STEP UP TO THE PLATE

Dining Skills

ETIQUETTE PAGE

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# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>2</td>
</tr>
<tr>
<td>Etiquette &amp; Protocol</td>
<td>3</td>
</tr>
<tr>
<td>Business &amp; Social Entertaining</td>
<td>6</td>
</tr>
<tr>
<td>Extending an Invitation</td>
<td>6</td>
</tr>
<tr>
<td>Accepting an Invitation</td>
<td>6</td>
</tr>
<tr>
<td>Host Duties</td>
<td>7</td>
</tr>
<tr>
<td>Guest Duties</td>
<td>8</td>
</tr>
<tr>
<td>Important Point</td>
<td>9</td>
</tr>
<tr>
<td>Receiving Lines</td>
<td>10</td>
</tr>
<tr>
<td>Seating Guidelines</td>
<td>11</td>
</tr>
<tr>
<td>Napkins 101</td>
<td>12</td>
</tr>
<tr>
<td>Toasting</td>
<td>14</td>
</tr>
<tr>
<td>When to Start Eating</td>
<td>14</td>
</tr>
<tr>
<td>The Host Rises to Toast the Guest of Honor</td>
<td>14</td>
</tr>
<tr>
<td>The Guest of Honor Rises to Return the Toast</td>
<td>14</td>
</tr>
<tr>
<td>The 4 B's of Toasting</td>
<td>15</td>
</tr>
<tr>
<td>Toasting—You Are in the Spotlight</td>
<td>15</td>
</tr>
<tr>
<td>FYI—Posture at the Table and Excusing Yourself</td>
<td>16</td>
</tr>
<tr>
<td>Styles of Eating</td>
<td>18</td>
</tr>
<tr>
<td>How to Hold the Knife and Fork</td>
<td>19</td>
</tr>
<tr>
<td>How to Secure the Knife and Fork</td>
<td>19</td>
</tr>
<tr>
<td>The American Style of Eating</td>
<td>20</td>
</tr>
<tr>
<td>The Continental Style of Eating</td>
<td>21</td>
</tr>
<tr>
<td>The Asian Style of Eating</td>
<td>22</td>
</tr>
<tr>
<td>Soup Course</td>
<td>23</td>
</tr>
<tr>
<td>Fish Course</td>
<td>24</td>
</tr>
<tr>
<td>Finger Bowl</td>
<td>25</td>
</tr>
<tr>
<td>Faux Pas—Incorrect Handling of the Knife and Fork</td>
<td>26</td>
</tr>
<tr>
<td>Place Settings</td>
<td>27</td>
</tr>
<tr>
<td>World Class—Dos and Don’ts</td>
<td>28</td>
</tr>
<tr>
<td>The Top 12 Dining Dos</td>
<td>31</td>
</tr>
<tr>
<td>The Top 15 Dining Don’ts</td>
<td>32</td>
</tr>
<tr>
<td>Eating Various Foods</td>
<td>33</td>
</tr>
<tr>
<td>A Formula for Success</td>
<td>39</td>
</tr>
</tbody>
</table>

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You have made a savvy investment in your most valuable asset—you yourself. Obviously, you know the value of upgrading your skills with tools that will help you reach your professional goals.

In today’s fiercely competitive business arenas, etiquette and protocol intelligence will distinguish you from the crowd. While this unique intelligence alone may not get you anywhere, it will give you an edge that will make the difference between you and another person who is just as smart.

*Step Up To The Plate—Dining Skills* provides leadership skills you can implement immediately to help you project confidence and authority.

Margaret Page
Etiquette Consultant

“Eating is not an executive skill …. but it is especially hard to imagine why anyone negotiating a rise to the top would consider it possible to skip mastering the very simple requirements … what else did they skip?”

Fortune 500 CEO
Etiquette used to mean "keep off the grass." When Louis XIV's gardener at Versailles discovered that the aristocrats were trampling through his gardens, he put up signs, or étiquets, to warn them off. But dukes and duchesses walked right past the signs anyway. Finally, the king himself had to decree that no one was to go beyond the bounds of the étiquets. The meaning of etiquette later was expanded to include the ticket to court functions that listed the rules on where to stand and what to do. Like language, etiquette evolves, but in a sense it still means "keep off the grass." If we stay within the flexible bounds of etiquette, we will give relationships a chance to grow; we will give ourselves a chance to grow; and we will be able to present ourselves with confidence and authority in all areas of our professional and personal life.

