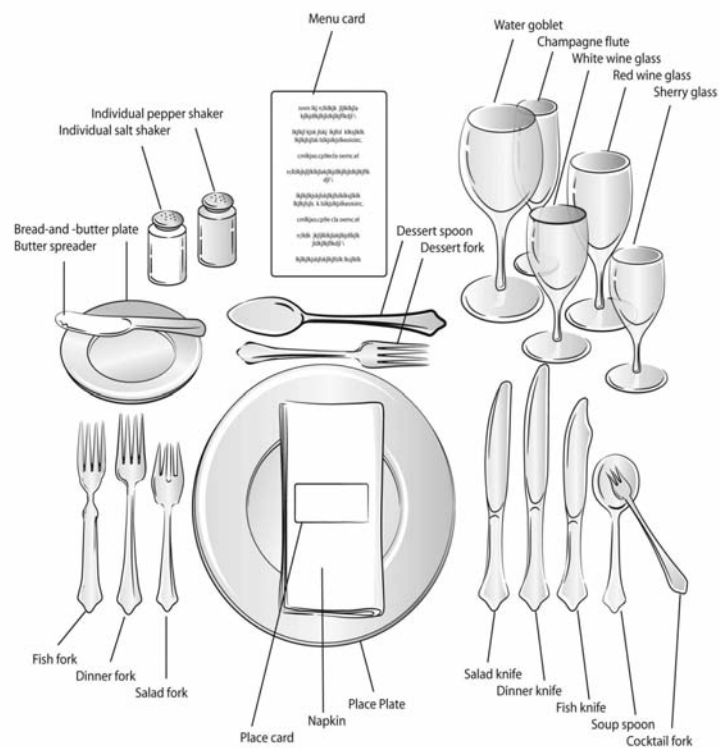


*Outclass
the
Competition!*

Dining Etiquette

Tips for Success



2009 Etiquette Leader

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Quiz Answers from page 25: 1. False. 2. False. 3. Right hand side. 4. False. 5. False. 6. False. 7. Host puts napkin on his lap. 8. On your chair. 9. False. 10. False. 11. False. 12. False (risky). 13. True. 14. False. 15. False. 16. True. 17. False. 18. True. 19. True. 20. Cutlery in 10:20 position. 21. Host places his napkin to the right of his place setting.

Dining Etiquette Scenario

Never has it been more important in the business to know the rules of dining etiquette when entertaining or being entertained. How well you handle yourself at the dinner table, a party or cocktails says a lot about who you are. Your manners reflect on the company you represent. It means knowing how to use the cutlery, eating your food with civility, and appearing at ease with those around you. Success in business today is dependent on connecting and building relationships. If you haven't mastered the very basic skill of eating properly, one might wonder what else don't you know?

Picture this: you are invited to a dinner hosted by the company CEO. Visualize yourself at the table with your manager, the CEO and your most valued client. You are engaging in pre-dinner small talk. You know that you never place any items not related to the meal such as your glasses, keys, Blackberry or cell phone, on the table.

The table setting is very formal and dinner is about to be served. You are very relaxed because you are confident you can handle yourself well in any dining situation and are able to focus on the conversation at hand. You have practiced your dining etiquette on a regular basis so that now it is a habit. You hardly even have to think about it. You can easily engage in conversation and small talk without worry. You know not to start talking business right away. This will be up to your host and he will wait until after the order is taken and perhaps until after the main course is eaten.

The CEO picks up his napkin and you recognize this as the signal that you can now pick up your napkin. Although tonight your napkin is in the center of the service plate called the "charger," you know that sometimes it is located to the left of the forks or in your water goblet. You partially unfold it on your lap below table level and place it with the fold toward your waist. You glance at your place setting; it is a map to help guide you through the meal. You can determine the number of courses being served by assessing the silverware at your place setting.

Knives and soup spoons are placed on the right and forks are placed on the left. You are looking forward to dessert as you see a fork and spoon placed above your dinner plate. You know that liquids are always on the right and solids, such as a salad plate or a bread and butter plate are on your left. You are never confused about which is your glass or your roll because you remember, from left to right, the simple acronym BMW: Bread, Meal, Water.

The CEO picks up his napkin and you recognize this as the signal that you can now pick up your napkin.

