business arena. Every one of us can benefit from having polished table manners. After all, no one enjoys dining with a person who has yet to learn not to chew with an open mouth.

Let's face it: We are judged by our table manners and we judge others by their table manners. Persons sitting at or near our table cannot help but notice our table manners or lack of them. If our table manners are good, they will judge us favorably; and if our table manners are poor, they will judge us unfavorably.

Fortunately, the rules of dining etiquette are straightforward and easy to master. Some of them have been devised for the safety of the diner, while others make eating look more attractive. To some extent usage is codified to help things run more smoothly.

Polished table manners will distinguish you from the crowd in business and social arenas worldwide. While you may need to unlearn some bad habits, the rewards are impressive. You will be at ease as a guest or host in business and social arenas worldwide.

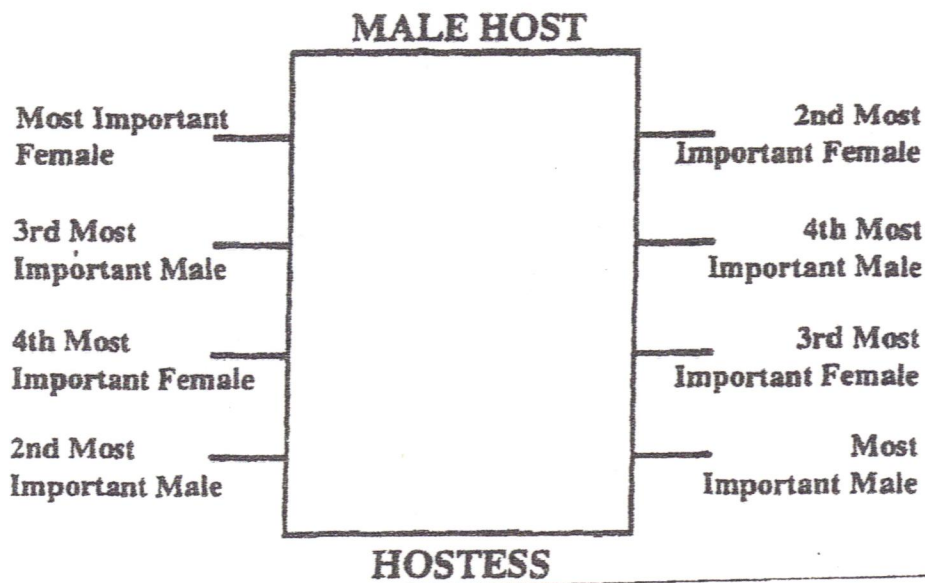
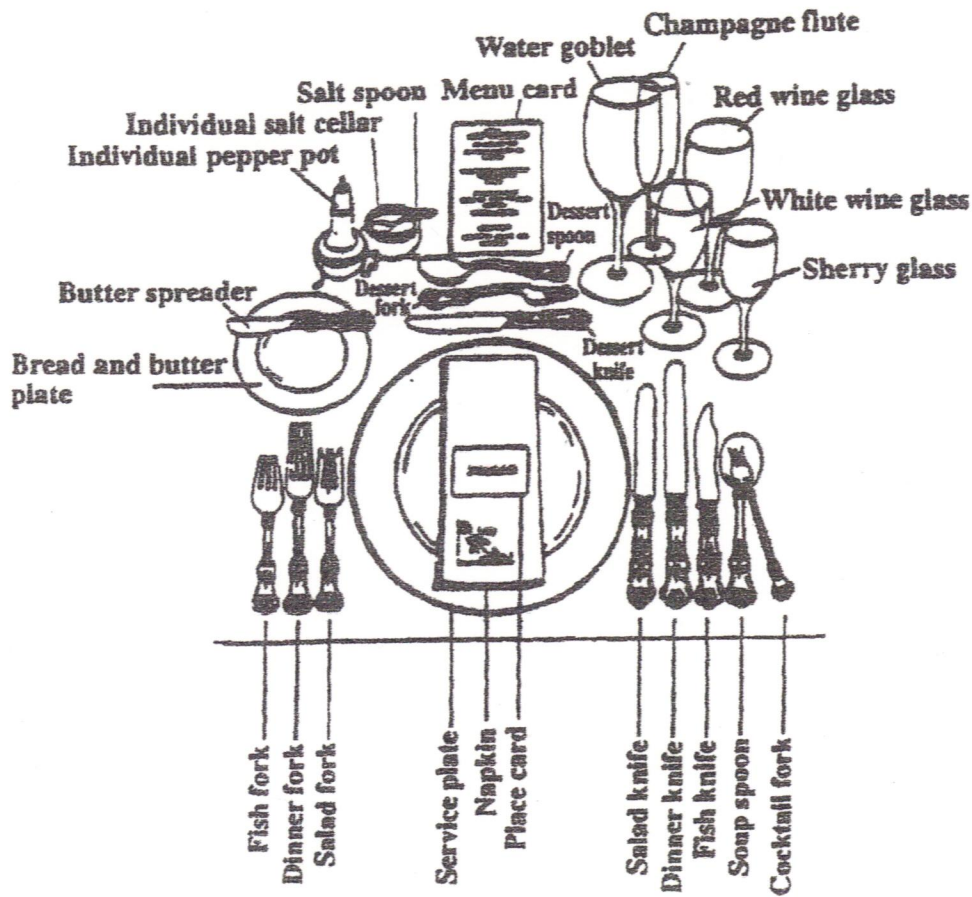
TABLE SETTINGS: HOW TO READ THEM