Until the '60s, teaching good manners was considered part of a child's upbringing. Public and private schools included etiquette as part of a well-rounded curriculum, and charm schools specialized in teaching the social graces, poise, and table manners.
The liberated ’60s and ’70s brought about a decline in the popularity of etiquette programs. A renewed interest in the ’80s, the return to traditional values in the ’90s, and now the fierce competition in the business arena has simply made etiquette another tool to provide a competitive edge.

Protocol has been observed since the ancient Egyptians produced the first known book, *The Instructions of Ptahhotep*. Along with the plow and the twelve-month calendar, they invented manners.

“When it comes to protocol, those who matter, don’t mind, and those who mind, don’t matter.”

*Bernard Baruch*

It was about 2000 B.C. that the book was written in the hieratic script of priests. It is still preserved in the *Bibliothèque Nationale* in Paris and is known as the *Prisse Papyrus* (after the name of its donor to the library).

The term “protocol” is derived from two Greek words, protos meaning “the first” and kolla meaning “glue.” Protocollum (also spelled protokollon) refers to a sheet of paper glued to the front of a notarial document giving it authenticity.

Protocollum soon came to mean the process of drawing up official public documents, and eventually it meant the documents themselves. By the nineteenth century, the French term *protocole diplomatique* or *protocole de la chancellerie* referred to the body of ceremonial rules to be observed in all written or personal official interaction between heads of different states or their ministers. Today, the word protocol serves as the code of international politeness that blends diplomatic form, ceremony, and etiquette.

In business arenas today, the term protocol is often used instead of etiquette because it sounds more businesslike and official. Many companies have established their own rules of protocol as part of their culture to ensure smooth daily operations.
Etiquette knowledge has always been a valuable business tool. *Dress for Success* guru John Malloy found that almost everyone he talked to agreed that the final indicator of class was the possession of certain social skills. Ninety-nine out of every 100 executives said that social skills were prerequisites to succeeding in business and social life. They indicated that one has to have suitable table manners, know how to carry on a polite conversation, be able to introduce people without falling all over oneself, and be aware of simple rules of courtesy. Malloy also found that most business executives agree that handling oneself well at a cocktail party or the dinner table is at least as important as handling oneself skillfully in a boardroom.

Today, the personal and professional demands placed upon the business executive surpass any experienced in the past. The savvy executive must know how to explore new markets, develop opportunities locally and abroad, and master the techniques necessary to outclass the competition.

Etiquette and protocol intelligence will propel the executive to world-class status. After all, good manners go hand-in-hand with leadership.

“People have one thing in common: they are all different.”

*Robert Zend*
Extending an Invitation

- Consider your guest’s likes and dislikes.
- Choose the restaurant in advance.
- State the purpose of your invitation.
- Be precise about the time, place, and where you will meet in the restaurant.
- Confirm your reservation with the restaurant.
- Reconfirm with the restaurant and your guest.

Accepting an Invitation

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

WDTW? __________________________________________________________________________
________________________________________________________________________

WIIFM? __________________________________________________________________________
________________________________________________________________________

- Accepting a verbal invitation.
- Accepting a written invitation.
- Once you accept an invitation.
When unforeseen circumstances cause you to cancel. _____________________________

Arrange another meeting. _____________________________

Definition of RSVP: 
Reply if you please. Repondez s’il vous

Host Duties

How to look polished and professional entertaining in a restaurant.

- Know the restaurant you are using. _____________________________
- Pick your table. _____________________________
- Avoid the avoidable. _____________________________
- Pay the bill in advance. _____________________________
- Affirm that you are the host with the captain and waitstaff. _____________________________
- When you greet your guest near the entrance or when you walk in together. _____________________________
- When you go to the table to await your guest. _____________________________
- Seating your guest. _____________________________
- Offer a beverage. _____________________________
- Discreetly let your guest know the limits of your hospitality. _____________________________
- Allow your guest to order first. _____________________________
- Handle the smallest detail. _____________________________
- PROTOCOL: _____________________________
Guest Duties

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

- Greet your host first.
- Don't act shy.
- Introduce yourself.
- Mingle with all the guests and avoid talking only to persons you know.
- Write a thank-you note within twenty-four hours.

A note on a correspondence card will make you look world-class!

Dear Dawn,

Thank you so much for the lovely lunch today. The food and the conversation were both delightful and will stick in my mind for a long time to come. You seem to have a knack for selecting just the right restaurant for the occasion. I look forward to our next opportunity to spend time together.

Warm regards,
Margaret
"Someone is boring me—I think it’s me."

Dylan Thomas

- The winning method of a successful business executive.

Important Point

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

1. 
2. 
3. 

