



DINING ETIQUETTE

FORWARD

In this course, Teaching Etiquette to Adults and Business Professionals, The International School of Protocol has provided information about etiquette that is based upon codes of behavior that have been established and evolved in Western culture. We have also noted some business practices that are different than Western cultural norms. While certain customs may be unique to a particular culture or country, one may find that some other customs have been adopted, reflecting the impact of the global world in which we live. It is always important to be aware of and sensitive to the customs of a particular culture. Being respectful of others and their customs is one of the behaviors we associate with good manners.

THE MEAL

Before

- Walk around the table and introduce yourself to anyone you haven't met.
- Enter your chair from the right.
- Women's purses go under their chairs.
- Check your coat; do not place it on the back of your chair.
- Do not sit until the host does.
- A gentleman may pull out the chair for the lady to his right (and left if there are more women than men).
- Toast the guest of honor.
- The person being toasted does not drink.
- Unfold napkin on lap after the host does.
- Liquids are on the right.
- Solids (such as bread and butter) are on the left.
- Do not eat until the host starts.

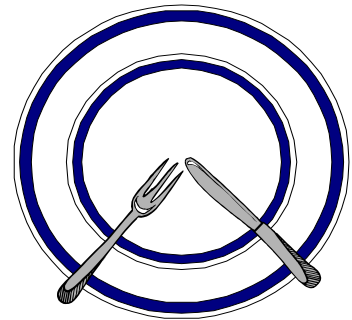


introduce yourself to anyone
you don't know

THE MEAL

During

- Start with the utensil farthest from the plate.
- Leave bread and butter plate in its place.
- Break bread into small bite size pieces before buttering and eating.
- Serve left; Remove right.
- Spoon soup away from you; if necessary tip the bowl away from you to finish soup.
- Leave soup spoon on plate under the soup bowl or in the soup plate when resting or finished.
- When resting during the main course, utensil handles should be apart.
- For American Style, keep your free hand in your lap.
- For Continental Style, rest your wrists on table.
- Do not pick your teeth at the table.
- Remove olive pits, crab shells, etc. with your fingers.
- Remove messy food such as gristle by moving food from the mouth back onto fork and then onto plate.
- Men should rise when a woman enters or leaves the table.
- Hold red wine by bowl of glass.
- Hold white wine by stem of glass.



resting position for utensils

THE MEAL

During (continued)

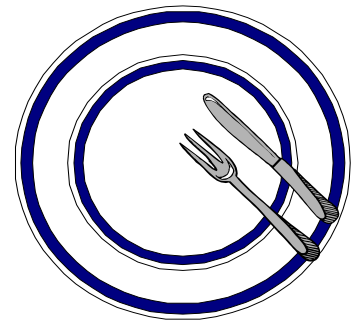
- Do not blow on food that is hot.
- Taste food before salting.
- Pass salt and pepper together.
- Blot rather than wipe mouth.
- Twirl rather than cut pasta.
- Leave your napkin on your chair and tuck chair in if you leave the table during the meal.



salt and pepper
travel together

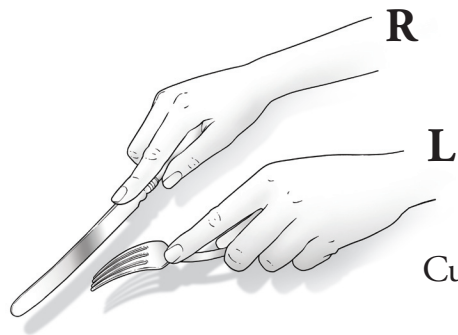
After

- Leave utensil handles together in the 4:00 position on the plate when finished eating.
- Leave napkin on the table when finished, after host does.
- Wait for host to signal end of meal before standing.
- Exit on right side of chair.
- Push chair in.

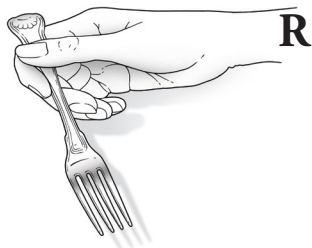


finished position for utensils

HANDLING THE UTENSILS



Cutting American and Continental Style



Eating American Style or Continental Style using only a fork or spoon



Eating Continental Style: your fork remains in left hand and your knife remains in your right hand

TAKING A CLIENT TO DINE

Dining with a valued or prospective client gives you the opportunity to build a relationship with your guest and perhaps conduct some business. In addition to knowing how to handle yourself at the table, business dining savvy requires you to consider every detail before your drinks arrive. Some important things to consider are:

The Invitation

- Select the restaurant, making sure it is convenient and one that the client will enjoy.
- Specify where you will meet once you arrive, such as in the reception area or in the bar.
- The day before the event, call the client to confirm the date, time, and location.



