

Professional Rules of ETIQUETTE



**SC State Officer Candidate Summit
Saturday, May 16, 2020**

Business Etiquette Tips

While you are still in high school, these tips can be applied in school, with extra curriculums and volunteer work. Practicing them now will benefit you when you get into a professional setting.

1. Arrive on time- Five minutes early is late! Allow yourself enough time to arrive promptly to appointments and meetings. Time is a commodity; by being punctual, you show you respect others.
2. Dress appropriately- While appropriate dress certainly varies from field to field and climate to climate, some things remain the same. Clean, pressed clothing that is suitable for your work environment is key. Dress for success for each specific job duty. Some days that may be a suit and tie or dress and heels and other days that may be jeans and boots.
3. Proper handshake- Make sure your handshake is firm, not a dead fish grip. However, you do not want to crush the other person's hand. Make sure your hands are clean and not sweaty. When you offer your hand, look the person in the eye. A proper handshake should last 2-5 seconds and move in an upwards and downward motion. Introduce yourself before and leading into a handshake.
4. Introduce yourself and others- Sometimes you can tell people do not remember your name or position. Introduce or reintroduce yourself quickly. If you are with a co-worker who is new, take the time to introduce them.
5. Give people your full attention and do not interrupt- Whether it is in a meeting or you are speaking to somebody one-on-one, give them your undivided attention. This means making eye contact and being engaged in the conversation. Stay off your cell phone; turn it on silent and refrain from checking it. If you have something to add to the conversation, wait until whoever is speaking is finished.
6. Respect your superiors- You can learn a lot from folks who have years of experience. Take time to learn from them and respect their positions. It's good to be confident, but not too confident.

Here's what's cool:

1. Writing thank you notes.
2. Learning and using people's names.
3. Showing up on time.
4. Learning a new skill.
5. Learning the art of listening.
6. Admitting you were wrong.
7. Random acts of kindness.
8. Being a mentor.
9. Investing in your future.
10. Holding doors open.

Professional Development

Public Speaking Tips

1. Speak slowly and clearly- nerves and anxiety can cause you to rush through your presentation. Take time to slow down and enunciate your message.
2. Avoid filler words- Filler words are typically caused by nerves but have become a bad habit in today's society. Examples: Like, Um, So... Work to cut filler words out of your everyday vocabulary. If you practice now, you will avoid this while speaking in public. It is perfectly fine to take a pause in a speech or presentation.
3. Pay attention to your body language- avoid things like pacing back and forth, tapping your feet, fidgeting, etc. Your posture, the way you hold yourself, the way you move your hands... all these facets of body language can help to refine and reinforce what you are talking about.
4. Make eye contact- When you are speaking on stage, you are addressing everyone in the room. While this can be scary, work to make eye contact with people throughout the audience while you speak.
5. Practice, practice, practice- When it comes to practice, your goal is not to do it until you get your speech right; your goal should be to practice until you can't get it wrong. It can cut down on anxiety when you are familiar with a speech or presentation and know what you are going to say.
6. Dress appropriately- Public speaking may not always require a suit, but dress for success for the environment you are speaking in. Avoid any clunky jewelry or anything else that could be a distraction.
7. Proper microphone usage- If a microphone is available, arrive early for a mic check. Make sure you speak clearly into the microphone and position it a suitable distance away from your mouth- not too far and not too close. A handheld microphone should be positioned between your chest and the bottom of your chin. A lapel mic should be clipped to your clothing- close to your collarbone.