“We often forgive those who bore us, but we cannot forgive those who find us boring.”

LaRocheFoucauld
Receiving Lines

- Receiving lines are practical if there are more than fifty guests.
- The receiving line must be located in a convenient place that does not interfere with the flow of traffic.
- The composition of the line always includes the host and guest of honor.
- The duties of the introducer include greeting each guest and presenting the guest to the host.
- Guests going through the receiving line should never hold a drink or a cigarette.
- Hosts and others standing in the receiving line should never hold a drink or a cigarette.

**REMINDE R:** Don’t confuse the “reception line” and the “receiving line.” The “reception line” leads to the “receiving line.”

**NOTE:** The receiving line may be extended to include additional persons.
“I discovered that as much as business people needed training in thinking on their feet, they needed far more training in the fine art of getting along and dealing with people in everyday business and social contacts.”

Andrew Carnegie

Seating Guidelines

FOR TWO

FOR FOUR

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“Every action done in company ought to be with some sign of respect to those that are present.”

George Washington

Napkins 101

To seat yourself, approach the right side of the chair and enter it from your left side. When the meal is over, push your chair back from the table, rise and exit from the right side and push your chair under the table.

NOTE: At business meals, a woman never expects a man to seat her. She seats herself. However, if a man offers to seat her she accepts with a gracious “thank you.”

Homework Exercise: Practice entering and exiting a chair until you reach a comfort level.
When you are seated at the table, pause and look around at the other diners before picking up your napkin.

- The host leads the way and picks up his or her napkin first.
- Napkin awareness in a restaurant.
  - Napkin pick up and placement on the lap.
  - Leaving the table briefly.
  - Avoid refolding your napkin at the end of a meal when dining in public.
  - For family/casual/everyday meals in one’s home, cloth napkins may be reused over several meals. Fold your napkin and place it to the left of your plate.
  - The napkin silent signal that ends a meal.
- PROTOCOL:

“There is only one word for being a good communicator: Learn to Listen.”

Christopher Morley
Toasting

There are two traditional toasts given by the host.

- A welcome toast (before eating).
- A toast to the guest of honor (dessert course).

When to Start Eating

- The host leads the way.
- Pause — be observant.
- Don’t eat too slowly or too quickly.

The Host Rises to Toast the Guest of Honor

- A Toast is a very special honor to the person receiving it.

The Guest of Honor Rises to Return the Toast

- It is important to respond to the toast.
- **Protocol:** One never drinks a toast to oneself.
The 4 B’s of Toasting

B __________________ B __________________
B __________________ B __________________

“After a good dinner, one can forgive anybody, even one’s own relations.”

Oscar Wilde

Toasting—You Are in the Spotlight

ASSIGNMENT:

You have ten minutes to complete the following:

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

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

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

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

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Guest of Honor: Prepare a toast to your host.

“They don’t teach etiquette anymore, but if you ever have to choose between Incredibly Advanced Accounting for Over Achievers and Remedial Knife and Fork, head for the silverware.”

Harvey MacKay

FYI—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 flat 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.
• Elbows or forearms are never placed on the table.

RESTING POSITIONS

• 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 from the same side of the chair you entered. Leave your napkin on your chair and push it back under the table.

To cough or sneeze, turn your head toward your shoulder and cover your mouth and nose with a handkerchief or tissue. If you don’t have time to get your handkerchief or a tissue—use your napkin as a shield. Always quietly say, “Please excuse me.”

Only very mild nose blowing may be done at the table, and it should be done as quietly as possible. Use only a handkerchief or tissue—never napkins. Always quietly say, “Please excuse me.”

- PROTOCOL: Hearty nose blowing is done away from the table.

“An empty stomach is not a good political advisor.”

Albert Einstein
Styles of Eating

- American
- Continental
- Asian

DID YOU KNOW?

Europeans ate in the same style as Americans — forks in the right hand — until around the 1840s. Then the upper class in England stopped shifting their forks back and forth and began eating with the fork held in the left hand and the knife in the right hand.

In 1853, a French etiquette book confided that those who wished to eat like fashionable people should not change their fork to their right hand after they have cut their meat, but raise it to their mouth in their left hand. Before long, Europeans of all classes began eating in this way.

There are two styles of eating when using silverware.

Which style of eating do you use? ________________________________

_I can’t seem to place your style of eating._

_It’s not American or Continental, but you certainly do know how to handle that knife._

_Are you self-taught?_
Do you travel to other countries? ☐ Yes ☐ No

Name the countries. ___________________________________________

_________________________________________________________________

If your style is American, would you like to learn the Continental style?

