



Bharathidasan University

Centre for Differently Abled Persons

Diploma in Vocational Training and Management

Course : Workplace Behavior and Employability Skills

UNIT-I

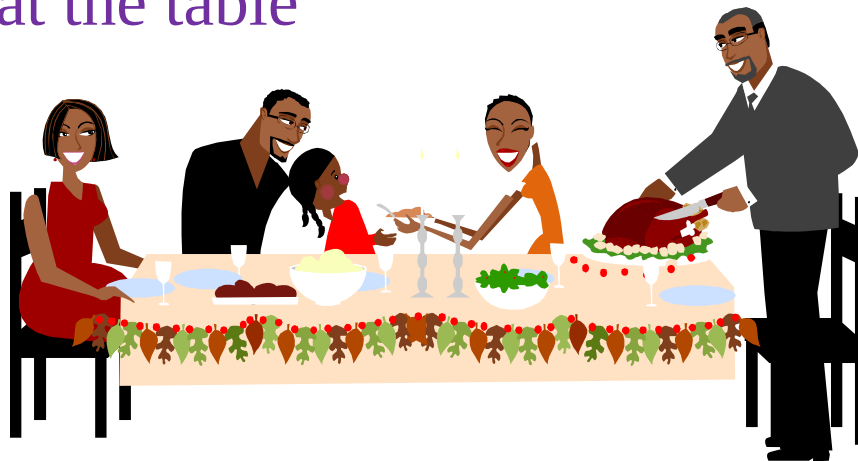


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UNIT-I

Manners and Etiquette

- Manners refers to social behavior
 - How a person behaves when with others
- Table Etiquette
 - A set of guidelines to follow when eating
 - Manners at the table



Professional Work Attire



Office Etiquette

- *Making a positive impression* —
 - Recognize that what you do early on will be magnified
 - Remember your manners
 - Be ready to learn, adapt and change
 - Exercise professional maturity by showing good judgment and build good relationships

Office Etiquette

- Show a healthy respect for colleagues experience and expertise
- Exhibit a positive attitude and know what your role will be on the team – How can I best assist?
- Leave your personal life at the front door
- Inquire about the proper way to respond to co-workers, supervisors, clients (Business letter head, phone call etc.)

Professional Dining Basics

- ***Style Dining***
 - Arrive on time
 - Wait to sit until host/hostess indicated the seating arrangement
 - Put napkin in lap before drinking or eating
 - Order easy to eat food
 - Don't order the most expensive items on the menu

What is Etiquette??

Webster's II New College Dictionary defines
Etiquette as:

The forms and practices prescribed by social
convention or by authority.