Writing a Thank You note

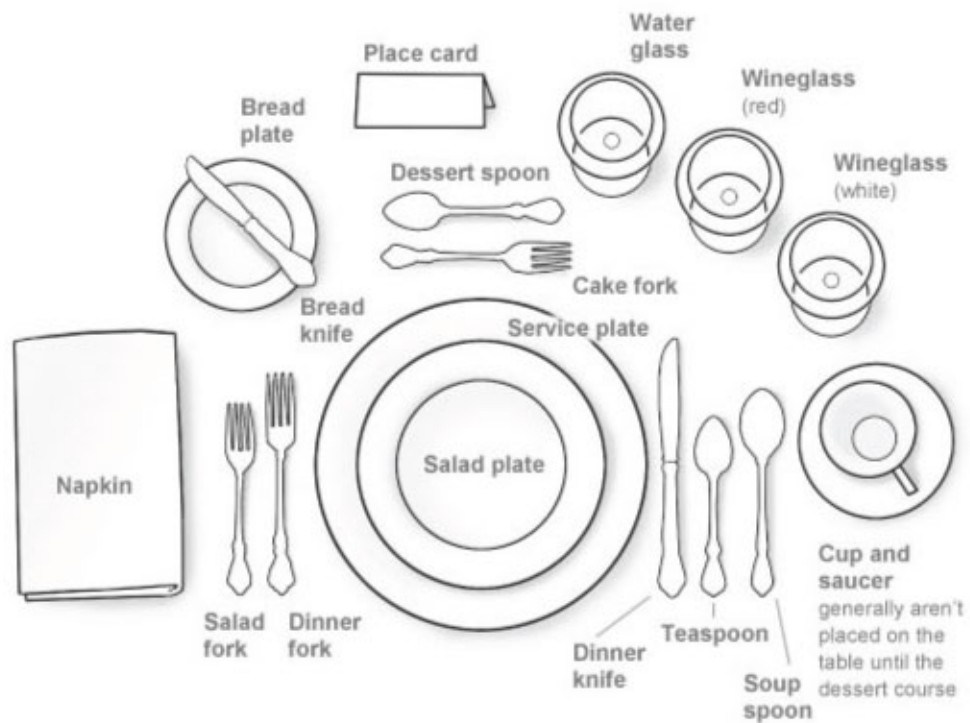
1. Greeting- open your card with a greeting that addresses your card recipient. “Dear” is the standard greeting. Make sure you are using the correct salutation and spelling the person’s name right.
2. Thank you message- Express your gratitude for what this person has done for you. Be personable and sincere.
3. Include specific details- To make each thank you note one-of-a-kind, it is important that you add specifics to your note. Did they do something that made you feel special? Did they give you something you look forward to using? If so, include that in the note.
4. Write a forward-looking statement- Mention the next time that you may see them, inquire about something going on in their life or just let them know that they are in your thoughts.
5. Reiterate your thanks- As you begin to close your thank you card, restate your reason for writing the note. Add details to say thanks in a different way. This also serves as a great way to signal that your thank you note is coming to an end.
6. End with your regards- The sign off you select will depend on your relationship with the recipient. For more formal thank you notes the standard is “sincerely”. If you are crafting a more personal message, you might select a warmer closing.

Addressing an envelope

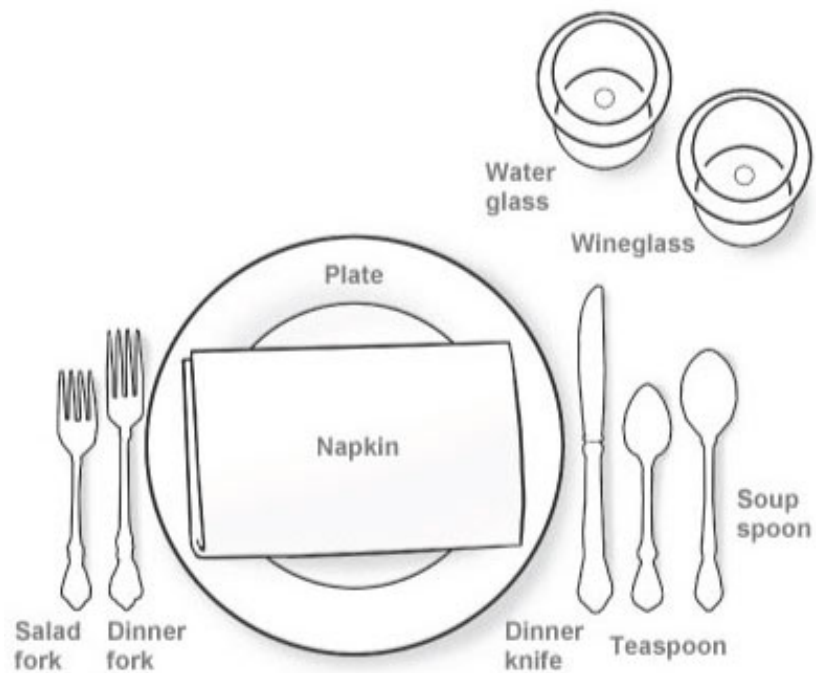
1. Address- This is the name and address of the person you are sending the letter to. This information is centered in the middle of the envelope. On separate lines write:
 - Recipient’s full name
 - Street address
 - City, state, and zip code
2. Return address- This is the information about the sender of the letter. In the top left corner on separate lines write:
 - Your full name
 - Your street address
 - Your city, state, and zip code
3. Stamp- In the top right corner of the envelope you place a postage stamp.