☐ Yes Why? ______________________________________________________

☐ No Why? ______________________________________________________

If your style is Continental, would you like to learn the American style?

☐ Yes Why? ______________________________________________________

☐ No Why? ______________________________________________________

How to Hold the Knife and Fork

Practice in private by placing the knife and fork on the open hands, as shown in the illustration.

How to Secure the Knife and Fork

Secure the knife and fork with your thumbs and curl the rest of the fingers around the handles of the knife and fork. Turn your hands over, resting your index fingers along the handles.

“Eating is the first enjoyment of life.”
Lin Yutang
The American Style of Eating

The illustration shows how to hold the knife and fork to cut food. Food is cut the same way in both the American and Continental styles. Hold the knife in your hand with your index finger on the handle, overlapping the blade no more than 1 inch. This is necessary because you need leverage for cutting. Hold the fork, prongs down, in your hand. Cut only one piece at a time.

After cutting the meat, lay the knife on the plate, as shown in the illustration. The cutting edge of the blade always faces the center of the plate. Switch the fork to your right hand before raising it to your mouth. The fork is held the way a pencil is held, steadied between the index finger and the middle finger, except that the thumb is turned up rather than down, as when one is writing. Left-handed persons may reverse the position.

THE SILENT SERVICE CODE

This is the rest position. Use this position when you are talking, drinking, or blotting your lips. When your hands are not in use, you may rest them on your lap.

First, visualize the face of a clock on your plate. When eating only with the fork, place it tines up on the plate when you’re finished in the 10:20 I am finished position.

When you finish a course, place the knife and fork in the 10:20 I am finished position, with the tips of the knife and fork at 10 and the handles at 4.

Note: In the American style, the tines of the fork are up.

“Eating is that which explains half the emotion of life.”

Sydney Smith

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The Continental Style of Eating

The illustration shows how to hold the knife and fork to cut food in either the Continental or American styles. Cut only one piece at a time. To secure the meat on the tines of the fork, put the blade underneath the piece of meat and twist your hand slightly. Left-handed persons may reverse the position.

Bring the fork, tines down, to your mouth by twisting your wrist and raising your forearm slightly. The knife remains in your hand. A small amount of potatoes, rice, or vegetables may be placed on the tines of the fork with the meat.

**Note:** Convey the fork, tines down to your mouth,

**Tip:** practice in private with an empty fork until you are comfortable.

**THE SILENT SERVICE CODE**

This is the **rest position.** The knife and fork are crossed on the plate with the fork over the knife, tines pointed down. This position is the silent signal that you are not finished. When your hands are not in use, you may rest them on the table from the wrist up.

When you finish a course, place the knife and fork in the **I am finished** position. Visualize a clock face on your plate. The tips of the knife and fork are at 10 and the handles are at 4.

**Note:** In the Continental style, the tines of the fork are down.

“Eating words has never given me indigestion.”

*Winston Churchill*
The Asian Style of Eating

USING CHOPSTICKS

One stick is held between the thumb and rests on the third finger.

The other is held between the thumb and the base of the first two fingers.

Practice bringing the sticks together and enjoy dinner.

- Do practice using chopsticks by picking up popcorn.
- Never stand chopsticks in a bowl of rice.
- Never point your chopsticks at someone.
- Do remember to use the large ends of your chopsticks to serve yourself from a platter.
- Never eat food directly from a platter—always place the food on your plate first.
- Don’t cross the chopsticks. When not in use, place the chopsticks side-by-side on the chopstick rest.
- Do remember that a banquet can last two or three hours, and may include twelve or more courses.
Soup Course

The soup spoon is held the way a pencil is held, steadied between your index finger and middle finger, except that the thumb is turned up rather than down as when one is writing. Left-handed persons may reverse the position.

Soup is spooned away from you toward the center of the soup plate. Sip the soup from the side of the spoon.

Like a ship that sails out to sea, I push my soup away from me.

The soup plate may be tipped away from you in order to fill the spoon with the last sips of soup. Place the spoon on the soup plate when you have finished in the 10:20 am finished position.

Soup is often served in a two-handled cream soup bowl or bouillon cup, as shown in the illustration. Both hot and cold soups are eaten with a bouillon spoon, which has a round bowl and is smaller than a soup spoon. Place the spoon on the saucer between sips and when you have finished. Never leave the spoon in the cup.

“To make a good soup, the pot must only simmer or “smile.”

French Proverb
Fish Course

**Fish Course:** Hold the fish fork this way. Tines should be down when the fork is held in the left hand.

The fish knife is held the way a pencil is held when writing, steadied between the forefinger and the middle finger.