Arrival

- Arrive before your guest.
- For added polish, you may want to give the appropriate restaurant personnel your credit card and tell him or her the amount you'd like to have added for the tip. Make sure that it is clear that the bill should not be brought to the table.
- When your guest arrives, let him or her walk in front of you to the table.
- Make sure the client gets the best seat.

TAKING A CLIENT TO DINE

Ordering

- Your guest should order first, but you should guide your guest. You'll find that a perceptive guest won't order the most expensive item on the menu unless directed to do so.
- Follow by ordering similar items so that your guest feels comfortable.

The Meal

- Keep business talk out of the conversation until you have fifteen to thirty minutes of small talk.
- Ask questions and be a good listener.
- Be sure to allow the client to eat between questions.
- Leave paperwork at the office, unless you specifically mentioned beforehand that you will be bringing it.
- Some private clubs do not allow papers at the table, so check beforehand, if necessary.
- Don't plan to complete a deal.

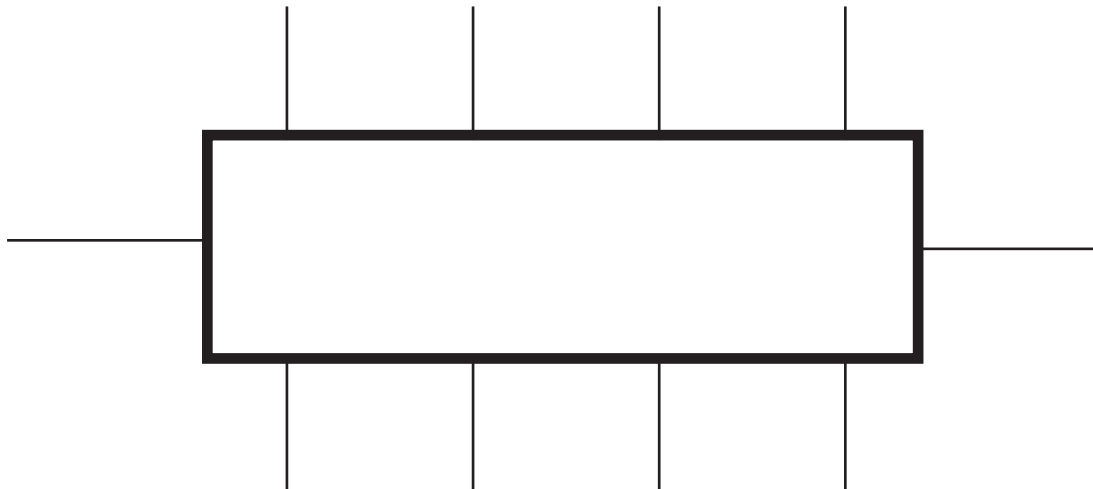


The Little Things

- Coats should be checked and not placed on the backs of chairs.
- A woman's handbag should be placed at her feet.
- Napkins should be left on the chair if one is returning to the table and placed on the table at the end of the meal.
- The consumption of alcohol should be limited to one drink.
- If a spill happens, signal your server. Only use your napkin for blotting if the beverage is headed toward someone's lap.

SEATING

If you are hosting a dining event, you will want to consider seating.



Fill in how you might seat the host(s) and guest(s).

In general, you will have the hosts seated at either end of the table. Spouses have a equivalent ranks. More traditional seating will have male and female guests seated alternately. It is important to remember to put people of higher rank closest to the host. The most highly ranked person is seated to the right of the host (or the host's spouse).

What might be other factors to consider when making seating arrangements?

TOASTING



The host of an event is the first person to make a toast and this toast is to the guest of honor. As a host, make sure you face the person you are toasting. If you have many guests at the table, you will want to stand so everyone can hear the toast. This toast can be made at the beginning of the meal, halfway through the meal, or before or during dessert.

As a host, what might say to your guest of honor?

- Once the remarks are made, the host takes a sip of beverage, puts his/her glass down and then everyone but the person being toasted will drink.
- As the guest of honor, you will not even touch your glass after you are toasted, since a person does not drink a toast to oneself.
- The guest of honor may return the toast immediately after the host makes the toast or before or during the dessert course.

As a guest of honor, what might you say as a toast to your host?

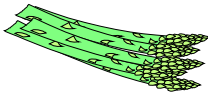
A HOW TO FOR VARIOUS FOODS AND DINING DILEMMAS

There is no reason to be intimidated by unfamiliar or difficult to eat foods. When in doubt as to how to handle an unusual food, watch your host or hostess.

- Artichoke. Pull off one leaf at a time. Dip the fleshy bottom of the leaf into the sauce, if provided. Place the lower half of the leaf in your mouth, using your teeth to scrape the flesh off of the bottom half of the leaf. When all the leaves are gone, use your knife to cut away the hairy choke, and eat the heart with a fork.

