

# Dining Success



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## Objectives

- To recognize the importance of proper etiquette for dining success in professional circumstances
- To understand the basic characteristics of etiquette, including professional dining customs

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## What is Etiquette?

- Social behavior, customs, manners and ceremonies established as acceptable
- Some organizations have manuals to define acceptable behavior
- Elements include work behavior; meeting people; telephone etiquette; and etiquette for meetings, dining and correspondence



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## Dining in a Business Setting

- Pre-Dinner etiquette
- Table settings
- Eating styles
- Napkin usage
- Ordering
- Table manners



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## Effective Use of Etiquette for Dining Success

- Handshakes
- Introductions
- Dining
- Follow-up



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## Handshakes

- **Small gesture = lasting impression**
- **Firm handshake = confidence, honesty and professionalism**
- **Eye contact a must!**
- **Use the person's name**



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## Introductions

- Younger person to an older person
- Present a non-official to an official
- Junior to senior executive
- Colleague to customer or client
- Peer in your organization to a peer in another organization



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## Tableware Essentials

- In general, start from the outside and work inward
- Utensils at the top of your place setting are for dessert
- Leave coffee cup upside down if you do not want coffee
- Your glasses are to the right
- Your bread plate is to the left



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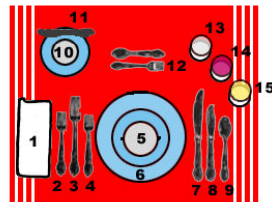
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## Formal Dinner Place Setting

1. Napkin
2. Salad Fork
3. Dinner or Main Course Fork
4. Fish Fork
5. Soup Bowl & Plate
6. Dinner Plate
7. Dinner Knife
8. Fish Knife
9. Soup Spoon
10. Bread & Butter Plate
11. Butter Knife
12. Dessert Spoon and Cake Fork
13. Sterling Water Goblet
14. Red Wine Goblet
15. White Wine Goblet



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## Table Manners – Eating Style

- **Continental**
  - Fork always in left hand, knife always in right
- **American**
  - Cut with fork in left hand, knife in right; eat with utensils in opposite hands

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## Table Manners - Eating



- Begin eating only after everyone has been served
- Bread and rolls should be broken into small pieces – butter only one or two bites at a time
- Taste your food before you season it
- Pass to the right (ok to offer adjacent left)
- Always pass salt & pepper together

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## Table Manners – Eating Continued



- Foods on plate are to be eaten with a fork
- Foods in bowl are to be eaten with a spoon (salad=exception)
- Bring food to your mouth
- Scoop soup away from you
- Cut only one or two bites at a time
- When finished, utensils go on right at 4 o'clock

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## Follow-up

- Write a thank you note within 48 hours
- Be sure to express your appreciation and continued interest



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## Review of Objectives

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