Both the fish knife and fork can be used for the fish course. This is the correct way to place the fish on the fork. The fork is held in the left hand, and the knife is used to cut and as a pusher. Left-handed persons may reverse the position.

If the fish is soft and boneless, then it is correct to use only the fish fork. When the fork is held in the right hand, the tines are up. If you are eating only with the fork, don’t put the knife on your plate. Leave it on the table. When using only the fork, hold it in the right hand, the way a pencil is held, steadied between the forefinger and the middle finger, except that the thumb is turned up, rather than down as when one is writing.

When the fish course is finished, place your knife and fork as shown, with the tines down if using the continental style. The tines of the fork are up if using the American style. The blade of the knife should face the fork. This is the **I am finished position** and should be used at the end of each course when a knife and fork are used.

**Note:** Sorbet may be offered after the fish course to clear the palate.

> “At a dinner party, one should eat wisely but not too well, and talk well but not too wisely.”
> 
> **W. Somerset Maugham**
Finger Bowl

Using both hands, and pick up the finger bowl and doily in one gesture and place them in front of you.

Dip one set of fingertips, dry them, then dip the fingertips of the other hand and dry them.

Always hold the napkin low on the lap when drying the fingers.

Before leaving the table, place your napkin in loose folds to the left of your plate.

OPTIONAL FINGER BOWL SERVICE:

The finger bowl may be presented after the dessert course is finished and the dessert plate and silverware have been removed. It is placed on a plate without utensils, and placed to the left of the place setting or directly in front of the diner if the dessert plate has been removed. Hot finger towels are practical at informal dinners. Terry or linen finger towels are moistened, wrung out, rolled up and heated in a microwave for a few seconds, and presented on a tray or in a bowl.

“A dinner lubricates business.”

William Scott
Faux Pas—Incorrect Handling of the Knife and Fork

“The world was my oyster, but I used the wrong fork.”

Oscar Wilde
Place Settings
World Class—Dos and Don’ts

✓ Do let your guests know if there is a guest of honor when you are the host.

✓ Do introduce everyone at a group business lunch or dinner; also mention their job title or function so that the guests can better address their comments to one another.

✓ Do greet your hosts first, but don’t monopolize them.

✗ Don’t hesitate to introduce yourself if the host is busy with another guest. It is one of the duties of a guest and is often referred to as “singing for your supper.”

✗ Don’t talk only to acquaintances. It is your duty to mingle with the other guests.

✓ Do eat something before you go to dine with a client or someone higher in rank in your organization so that you won’t appear too hungry.

✗ Don’t begin to drink your wine until the host has lifted his glass.

✗ Don’t begin eating until everyone has been served when you are seated with a small group. When seated at a long banquet table of twenty-four, you may begin eating after those in your immediate area (about eight persons) have been served.

✓ Do converse with the persons seated on each side of you. One or both of them may be “charm free” (boring). This does not mean you should be.

✓ Do learn the rules of toasting. In many countries, it is the custom at the beginning of the meal for the host to give a welcoming toast to the guests. He may stand for a large group or remain seated for a small group. At dessert time, the host toasts the guest of honor. The guest of honor returns the toast. Lastly, other guests may propose a toast.

✓ Do be prepared for toasting at dinners in restaurants or homes. You must participate or you will be considered socially unsophisticated. However, international protocol dictates that you do not toast a guest of higher rank, one who is older than you are, or the host, unless he or she initiates the toast.

✗ Don’t leave the premises until you find your hosts, thank them, and say goodbye. However, do not take up their time with long goodbyes.
Do write a thank-you note the next day and have it delivered by messenger rather than by mail. You may also send flowers, but never red roses because red roses are sent to lovers in many countries. Research the customs surrounding flowers in your host country.

RESTAURANT DINING

Don’t schedule a lunch or dinner if your business requires taking notes or doing heavy paperwork. Business is not conducted while eating in many countries.

Do choose a restaurant that you know, where the staff knows you, and you command good service.

Do try out a new restaurant before you host an event there. Familiarize yourself with the restaurant’s wine list and let the maitre d’ know of your upcoming function. These advance details are important to a successful function.

Do avoid embarrassment by checking on tipping customs beforehand. The amount varies, depending on the status of the restaurant or the country.

Do be advised of the dining and drinking customs of your guests from other countries.

Do consider your guest’s taste and personality. If he is austere and humble, you would not want to choose the fanciest restaurant in town. On the other hand, a client who has given you lots of business and has entertained you lavishly deserves the same treatment.