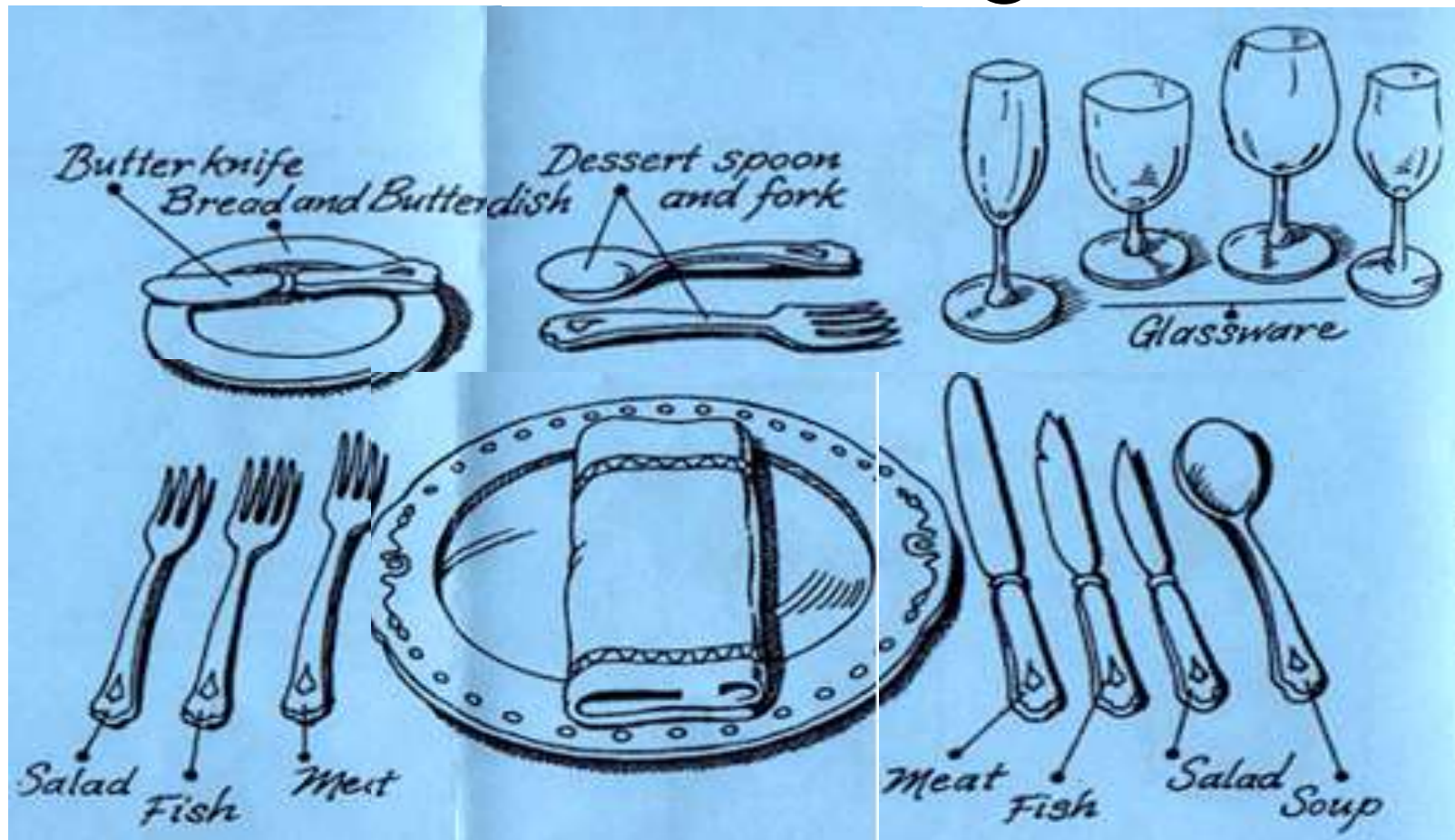
Casual Work Attire



Professional Dining Basics

- Wait until everyone has been served before you begin to eat
- Bring food to your mouth – NOT your head to your plate
 - Salt/Pepper pass together
 - Generally pass food to the right
 - Rest utensils on plate while talking
 - Do not talk with your mouth full
 - Do not chew with your mouth open

Individual Place Setting



Professional Dining Basics

- Proper posture is important
- Table manners please!!
 - (No gum, no elbows on the table)
- **“Please and Thank You”**
- Turn your cell phone off
- Be responsible for keeping up and positively contributing to the conversation
- Small Talk is appropriate – topics such as :
 - Books, sports, food, theater, travel, current events etc.
 - Follow employer’s lead