You remember to use your silverware from the outside in. When the salad is served first, the salad fork is to the far left. When the salad fork and knife are placed next to the plate, this indicates that the salad will be served Continental style, that is after the entrée (main course) and before dessert.

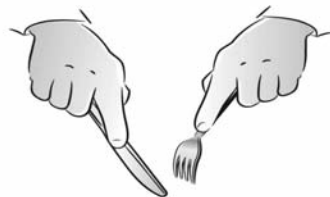
Glasses are placed on the right, above the soup spoon and knives in order of their use. The largest glass is the water goblet. The largest wine glass is for red wine and the smaller narrower glass is for white wine. The sherry glass is a small short-stemmed glass, while the champagne glass is tall and narrow and located behind the water goblet. Sherry may be served as an aperitif to stimulate the appetite, particularly if sherry is an ingredient in the soup.

Today you will be eating Continental style, with the fork in your left hand and your knife in the right hand. You know that the Continental style of eating is acceptable world wide and that if you were to eat American style (the zig zag method) your Global clients would perceive you as unpolished or unsophisticated and this could be a real disadvantage in business.

Holding the knife and fork

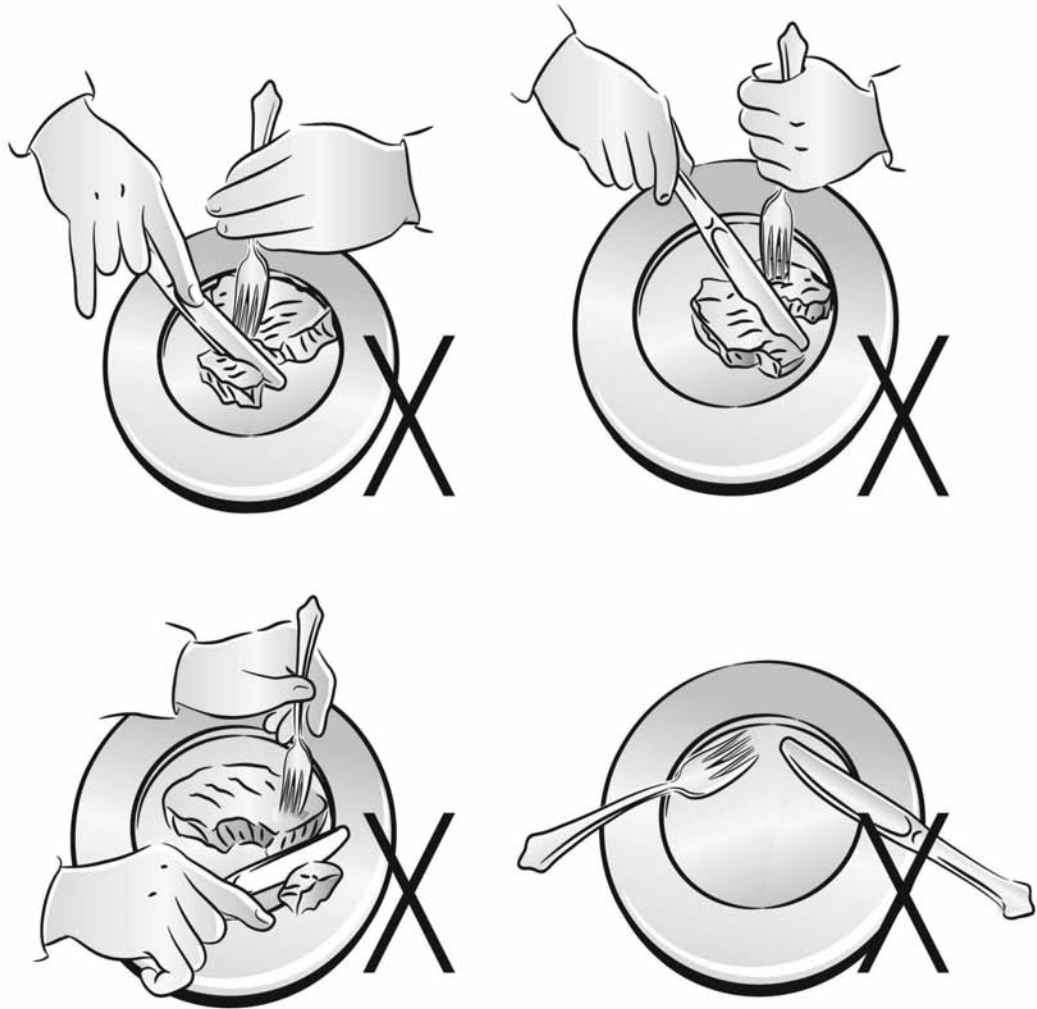


Turn hands over



Place the fork and knife on the open palms of your hands with the cutlery lying diagonally over your index fingers. Then turn your hands over. Curl your fingers around the handles and secure with your thumb. Your index fingers should rest approximately one inch along the top of the handles. Bring the fork, tines down, to your mouth by twisting your wrist and slightly raising your forearms. Keep your elbows close to your sides. Your knife remains in your right hand and can be used to place a small amount of food such as mashed potatoes or vegetables on to the back of the fork. The food is conveyed to your mouth tines down.

Continental Style Don'ts



When you are eating Continental Style, you know to keep your elbows close to your sides and turn your wrist to bring food up to your mouth. You know you would never point your knife to your face, lick it or gesture at others with your cutlery. When cutting meat, you know to use a stroking motion towards you, rather than a sawing motion.

Continental Style



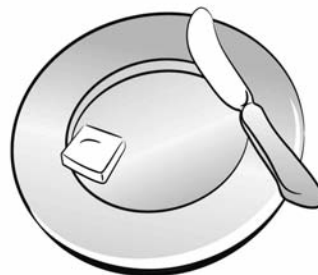
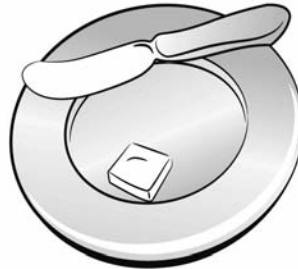
Holding the knife and fork to cut food



Conveying food to your mouth