Do be in control of your business and social entertaining. There should not be any doubt by the maitre d’, the captain, or any of the restaurant staff that you are the host.

Don’t ask your guest where he would like to eat. The burden of choice belongs to you; however, the restaurant should be within easy reach of your guest’s office, hotel, or home.

Do call your guest the day before your scheduled date to reconfirm.

Do arrive early and ask the captain to stamp your credit card. You might decide to sign the check and request he add the customary tip and not present you with a check. This method is very effective, as you appear in total control of the event.
Do be aware that women, when hosting in countries outside North America, Australia, UK and Europe, should not have the check presented at the table. In many cultures, it is considered an affront for a woman to pay. Arrive early and make arrangements for paying before your guests arrive.

Do let your guest precede you when escorted to a table by a maitre d’.

Do give your guest the best seat, the one looking out into the dining room. Seat yourself with your back to the door or to the main part of the room.

Don’t read the menu. Talk it out with the waitstaff and suggest a beverage or an appetizer to your guest. This avoids putting a guest in the awkward position of not knowing the limits of your hospitality.

Do offer the bread and butter to your guest before helping yourself. Don’t hesitate to signal the waitstaff if your client needs something or is unhappy with his menu selection.

Do be keenly aware of, and pay special attention to, place cards and seating arrangements at business and social functions. Failure to do so will brand you provincial.

Do take business cards to lunch and dinner since they are often exchanged afterwards; scribbling your name and number on the back of someone else’s card makes you appear unprepared.

“A great part of courage is the courage of having done the thing before.”

Ralph Waldo Emerson
The Top 12 Dining Dos

✓ **Do** try a little of everything served to you unless you know you’re allergic to a certain food.

✓ **Do** avoid talking with your mouth fill. Take small bites, and you’ll find it’s easier to answer questions or join in table talk.

✓ **Do** wait until you have swallowed the food in your mouth before you take a sip of your beverage.

✓ **Do** take a quick sip of water if a bite of food is too hot.

✓ **Do** remember solids (food) are always on your left, liquids (beverages) are on your right.

✓ **Do** leave your plate where it is when you have finished eating, with the knife and fork in the 10:20 **I am finished position**. Place the tips of the utensils at 10 and the handles at 4.

✓ **Do** look into, not over, the cup or glass when drinking.

✓ **Do** butter bread on the plate, never in midair.

✓ **Do** remember your posture at the table. Sit up straight, and keep your arms (including elbows) off the table.

✓ **Do** leave dropped silver on the floor. Quietly signal the waitstaff to bring another piece.

✓ **Do** point out to your waitstaff stones, bugs, or hair in your food, but do so in a noncombative manner. You’ll get a replacement immediately.

✓ **Do** remove an object such as a bone or gristle from your mouth with your thumb and index finger and place it on the rim of your plate.

“Good manners are made up of petty sacrifices.”

Emerson
The Top 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 your elbows 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 at a slight angle.
- 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 at the table, either with a toothpick or with your fingers. If something gets caught in 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’ve 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.)

“It seldom pays to be rude. It never pays to be only half rude.”

Douglas

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Eating Various Foods

FISH

Caviar. Spread it on toast with a knife and eat with your fingers.

Clams (steamed) are held by the shell in one hand and lifted out by the neck with the other hand. Slip off the inedible neck sheath with the fingers. Then the whole clam may be dipped in butter or broth and eaten in one bite.

Clams (fried) are eaten with a fork.

Fish. Today, it is rare to be served a whole fish, however, in many countries, small fish are served whole, complete with the head and tail. Hold the fish fork in your left hand and the fish knife in your right hand and debone as follows: secure the fish with your fork and use your knife to cut off the head and tail and place them to one side of the plate; cut away the small edging of the fish all along the stomach, to remove the small bones; repeat this process along the backbone, and lift away the top filet. The backbone will then lie exposed and the filet that has been cut away will be free of bones. When this has been eaten, slip the knife between the other filet and the backbone. Lift away the backbone and put it next to the head and tail.

Fileted Fish. If the fish is soft and boneless, it is correct to use only the fish fork. When the fork is held in the right hand, the tines are up. If you are eating only with the fork, do not put the knife on your plate. Leave it on the table until you finish the course. When using only the fork, hold it in the right hand, the way a pencil is held, steadied between the forefinger and the middle finger, except that the thumb is turned up rather than down, as when one is writing. When you have finished, place the knife next to the fork on the plate in the 10:20 position.

Tiny bones may get in your mouth. Remove them with your thumb and forefinger and place them on the rim of your plate.