When the menu is planned for a luncheon or dinner in someone's home or for a special occasion, the table is usually set with all the knives, forks, and spoons required for the various courses. One quick glance at the table will tell you what you will be having. A safe rule in using the utensils is to start with the outside silverware and work in. If for some reason you are uncertain about which utensil to use, observe the host and follow his lead. If you are in a restaurant and you do not know how to use a utensil, ask the maître d' for assistance. This advice also applies to food you can't identify.

Table Settings

- **Forks** are placed to the left of the service plate; knives are placed to the right of the service plate. Generally speaking, every fork is married to a knife. This means that for every fork on the left side of the plate, there will be a corresponding knife placed on the right side of the plate.
- **The soup spoon** is placed at the far right of the place setting—outside of the knives.
- **Salad fork:** The location of the salad fork tells you when your salad will be served. If it is to the left of the large dinner fork, your salad will be served before the main course. If it is to the right of the dinner fork, your salad will be served after the main course. It is customary for the salad to be served after the main course outside of the United States.
- **Glasses** are always placed on the right side, above the plate in the order they will be used—going from the outside in.
- **The bread plate** is placed on the left side above the plate.
- A tip for remembering the placement of the bread plate and drinks is to make a “b” with your left index finger and thumb, and a “d” with your right index finger and thumb. Always, however, do this below the table.
- **The dessert fork and spoon** are placed horizontally above the plate, with the spoon above the fork.

The Formal Place Setting



POSTURE AT THE TABLE AND EXCUSING YOURSELF

Posture at the Table

- Sit straight, but not stiffly, against the back of the chair and rest both feet flatly on the floor.
- Elbows should be kept close to your sides when eating. Move them forward and backward to convey food to the mouth and to manipulate the utensils.
- In the American style, place one hand on the lap and rest the wrist of the other hand on the table's edge with the hand extending over the table top.
- In the American style, rest both hands on the lap.
- In the Continental style, rest the hands on the table from the wrist up.

Excusing Yourself

- If you need to excuse yourself to go to the restroom, simply say in a quiet voice, "Please excuse me." It is not necessary to say where you are going. Push your chair back from the table and exit it from the same side you entered. Leave your napkin on your chair and push it back under the table.
- A sudden cough or sneeze is handled by turning your head toward your shoulder and covering your mouth and nose with a handkerchief or tissue. If you don't have time to get a handkerchief or tissue, use your napkin as a shield. Always quietly say, "Please excuse me."
- In many cultures, nose blowing at the table is offensive. It is a bodily function and should be done away from the table. In an emergency, one may discreetly wipe the nose using a tissue or handkerchief—never use a napkin.