You know if asked to pass the salt, you always pass the salt and pepper together, and you know to pass other items such as bread in the counter-clockwise direction. Before helping yourself, you offer any item to the person on your left first.

Bread and butter plate and butter spreader



When you are offered a roll, you place it on your bread and butter plate, the small plate on the left hand side. With the butter knife, you place a sufficient amount of butter on your bread and butter plate. You break off a bite-sized piece of your roll, butter it with your butter spreader and eat it. You know would not cut your roll in half and butter it all at once or put the halves together and eat it like a sandwich.

You know would not cut your roll in half and butter it all at once or put the halves together and eat it like a sandwich.

The waiter brings you the soup course. You remember the rhyme you learned as a child “Just like a ship sails out to sea, I spoon my soup away from me.” You know not to slurp your soup, blow on it to cool it or crumble crackers in it. You know it is acceptable to tip your bowl away from you to get that last delicious drop, but not to leave your spoon in the bowl like an oar when you have finished. You place your soup spoon on the under plate when you are finished. As the salad is served, you notice that some of the pieces of lettuce are larger than bite-size. You use your salad knife or your dinner knife to cut those pieces. You know that once you pick up a piece of cutlery, you never put it back on the table. It always fully rests on a plate and never dangles off the plate onto the table.

Using the spoon



Spoon soup away from you



Tipping up the soup bowl away from you

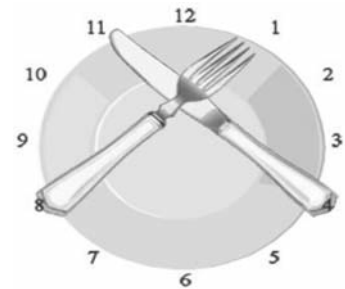


So as not to finish your food before everyone else at the table, you pace your eating.

So as not to finish your food before everyone else at the table, you pace your eating. You are taking small bites so you can more easily engage in conversation. You know not to talk with your mouth full or chew with your mouth open.

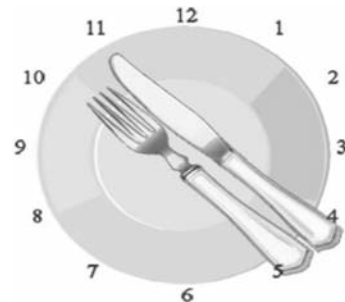
Resting Position

You stop eating briefly to rest and visualize the face of a clock. The resting position for your fork is at 1:35 and the knife at 11:25 crossed at the tips. You know that when you are resting, you put your hands in your lap or rest your wrists on the edge of the table. You never put your elbows on the table during the meal and keep them close to your sides when eating.