Lemon wedge. Squeeze it while holding it in your right hand over the fish. Use your left hand as a shield to keep the juice from hitting you or others nearby.
Lobsters are difficult to eat. The claws are cracked with a nutcracker. The meat is extracted with a seafood fork, dipped in butter or sauce, and eaten. Large pieces are first cut with a fork. The small claws are pulled off and sucked, as through a straw. Stuffed lobster is eaten with a knife and fork. Hard-shell crabs are eaten the same way.

Oysters, Mussels, and Clams (fresh). Use an oyster fork for oysters, mussels, and clams served on the half-shell. Hold the shell with one hand and remove the oyster, mussel, or clam whole with the fork. Dip it in the sauce, and eat it in one mouthful. Mussels served on toothpicks may be eaten directly from the toothpick. When served in a sauce, use an oyster fork to remove them from their shells. You may pick up a mussel in your fingers and suck the mussel and sauce from the shell.

Shrimp Cocktail is eaten with a seafood fork. Eat large shrimp in two bites.

Shrimp with tails left on may be held by the tail with fingers, dipped in sauce, bitten off, and the tail discarded.

Soft-Shell Crabs are cut with a knife and fork, and eaten with a fork.

FRUIT

Apricots, Cherries, Kumquats, and Plums (raw) are usually eaten with the fingers in one or two bites. The stones are discarded on the side of the plate.

Avocados are eaten with a spoon when left in their shells. Otherwise, pieces are eaten with a fork.

Bananas eaten at the table are peeled and eaten with a knife and fork. If you eat a banana away from the table, peel it down as you eat it.

Berries are eaten with a spoon. Large strawberries served with the stem are held by the stern, dipped in sugar, and eaten in one or two bites. Discard the stem on the side of the plate.

Fruit in a Cocktail. If fruit is on a toothpick, you may eat it and discard the toothpick on a plate or on a napkin.
Grapefruit halves are served with the sections loosened. Eat the grapefruit with a spoon, but do not attempt to squeeze out the juice except in the privacy of your own home.

Grapes are eaten by cutting a small portion away from the large bunch with a knife or scissors, then eating one at a time. Seeds and inedible skins are removed from the mouth into your cupped hand and placed on the side of the plate.

Lemon. When a wedge of lemon is served as a garnish, pick it up and press it with your fingers. You may also pick it up with a fork and press out the juice with the other hand.

Mangoes are cut in half, pit removed, then quartered. Place each quarter upside down and pull the skin away while holding the fruit with a fork. Cut into manageable pieces and eat with a fork.

Oranges are peeled with a sharp knife, then eaten section by section. If pre-sliced and served on a plate, the orange is then eaten with a fork.

Peaches. Cut in half then quarter. Pull the skin away from each quarter and eat with a fork.

Pineapple is eaten with a fork when served in quarters or slices. It is eaten with a spoon when served cut up.

Stewed Fruit is eaten with a spoon. Remove the pits from your mouth by using the first three fingers and place them on the side of your plate.

Watermelon. Eat with a fork unless cubed, then eat with a spoon. Drop seeds into your cupped hand and place on the side of the plate.

MEATS

Bacon is eaten with a knife and fork. Only very crisp bacon may be eaten with the fingers.

Bones from small birds such as quail and squab and from frog legs may be held in one hand and brought to the mouth to be eaten.
Chicken, duck, and turkey are eaten with a knife and fork.

Fried chicken is only eaten with the fingers at a picnic or a casual family gathering.

MISCELLANEOUS

Bread. Break off only one bite-sized piece of your bread or roll at a time, then butter and eat it. Don’t pull the roll in half. Do the buttering on your plate, never in midair.

Butter. When butter is passed, take a portion onto the butter plate with the butter server. If pats are used, pick them up with the serving fork provided and place on your plate. If a serving fork isn’t provided, use your butter spreader. (See Bread.)

Cake. If served in small portions and non-sticky, it may be eaten with your fingers. Otherwise use a fork. If served with ice cream, use a fork and spoon.

Doughnuts. Do not dunk in public. If the setting is casual, at home, and dunking makes the doughnut or toast taste better, go ahead.

Eggs. Hard-cooked eggs are eaten with a fork. Soft-cooked eggs served in an egg cup are eaten directly from the shell with a spoon. Slice off the cap with a knife. Soft-cooked eggs may also be scooped out of the shell into a small dish and eaten with a spoon.

Ice Cream should be eaten with a spoon. When served as Baked Alaska, use a fork and spoon.

Pâté de Foie Gras is placed on toast or crackers with a knife and eaten with the fingers.