Dining Etiquette

Formal Place Setting



Informal Place Setting



Guidelines for Use of Napkins

1. Place your napkin in your lap as soon as everyone is seated. Place napkin in your lap, unfolding as you approach your lap.
2. Place the napkin folded in half with the crease toward you.
3. It is appropriate to use your napkin either before taking a drink or after taking a drink, which ever is necessary.
4. Place your napkin on your chair when excusing yourself for a moment during the meal—only if necessary and do this in between courses.
5. Leave your napkin on your lap until everyone has finished eating.
6. Place the napkin to the left of your plate when leaving the table at the end of a meal.
7. Napkins are not to be used as handkerchiefs at the table.
8. Do not wad up paper napkins.



Table Manners

1. Sit with your hands in your lap or resting your forearm on the edge of the table.
2. Do not put your elbows on the table, and resist temptation to play with the place setting.
3. Wait until everyone is served to begin eating. If there are more than eight people eating your host could instruct you to go ahead and begin so that your food would not get cold.
4. Begin with the silverware on the outside of your plate and work your way in.
5. Keep your elbows close to you when you are eating. Bring the food to your mouth, not leaning down to meet your fork halfway.
6. Do not make scraping noises with your silverware while you are eating.
7. Pass both the salt and pepper when the person asked for just one; place them on the table in front of the person that asked. Ask for both items to be passed, do not reach.
8. Do not talk with your mouth full. Take small bites of your food and cut meat one piece at a time.
9. Use the butter knife found on the butter plate, not your place knife to serve butter.
10. Never use toothpicks at the table. If a piece of food is lodged in your teeth, excuse yourself and take care of the problem.
11. When you have finished with your meal, place the fork and knife side by side in the middle of your plate, the fork tines down, the knife to its right with the sharp blade pointed toward the fork.
12. Do remember to say please and thank you.
13. When you have finished eating, leave your plate in place. It is where it needs to be until the person serving removes it. Remember in serving, leave on the left and retrieve on the right.
14. Drink and eat quietly without slurping and clinking utensils. Your utensils are for eating, not waving in the air while you are talking.

Cell Phone Use at the Table

- Remember to turn your cell phone to vibrate or the off position when you enter a restaurant or sit down at the table in someone's home.
- Inform your dining companions upfront if you are expecting an important call that might interrupt and apologize ahead of time. If you give your companions forewarning, it will make them feel less jilted when you opt to take a call.
- Avoid checking your phone if it vibrates in your pocket while sitting at the table. If you must check it, do so discreetly under the table.
- Excuse yourself and leave the table to take an emergency call. There are sometimes when you simply must take an important call when you are eating with someone else. Consider what really constitutes an emergency before you step away from your companion.
- Keep your voice down when talking in a restaurant, even if you are away from the table. If possible, go outside to talk.
- Follow your return to the table with another apology for taking the call. Even if you have forewarned your dining companions, it's good etiquette to ask forgiveness for the impropriety.