Finished Position

When you finish a course, you place your fork and knife in the finished position at 10:20 with the tips of the fork and knife at ten and the handles at twenty. The tines of the fork are up and the blade of your knife faces the fork.



You eat your dessert with the fork in your left hand tines down and the spoon in your right hand.

You need to leave the table briefly during the meal to visit the restroom. You say: “Excuse me for a moment please.” You know you do not need to explain to anyone where you are going. You stand, place your napkin on the chair and slide the chair under the table. When you return, you seat yourself and place your napkin on your lap.

The waiter brings the dessert. Your dessert fork and spoon is above your dinner plate. You eat your dessert with the fork in your left hand tines down and the spoon in your right hand. Your fork is used as a pusher and your spoon is used for eating the dessert. You know that if they were serving pie or cake, you would just use the fork and leave the spoon in place on the table.

In formal settings, there may not be a dessert fork and spoon above your plate. In this instance, the waiter will bring a plate with a doily on it and a small bowl with water and perhaps a lemon slice or flower petals floating in it. This is your finger bowl. On either side of the finger bowl will be a fork (on the left) and spoon (on the right).

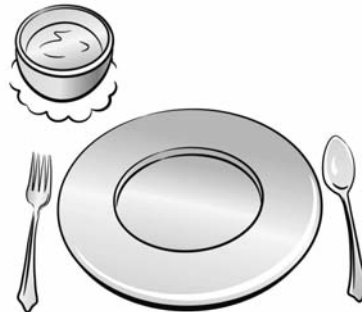
Dessert plate and finger bowl



The waiter places this in front of you. You will take the fork and place it to the left, the spoon to the right, pick up the doily and bowl together and place them to the upper left of your place setting. The waiter will then serve dessert to you on the plate in front of you. When you have finished dessert and the waiter removes the plate, pick up the doily and finger bowl and place it in front of you. You know to just dip in your finger tips one hand at a time and dry them on the napkin on your lap.

Your manager is confident that you represented the company well and can handle yourself in any social situation.

Your CEO removes his napkin from his lap and places it loosely to the left of his plate. You recognize this as the signal that the meal has ended. You have enjoyed this evening. Your manager is confident that you represented the company well and can handle yourself in any social situation. The CEO is considering sending you on an important assignment out of town to meet with senior executives of a sister company. You immediately write a hand written thank you note and send it to your host. This hand written note distinguishes you from the competition.



Finger bowl to the left



Eating dessert with a fork and spoon

Tips for Hosting the Restaurant Business Meal

Familiarize yourself with the restaurant you are planning to use. Choose a restaurant your guest will enjoy and feel comfortable.

- As the host, it is up to you to choose the restaurant. You know the limits of your budget. Familiarize yourself with the restaurant you are planning to use. Choose a restaurant your guest will enjoy and feel comfortable in. Take into account any dietary requirements your guest may have. Consider the location of the restaurant and proximity to your guest's office.
- Make a reservation in advance of your dining date to ensure that you will not have to wait to be seated and that you will be seated at the table of your choice. Avoid the avoidable: a table close to the kitchen, server, washrooms, exit or one facing a mirror. Arrange to have the best table available if you can.
- Don't go to a restaurant without the matter of who is paying clearly understood beforehand. If you issued the invitation and made the arrangements, you are the host and the one who pays.
- Arrange with the restaurant to pay the bill in advance. Have them make an imprint of your credit card so you can sign it on the way out. Ensure that the captain and the wait staff understand that you are the host. Under no circumstances should they present the bill to your guest.
- Confirm with your guest where you will meet: at the table, in the vestibule or in front of the restaurant.
- Check your coat after your guest arrives.
- As the host, you should arrive early. If you are running late, advise the restaurant. If you are the guest and are running late, call your host or the restaurant. When you arrive, if the meal has already commenced, don't slow up meal service for the rest of the guests, order the next course being served so you are eating along with the others.
- When you greet your guest near the entrance, the Maitre d' leads your guest to the table while you follow behind your guest.
- If you have a number of guests, plan where they will sit ahead of time so you can direct them appropriately without a lot of confusion and time wasted. If hosting a large group, it is best to wait in the lounge or lobby until everyone arrives and make introductions before proceeding to the table.
- If only one or two guests in a large group are more than ten minutes late, the host can escort the rest of the guests to the table, seat them and begin by ordering beverages while leaving word at the reservation desk of his location.