Pasta (Spaghetti). Use a fork and separate a few strands. Hold the tip of the prongs against the plate and twirl the fork around to gather the strands onto it. Don’t stir and don’t use a spoon. Small-sized pasta such as tortellini, ziti, and penne are eaten with a fork.

Pizza is cut into wedges with a knife and fork or pizza cutter and is also served this way. Use your fingers to pick up the wider end of the wedge. You may fold
the pizza in at the center to keep edges curved inward to prevent the toppings from dripping. Pizza may also be cut into bite-size pieces with a knife and fork, and eaten with a fork.

**Relishes, Jellies, Conserves, Cranberry Sauce, or Horseradish** should be put on the dinner plate.

**Salad** is eaten with a fork. Wedges and large sections may be cut with a knife. Salad served as a separate course is eaten with a knife and fork.

**Salt** should be used only after tasting the food. If open salts do not have salt spoons, take salt with the tip of a clean knife or use your thumb and forefinger.

**Sandwiches.** Tea-type sandwiches and canapes are eaten with the fingers. Club sandwiches may be eaten with a knife and fork or cut into fourths and eaten with the fingers. Open-faced sandwiches are eaten with a knife and fork.

**Sauces** may be poured over or beside meat. A forkful of food at a time may be dipped into the sauce.

**Snails.** If tongs are provided, hold the shell with tongs and pull out the snail with an oyster fork. Otherwise, hold the shell with your fingers. The snail is eaten whole. Bread may be dipped in the garlic butter.

**Taco** (hard shell) is held in the hand or on the plate while you add filling, and is picked up with both hands and eaten. Eat filling that may fall out of the taco with a fork.

**Tortilla** (soft shell) is placed flat on the plate while you add filling. The tortilla is rolled up, and is picked up with both hands and eaten. Eat filling that may fall out of the tortilla with a fork.

**Water.** Blot your mouth before taking a drink. Do not drink water while food is in the mouth, roll water around your mouth, or swallow loudly. If you have taken too hot a mouthful of food, sip a bit of water. Do not forcefully drain an entire glassful. Hold a tumbler-type glass near the bottom, a small stem glass by the stem, and large goblets at the bottom of the bowl.
VEGETABLES

Artichokes (whole) are eaten with the fingers. Each leaf is removed separately, the soft end dipped in sauce and pulled through the teeth to remove the edible portion. Discard the remainder of the leaf on the side of the plate. The thistle is scraped away with a knife and fork. The heart is then cut into pieces and eaten with a fork.

Asparagus is cut into portions and eaten with a fork when served hot or cold. In Europe, it is eaten with the fingers when served cold. Individual asparagus tongs may also be used.

Celery, Olives, Pickles, and Radishes are taken from the serving tray with the fingers and placed on the side of your dinner plate or bread and butter plate. Celery and radishes may be dipped in salt and eaten with the fingers. Large olives with a pit are eaten in several bites, discarding the pit on the side of the plate. Small stuffed olives are eaten whole.

Corn on the Cob is served only at casual meals. Butter and season several rows at a time, not the whole ear at once. Hold the ear firmly with the fingers of both hands.

Potatoes (baked) are eaten from the skin with a fork. The skin may be eaten with a knife and fork. Butter is added by taking some from your butter plate with the dinner fork. Do not mash potatoes on your plate. Chips and shoestring potatoes are eaten with the fingers. French fries are halved and eaten with a fork.

“Eating an artichoke is like getting to know someone really well.”

Willi Hastings
A Formula for Success

Information alone is useful in only a small percentage of cases. Knowledge must become habit before it's truly useful.

Consider spending weeks, months, possibly even years mastering social, business and personal skills, all of which will increase your chance to succeed in anything you do.

- **5 SECONDS TO MAKE AN IMPRESSION** — While you should be judged by your innate worth, it is often a first impression that determines whether someone will take the time to let you reveal it.

- **21 DAYS TO START A PATTERN** — You must practice a new skill for 21 days to start a pattern.

- **100 DAYS FOR THE PATTERN TO BECOME AUTOMATIC** — It will take 100 days for this new pattern to become automatic.

- **30 DAYS TO FORGET A MESSAGE** — This is why you must practice each day. Consistency is the key.

- **66 PERCENT OF A MESSAGE IS FORGOTTEN IN 24 HOURS** — only 34 percent is retained.

- **8 DAYS OF CONSTANT REMINDING FOR 90 PERCENT RETENTION.** It is important to put new skills to work right away. Research shows that the sooner you implement a new behavior, the better your chances of making it a permanent part of your life.

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