The Tops 15 Dining Don'ts

- Don't, in serving, overload your plate.
- Don't, in eating, overload the fork.
- Don't mop your face with your napkin.
- Don't spread your elbows when cutting meat. Keep them close to your sides when eating.
- Don't saw the meat in a back and forth motion. Stroke it toward you.
- Don't chew with your mouth open.
- Don't smack your lips.
- Don't touch your face or head at the table.
- Don't tip up the glass or cup too much when drinking, but keep it straight.
- Don't reach across the table or across another person to get something. If it's out of reach, ask the closest person to pass it to you.
- Don't pick your teeth, excuse yourself and take care of the problem in the privacy of the restroom.
- Don't push your plate away from you when you have finished eating.
- Don't gesture with your knife, fork or spoon in your hand. If you're not using the utensil, put it down.
- Don't talk about your personal food likes and dislikes while eating.
- Don't eat your neighbor's bread or salad. A right-handed person reaches to the left across the dinner plate to eat salad. The bread and butter plate is placed slightly above the salad plate. (Remember, solids (foods) on the left.)

FOODS YOU CAN EAT WITH YOUR HANDS

- Pizza
- Hot dogs, hamburgers, sandwiches
- Corn-on-the-cob
- Unpeeled fruit
- Tacos, burritos, enchiladas
- Bread
- Chips and salsa
- French fries at a fast food restaurant
- Artichokes
- Asparagus
- Chicken, if you are at a picnic
- Bacon, if it is crisp
- Celery, pickles, radishes and olives
- Cake, if it's bite-sized

TOASTING ETIQUETTE-HOST AND GUEST OF HONOR

Toasts are always appropriate to acknowledge the occasion. If you are hosting a dinner party or entertaining foreign guests, be prepared with a toast or designate someone to make a toast. A toast is a compliment and acknowledgment of the event and guests. A toast is not about past or future achievements.

The technique in giving a toast is a simple one. The host stands up. Speaking slowly and clearly so everyone can hear, he makes the toast. He may say, for example, "We are honored to have you, Mr. Guest, with us for this occasion of celebrating the completion of our project together." When he finishes, he turns to the person being toasted and raises his glass in recognition.

There are two traditional toasts given by the host:

- A welcome toast before eating. The host may rise or remain seated.
- A toast to the guest of honor (dessert course). The host rises and proposes a toast. Everyone except the guest of honor drinks.

After receiving a toast, the guest of honor should rise and make a toast to the host.

Protocol: One never drinks to oneself.

The Three B's of Toasting: Begin, be brief, and be seated.

Assignment

You have 10 minutes to complete the following

Host: Prepare a welcome toast to everyone in the room.

Host: Prepare a toast to your guest of honor.

Guest of Honor: Prepare a toast to your host.

HOST AND GUEST RESPONSIBILITIES

How to Look Polished and Professional Entertaining in a Restaurant

Extending an Invitation

- Extend the invitation at least a week ahead of time.
- Consider your guest's likes and dislikes. Does he like fine dining, or simple food.
- Choose the restaurant in advance. Consider the location of the guest's office.
- State the purpose of your invitation. A guest will want to be prepared.
- Be precise about the time, place and where you will meet in the restaurant.
- Confirm your reservation with the restaurant.
- Arrive ten minutes early.

Accepting an Invitation

Most invitations are accepted in the business arena with two unspoken questions.

WDTW? _____ WIIFM _____

- Remember to repeat the time, date and place when accepting a verbal invitation.
- Reply to a written invitation within 48 hours.
- Once you accept an invitation, it is your duty to go.
- When unforeseen circumstances cause you to cancel, do it personally.
- Arrange another meeting as soon as possible when you have to cancel.