- If you are meeting your guest at the table, do not touch anything on the table and do not order anything while you are waiting.
- Rise to greet your guest when he arrives, smile, make eye contact, welcome him and shake hands.
- Seat your guest on your right hand side in the best seat; a seat that faces out into the room or one that has a view if there is one.
- The person who seats you may or may not be your server. If it is the host or Maitre d', she will give you menus and usually say, "Nancy will be back to take your order in a few minutes." Notice your server's name and pay attention to what she looks like so you can make a connection later if you have a request or problem.
- Drinks, soft or otherwise, are usually offered shortly after you're seated. Suggest your guest have a "beverage" rather than using the term 'drink.' If your guest orders a beverage, alcoholic or non-alcoholic, you should too. If you do not wish to order an alcoholic beverage, say something like; "I won't have a cocktail, but please, go ahead." If you are drinking alcohol, limit yourself to one. As a guest, it is recommended you abstain.
- Discreetly let your guest know the boundaries of your hospitality. Make some suggestions of items that your guest might enjoy so he will have some idea of the price range that is acceptable. If you suggest an appetizer and the guest is having one, you should order one as well. As the guest, don't order the most expensive food or wine offered on the menu. Follow the host's lead or order something in the mid-price range.
- If you have food allergies or dietary restrictions, it is acceptable within reason to ask how items are prepared and make requests such as, "Please omit the olives in my Greek salad and put the dressing on the side." However, you should not try to change the recipe for a dish such as, "Would you ask the chef not to bread the chicken, to substitute sun dried tomatoes for the cheese and bake it without the sauce." You should order something else that meets your needs. Keep in mind the business priority; at a business meal, it is the business that is important, not the food.
- Avoid ordering unfamiliar food, food that is messy or difficult to eat. Whole lobster, spaghetti, large hamburgers, ribs, quail and French onion soup all fall into this category.
- See that your guest's order is taken first. Tell the server, "Please allow my guest to order first." Then follow your guests lead course by course so that you are both eating. It is awkward if one person is eating and the other is not. The correct order of service should be women order first, (per importance and age from the eldest to the youngest) men after the women and the host last.

Discreetly let your guest know the boundaries of your hospitality.

If the food or service is not very good, you as the host should deal with it in private with the restaurant. Complaining makes everyone uncomfortable.

- If a guest's food order arrives first, encourage him to start before the food gets cold. Pace yourself while eating so you do not finish first or vice versa.
- If your food order arrives first, as the host, wait until your guests food arrives before starting.
- Sharing or tasting the other person's food is not recommended at a business meal.
- Be realistic about how much you can eat, it is a mistake to order too much and waste food. Over eating can diminish your ability to join in conversation. If are not able to eat all your food, do not request a "doggie bag" at a business meal. As a host, don't pressure your guests to eat more than they want to eat or drink.
- As a guest, don't deal directly with the server; that is the host's job. If you require service, speak with the host and have him summon the waiter.
- If the food or service is not very good, you as the host should deal with it in private with the restaurant. Complaining makes everyone uncomfortable. As a guest, you should not comment on it. To comment would be a reflection of the host's choice of restaurant.
- To ensure you are not interrupted, do not discuss business until after the order has been taken. If you are the guest, do not force the host into discussing business before he is ready. Let the host bring it up.
- Do not put a handbag, keys or glasses on the table. There should be nothing on the table that doesn't relate to the meal. Don't cover the table with papers because it difficult for the server to serve the meal.
- Put your cell phone on vibrate and put your Blackberry away. Your attention should always be directed to those you are with.
- As the host you may suggest your guest order dessert. If they do, you should as well. If you are on a diet, order fruit.
- Coffee is typically ordered at the end of a meal although in some parts of North America it is served with the meal. When the coffee is served and the dishes cleared away, bring your meal to a close with summing up or follow up discussions followed by pleasant small talk.
- As a guest, send a hand written thank you note to your host. A hand written note sets you apart from the competition.