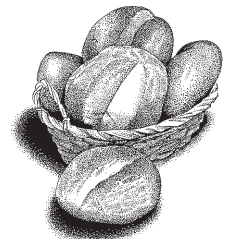


- Asparagus. Use your knife and fork to cut into bite size pieces. If the asparagus is firm and not covered in butter or sauce, you may pick the asparagus up with your fingers from the non-flowered end to eat it. It is best to watch your host and follow his/her lead before doing this.



- Bacon. Eat very dry crisp bacon with fingers. Bacon with fat on it must be eaten with a knife and fork.
- Blintze. Eat with a knife and fork.

- Bread and Butter. Use the butter knife (which is traveling with the butter dish) to take one pat of butter and move it to your bread and butter plate. Your bread and butter plate must remain where it is placed. A roll or bread is eaten one small bite at a time. Hold the roll over your bread and butter plate (or your dinner plate if a bread and butter plate is not supplied), and break off a bite-size piece. Spread a small amount of butter on the piece, using the butter spreader or your knife if a butter spreader is not supplied, and eat this piece.



- Clear Consommé. When served in a double-handled cup, drink the soup from the cup. It is best to watch your host and follow his/her lead before doing this.

- Condiments:



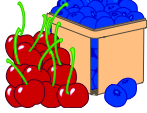



Horseradish, Mustard, Cranberry Sauce. Spoon onto plate and eat with meat.

Liquid Sauces. Pour a little onto the meat.

Jellies and Jams for biscuits and rolls. Spoon onto the side of the bread and butter plate and spread onto small pieces of the bread.



A HOW TO FOR VARIOUS FOODS AND DINING DILEMMAS

- Dessert Crepe. Eat with a fork and spoon. Cut and eat with the spoon. Use the fork to hold.
- Finger Bowl. It is generally presented on a dessert plate on a doily. With both hands, lift the finger bowl and doily and place them to the left of the plate. Dip only your finger tips into the bowl.
- Fish (whole). Cut the tail and head off with your knife and fork and use the tip of your knife to remove the backbone.
- French Fries. If the fries are greasy and/or limp, they should be eaten with a knife and fork. Otherwise, they may be eaten with your fingers. 
- Fried Chicken. The only time it is appropriate to eat fried chicken with your fingers is at an informal picnic or meal. Otherwise, chicken should always be eaten with a knife and fork.
- Frog's Legs. They are eaten with the fingers. Large legs are may be cut at the joint with a knife and fork before being picked up.
- Fruit Tarts. Secure the tart with the fork and eat with the spoon.
- Fruits:
 - Berries. Eat with a spoon. 
 - Cherries. Eat by hand. 
 - Figs. Cut off stem and eat with a knife and fork. 
 - Pineapple. Eat with a knife and fork.
 - Strawberries. Hold by the stem and eat. 
- Oysters and Clams (raw on the half shell). Squeeze lemon juice onto the clam or oyster. Use a cocktail fork and eat it whole.
- Peas. Peas should be eaten with a fork. Use other food on your plate to corner the peas onto your fork. Never use your knife unless you are eating Continental Style.
- Pizza. Pizza may be eaten with your fingers as long as it is stiff enough to pick up. If the crust is not stiff enough to hold the toppings, use a knife and fork. 

A HOW TO FOR VARIOUS FOODS AND DINING DILEMMAS

- Poached Pears: Hold the pear in place with a fork and eat with a spoon.



- Salad. Salad should be eaten with a fork (and knife, if necessary). If the pieces of greens are too large to fit comfortably into your mouth, use your knife to cut them into bite size pieces.

- Sandwiches. Small sandwiches are eaten with fingers. Large ones should be cut before eating. Gravy covered sandwiches are eaten with a knife and fork.

- Shrimp Cocktail. Cut with a knife and fork when served on a flat plate. When served in a stemmed glass, use a cocktail fork and take a bite at a time (it is too hard to cut the shrimp in this type of glass).



- Shrimp (fantail and fried). Lift with fingers, dip into sauce and eat, leaving the tail.

- Steamed Clams. Lift opened shell and pull the clam out by its neck using a cocktail fork. Discard the neck sheath and dip it into broth and melted butter. Eat in one bite.

- Soft Shell Crabs. Eat the entire crab (shell and all) with a knife and fork.

- Soup. Spoon soup away from you. Tilt the bowl away from you to get the last drops. With a soup plate (a wide rimmed bowl), leave the spoon in the bowl when you are resting or finished. If the soup is in a bowl without a large rim, put the spoon on the plate under the bowl.

- Snails. Grip shell with tongs (or the edge of your napkin if snail tongs are not provided) and extract the meat with snail or cocktail fork.



- Spaghetti. Isolate a few strands of the spaghetti and twirl it on your fork. Should a few strands not make it entirely into your mouth, quietly suck them in rather than biting them off. It is not appropriate to use a spoon to twirl the spaghetti.

- Tea bags. Place on your saucer after the excess liquid has been drained out. Drain liquid by pressing the bag against the side of your teacup.