HOST DUTIES

- Know the restaurant you are using. Never "try" a new restaurant with a client.
- Pick your table. If discussing business, select a table with maximum privacy.
- Avoid the unavoidable. A table facing the mirror would not be a good choice.
- Pay the bill in advance. Give your credit card to the captain or maître d' before sitting down.
- Affirm that you are the host with the captain and wait staff. There should never be any doubt that you are the host.
- If you are meeting your guest at the table, let the captain know that you would like for him to escort your guest to the table when he or she arrives.
- Plan where you want your guest to sit at the table and let your guest have the best seat.

- Put your napkin in your lap. The host leads the way.
- Offer a guest a drink before ordering food. Offer a beverage. By saying, “beverage,” rather than “drink,” it gives your guest the option of ordering an alcoholic or non-alcoholic beverage.
- Allow your guest to order first. And when bread arrives at the table, offer to your guest before taking a piece.
- You are responsible for every need that occurs at the table...another napkin, fork, water glasses filled, food that isn’t hot, filled, etc.
- Handle the smallest detail--reservation, coat check, attendant’s tip.

Protocol: Maintain complete control when you are the host. There should never be any doubt by the restaurant staff you are the host. You don’t want the check handed to your guest.

GUEST DUTIES

It is your duty to be an appreciative and cooperative guest.

- Be on time and dress appropriately.
- Greet your host first, but don’t monopolize him or her.
- Don’t sit down at the table until told where to sit.
- Don’t touch anything at the table until your host puts his napkin in his lap. Then you follow suit.
- Don’t reach for the bread until your host offers it to you.
- Don’t act shy. Put your best foot forward. “Sing for your supper.”
- Introduce yourself. Don’t wait for others to introduce you.
- Mingle with all the guests and avoid talking to only persons you know. Make your presence known to everyone.
- Let your host summon the waiter if you need something.
- Don’t eat too slowly or too quickly. Try to eat at the same pace as the others.
- When lunch is finished, shake hands with your host and thank him for his hospitality.
- Write a thank-you note within twenty-four hours. A note on a correspondence card will make you look world-class!

Important Point: You are invited to an event, business or social, for one of the following reasons:

1. To express thanks for your business or friendship.
2. As a friendly gesture to become better acquainted.
3. The host thinks you have something to contribute.

QUICK TIPS FOR LUNCHING WITH AN OLD/NEW CLIENT

- Always arrive on time.
- Be immaculately groomed...shoes shined, no lint on clothes, etc.
- Greeting...firm handshake/direct eye contact (if American).
- Establish what time client must return to the office.
- Be fully prepared with reference material that needs to be discussed.
- Take control...direct your guest where to sit.
- Seat yourself so that you can get the attention of the server.
- Put napkin on lap when seated.
- Make suggestions about items on the menu if you know of a house specialty.
- Order food that is easy to eat with a knife and fork. Never hands...too messy.
- Skip alcohol, or limit yourself to one drink.
- Sit up straight at the table with hands in the lap (if American).
- Be skilled in small talk...current events and light conversation.
- If a new client, begin business talk after the meal is over.
- If an old client, business can be discussed immediately.
- Listen without interrupting.
- Chew with your mouth closed.
- Do not talk with food in your mouth.

BUSINESS LUNCH FAUX PAS

Gaffes at the dining table include:

- Getting too personal in conversation.
- Complaining about business colleagues.
- Finishing others' sentences.
- Interrupting the conversation.
- Using profanity or telling inappropriate jokes.
- Starting the business conversation before the conclusion of the entrée.
- Putting business papers on the table before the business discussion begins.
- Putting a cell phone, keys or handbag on the table.
- Answering a call on your cell phone or texting while you are at the table.
- Wearing inappropriate clothing.
- Coughing without covering your mouth.
- Talking with food in your mouth.
- Yawning without covering your mouth.
- Getting out a mirror and putting on lipstick at the table.