Ordering Wine

- If you are not knowledgeable about wine, don't pretend you are. Defer to the recommendations of the sommelier if there is one or ask for a recommendation from your server. You might also ask your guest if they have a particular preference or favorite.
- Generally, red wine goes with meat and white wine goes with fish, but this is not a rigid rule. Champagne, typically served with dessert may also be served with the main course.
- After a wine is chosen, the sommelier or server will present the unopened wine bottle to the guest/host who ordered it so they can see that it is what was ordered. The sommelier then reads the vintage of the wine, the name of the wine, its classification and the name of the producer. At this point, the host nods his approval if the bottle is as ordered.
- The sommelier uncorks the bottle at the table and presents the cork and sometimes the foil, to the guest for inspection. The guest may inspect the cork by squeezing it to see if it is moist, which indicates the wine has been properly stored. Smelling the cork is no longer required.
- The sommelier pours a small amount of wine into the host's glass for tasting. The host raises the glass, looks at the wine in the glass, takes a discreet sniff to see if it smells the way it should.
- The host takes a sip and nods approval if the wine is acceptable. Remember you are tasting the wine to determine whether it is spoiled, not whether you like it.
- The server then serves the wine to the guest's glass first. The host's glass is filled last.
- The server will refill the glass, although hosts can assume this responsibility if the server does not. Guest should never have to refill their own wine glasses.

If you are not knowledgeable about wine, don't pretend you are. Defer to the recommendations of the sommelier if there is one or ask for a recommendation from your server.

Eating Various Foods

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. Scrape the thistle away with a knife and fork. Cut the heart cut into pieces and eat it 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.

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.

Bread or rolls are broken off from the slice or roll one bite-sized piece at a time. Don't cut the roll in half. Each piece is buttered and then eaten. Do the buttering on your bread and butter plate, never in midair.

Butter is placed onto the bread and butter plate with the butter server. If pats are used, pick them up with the serving fork provided and place them on your plate. If a serving fork isn't provided, use your butter spreader.

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

Celery, Olives, Pickles and Radishes are 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.

Caviar is spread on toast with a knife and eaten with your fingers.

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.

Bread or rolls are broken off from the slice or roll one bite-sized piece at a time. Don't cut the roll in half.

Clams (steamed) are held by the shell in one hand and lifted up 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.

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.

Doughnuts are picked up and eaten. Do not dunk in public.

Eggs are eaten with a fork, if hard-cooked. 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.

Fish (whole) Rainbow trout, often served in fancy restaurants whole, is eaten with the fish fork held in your left hand and the fish knife in your right hand and de-boned as follows: secure the fish with your fork; use your knife to cut off the head and tail and place them to one side of the plate; 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.

Fish (filleted) is eaten only with the fish fork, if the fish is soft and boneless. 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 is squeezed while holding the wedge in your right hand or on a fork over the food. Use your left hand as a shield to keep the juice from hitting you or others nearby.

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

Lemon wedge is squeezed while holding the wedge in your right hand or on a fork over the food

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) are eaten with an oyster or seafood fork when served on the half shell. Hold the shell with one hand and remove the oyster, mussel or clam whole with the seafood 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 shell in your fingers and suck the mussel and sauce from the shell, quietly of course.

Salad served as a separate course is eaten with a knife and fork.

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

Pasta Spaghetti is eaten a few strands at a time using a fork. Hold the tip of the prongs against the plate and twirl the fork around to gather 3 -5 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 usually served in wedges. 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 topping from dripping. Pizza may also be cut into bite-sized pieces with a knife and fork and eaten with a fork.

Potatoes in baked form 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 cut in bite sized pieces and eaten with a fork.

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.

Sandwiches served for tea or as canapés 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.

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

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

Snails are eaten with an oyster fork. If tongs are provided, hold the shell with tongs and pull out the snail with the 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 has fallen on the plate with a fork.

Tortilla (soft shell) is placed flat on the plate while you add fillings. The tortilla is rolled up and is picked up with both hands and eaten. Eat filling that has fallen on the plate, with a fork

Water is sipped. 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 a mouthful of food that is too hot, you may take a sip of water. Do not forcefully drain an entire glassful. Hold a tumbler-type glass near the bottom, a small stemmed glass by the stem and large goblets at the bottom of the bowl.

Open-faced sandwiches are eaten with a knife and fork.

Tips for Finessing Finger Food

Don't overload your plate or spend the evening grazing at the shrimp tree.

- Don't take food items off trays or platters and place them directly into your mouth. If there are no small plates available, place an item in your napkin and then eat it.
- Use only your first three fingers to pick up finger food.
- Be aware that shaking hands and then eating with your fingers is a good way to spread germs. Use your napkin to avoid giving greasy handshakes.
- Avoid messy food like chicken wings and ribs or chops which can challenge your wardrobe and your conversation.
- Most items should be eaten in two or three bites.
- Place used toothpicks or skewers in a receptacle for that purpose, give them to a waiter or put them in a garbage can. Don't put them on food platters or on the table where other food is displayed.
- Don't put skewers into your mouth. Eat from each side of the skewer.
- Put empty glasses on a tray for that purpose or give them to a waiter or bartender. Don't leave them on the buffet where food is displayed or elsewhere in the room.
- If you put something in your mouth that you don't like and can't possibly swallow, discreetly remove it into a napkin without drawing attention to yourself.
- If you have a personal problem, such as a dripping nose, something stuck in your teeth, a sneeze or coughing fit, excuse yourself and take care of it in the rest room.
- Don't overload your plate or spend the evening grazing at the shrimp tree. Remember your purpose in attending is not to eat or drink but to advance your business or career connections.
- Carry your food and/or beverages in your left hand so your right hand is free for shaking hands. If shaking hands and carrying a beverage plus a plate of food is challenging for you, do one thing at a time.
- Always use a glass for a beverage. Don't drink out of a bottle or can unless you are in the wilderness, especially if you are a woman.

What are some Dining Do's?

- Do arrange for payment with the restaurant prior to the event if you are the host.
- Do confirm with your guests EXACTLY where to meet you if you are the host – at the table, the reception, outside, inside or in the bar.
- Do arrive on time or call if you may be late.
- Do make introductions with your guests prior to seating them at the table.
- Do rise to greet your guests and shake hands if you are already seated at the table.
- Do turn your cell phone off or put it on vibrate.
- Do inform your guests prior, if you are expecting an important call and leave the table to take the call in private.
- Do seat your most important guest in the best seat facing out into the room and to your right hand side, if you are the host.
- Do suggest to your guests where they should sit or use place cards.
- Do enter and exit your seat from the right hand side unless you are at the end of the table.
- Do make suggestions to your guests about what to order so they know the boundaries of your hospitality.
- Do engage in small talk so your guests feel welcome and comfortable.
- Do follow your guests order course by course if you are the host, so that you or your guest are not eating alone.
- Do offer your guests a beverage rather than a drink, if you are the host.
- Do serve your guests wine first after “the tasting” is completed.
- Do wait until the host places his napkin on his lap before touching, eating or drinking anything.
- Do place your napkin on your lap folded in half with the fold next to your waist.
- Do blot your lips with your napkin and clean your fingers between the folds.
- Do remember your posture; sit up straight elbows off the table, feet flat on the floor.
- Do leave dropped cutlery on the floor and discreetly signal the waiter to bring a replacement.

- Do try a little of everything you are served.
- Do take small bites so you can engage in conversation easily.
- Do remove objects from your mouth discreetly and place them on the edge of your plate or under the garnish.
- Do swallow first before sipping a beverage.
- Do sip if food is too hot or wait for it to cool.
- Do hold your cutlery correctly using the “Continental Style” with your fork in your left hand tines down and knife in your right hand.
- Do use the “silent signals” by placing your cutlery in the resting and finished positions.
- Do break off a piece of bread or roll with your fingers and butter one piece at a time and eat it.
- Do butter your bread on the plate not in mid air.
- Do spoon your soup away from you and sip from the edge of the spoon. “Just like a ship sail out to sea, I spoon my soup away from me.”
- Do tip your soup bowl away from you if you wish to get that last delicious drop.
- Do leave your soup spoon on the under plate not sticking up from your soup bowl when you are finished.
- Do take care of personal issues such as applying lipstick, blowing your nose or removing debris from your teeth, in the washroom.
- Do rest your wrists lightly on the edge of the table or in your lap.
- Do use a salad or dinner knife to cut your salad if pieces are too large.
- Do look into not over your glass when drinking any liquid.
- Do cut your food one piece at a time and eat it.
- Do put condiments to the edge of your plate and dip items into it rather than cover your whole meal with them.
- Do eat your dessert with your dessert fork in your left hand and your dessert spoon in your right hand.
- Do decline a beverage by placing your finger to the glass and shaking your head at your server.
- Do blot your lips with your napkin before drinking a beverage.
- Do pass items counter clockwise around the table and wait for it to come back to you before helping yourself.
- Do offer an item right in front of you to the person on your left before helping yourself and then passing it counter clockwise around the table.

- Do ask to have items passed to you rather than reaching for them.
- Do pass the salt and pepper together as a pair.
- Do place your napkin on your chair and push your chair into the table if you need to excuse yourself to go to the washroom. No need to explain, just say, “Excuse me please.”
- Do rest your cutlery all the way on your plate not dangling onto the table like oars.
- Do, when finished, place your napkin loosely folded to the left of your place setting.
- Do send a hand written thank you note to your host.

Dining Don'ts

- Don't remove your coat until guests arrive if you are the host waiting in the reception area.
- Don't eat, drink or touch anything while waiting for your guests at the table if you are the host.
- Don't place anything (cell phone, glasses, keys, purse etc.) on the table that doesn't relate to the meal.
- Don't begin talking business right away. Wait until after the order is taken or when the host brings it up.
- Don't challenge your wardrobe or your conversation by ordering anything that is messy or difficult to eat... spaghetti, messy ribs, chicken wings or burgers, French onion soup...
- Don't talk with your mouth full or chew with your mouth open.
- Don't make a fuss if you spill something; have the server take care of it and move on.
- Don't salt or season your food until you have tasted it.
- Don't overload your plate or your fork.
- Don't mop your face with your napkin, just blot your lips.
- Don't spread your elbows when cutting or eating.
- Don't lick your fingers or your knife.
- Don't slurp your soup or blow on it; wait for it to cool or sip from the edge.
- Don't smack your lips or make animal noises then you eat.
- Don't pick up bones and gnaw when dining at a business or formal meal.

- Don't crumble your crackers in your soup. Unless they are croutons, eat them separately.
- Don't saw your meat; stroke it towards you.
- Don't chew with your mouth open.
- Don't pick your teeth or suck food out of your teeth at the table.
- Don't push your plate away or stack the dishes. Leave that to your server.
- Don't make a fuss if you find something foreign in your food such as a bug or hair; signal your waiter discretely and have your meal replaced. At a private home, say nothing.
- Don't gesture with your knife or fork.
- Don't put cutlery back on the table once you have used it; place it on your plate.
- Don't discuss your food dislikes, diets, calorie or fat content of the food you or others are eating.
- Don't ask for seconds or overindulge in food or alcohol.
- Don't make any negative comments to your host about food or service.
- Don't ask for a taste of someone else's food at a business meal.
- Don't request a doggie bag for leftovers at a business meal.
- Don't eat your neighbors bread or drink his water. Remember your BMW... left to right... bread, meal, water.

Dining Quiz

1. Should the host who is planning to invite his client out to lunch, ask his client where he would like to eat?
2. After a business meal, it is appropriate to split the cheque with your client. (T or F)
3. Where should the guest of honour sit?
4. As the host, you should pull out the chair for your female business associate. (T or F)
5. While waiting for your guest at the table in a restaurant, it is permissible to order a drink or snack. (T or F)
6. When another guest comes to the table, you don't need to stand up to shake hands.
7. What is the silent signal that starts a meal?
8. Where do you put your napkin if you have to excuse yourself from the table?
9. When someone makes a toast to you, you should raise your glass.
10. At a business meal, you should start discussing business as soon as possible.
11. It is permissible to have a purse, notebook or briefcase on the table during a business meal. (T or F)
12. If you enjoy ribs or wings and they are on the menu, it is fine to order them at a business lunch.
13. Use the cutlery at your place setting from the outside in. (T or F)
14. Your soup spoon should be left in the soup bowl when you are finished. (T or F)
15. The proper method to eat a roll is to cut your roll in half and butter it all at once. (T or F)
16. In eating dessert, hold the fork in your left hand use the spoon in your right hand to eat. (T or F)
17. After using a piece of cutlery, it is fine to set it back on the table. (T or F)
18. Your beverages are on your right hand side and bread and salad on your left. (T or F)
19. American style and Continental style are two eating styles. (T or F)
20. What is the silent signal that you have finished your food?
21. What is the silent signal the meal is finished?

(Answers found on Contents page.)