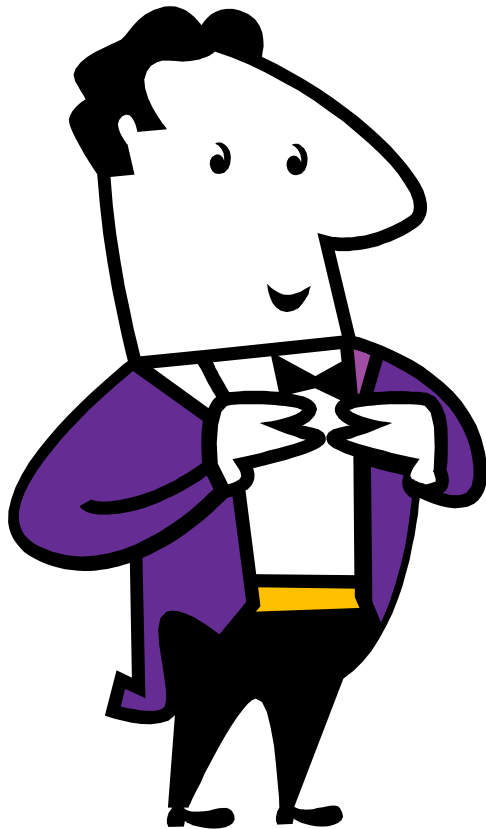
- Serve guests of honor, woman first, then male, then counterclockwise around the table. Serve host then hostess last.
- Small part of 6 or less, wait to eat until hostess begins. At a large party, hostess urges everyone to begin as they are served
- Place knife and fork on plate after using, knife with sharp edge facing in and fork with tines up (American) or down (Continental) and placed so they will not fall off the plate.

- Never place used silverware on the table or leave it in a cup or small bowl.
- A used soup spoon is left in a large soup plate or on the plate under the soup bowl.
- A used coffee spoon is placed on the saucer beneath the handle of the cup.
- Unused silver is left on the table.

Why Practice Good Manners?

- You are more confident knowing what to do.
- When you use good manners:
 - You feel comfortable interacting with others.
 - You show respect for others.
 - You are more relaxed in any situation.

Categories Of Etiquette Guidelines



- During the meal
- At the end of the meal
- Dining away from home
- Preparing for the meal

Preparing for the meal



- Come to the table appearing neat and clean.
 - Remove your hat.
 - Wash your hands and comb your hair before coming to the table for a meal.
 - Do not comb your hair or apply make-up at the table.

Preparing for the meal

- Show respect to elders by letting them go ahead of you.
- Stand behind your chair until everyone is at the table.
- Take your seat when the host invites the guests to be seated.
- It is polite to help the person next to you to be seated.

During the meal

- A guest should follow the hosts' lead to begin serving and passing the food.
- Be sure everyone is served before beginning to eat.
- Take a little of everything out of respect to the cook.
- Don't take more than your share

During the meal

- The napkin remains in your lap throughout the meal.
 - Blot your mouth lightly and wipe your fingers as necessary.
 - Place the napkin on the seat of your chair if you must leave during the meal
 - At the end of the meal, leave the napkin to the left of your plate.
 - It need not be refolded, but should be neat.

Eating utensils are used from the outside
in



or follow your host

Soup

- Dip the spoon into the soup, moving the far edge of the spoon away from you.
- Sit up straight, lift the spoon to your lips
 - Do not rest your arm on the table
 - Do not blow on your soup to cool it
 - Do not crumble crackers into your soup.
 - Eat quietly in our culture

Sip your soup

- Use the side of the spoon
 - Do not fill your spoon full
 - Only babies need to have the spoon into their mouth to eat
 - Eat quietly in our culture



Salads

- Use the salad fork when a salad is served and eaten before the main course
- If the salad is served as part of the meal, use the dinner fork.

Bread Or Rolls

- Place your bread or roll on your bread and butter plate, if one is provided.
- If pats of butter are provided, transfer one from the butter dish to your plate using the tiny fork supplied.
- If a block of butter is provided, use the butter knife to place butter on your bread and butter plate

Finger Foods

- Bread or rolls, carrot sticks, celery, corn on the cob, olives, potato chips, and most sandwiches.
- In informal settings, it is permissible to eat chicken and french fries with your fingers

Main Course

- Sometimes known as the entrée
- Most North Americans eat the main course using the dominant hand



Cut Food Into Small Bites

- It is considered impolite to cut all of your food at once.
- Take small bites; chew your food slowly with your mouth closed.
- Lift the food to your mouth; do not lean down to your plate to eat.

Courteous Behaviors

- If you cough, sneeze, or need to blow your nose, use a tissue rather than the napkin.
- It is polite to leave the table
 - if you have a long bout of coughing.
 - if you need to blow your nose

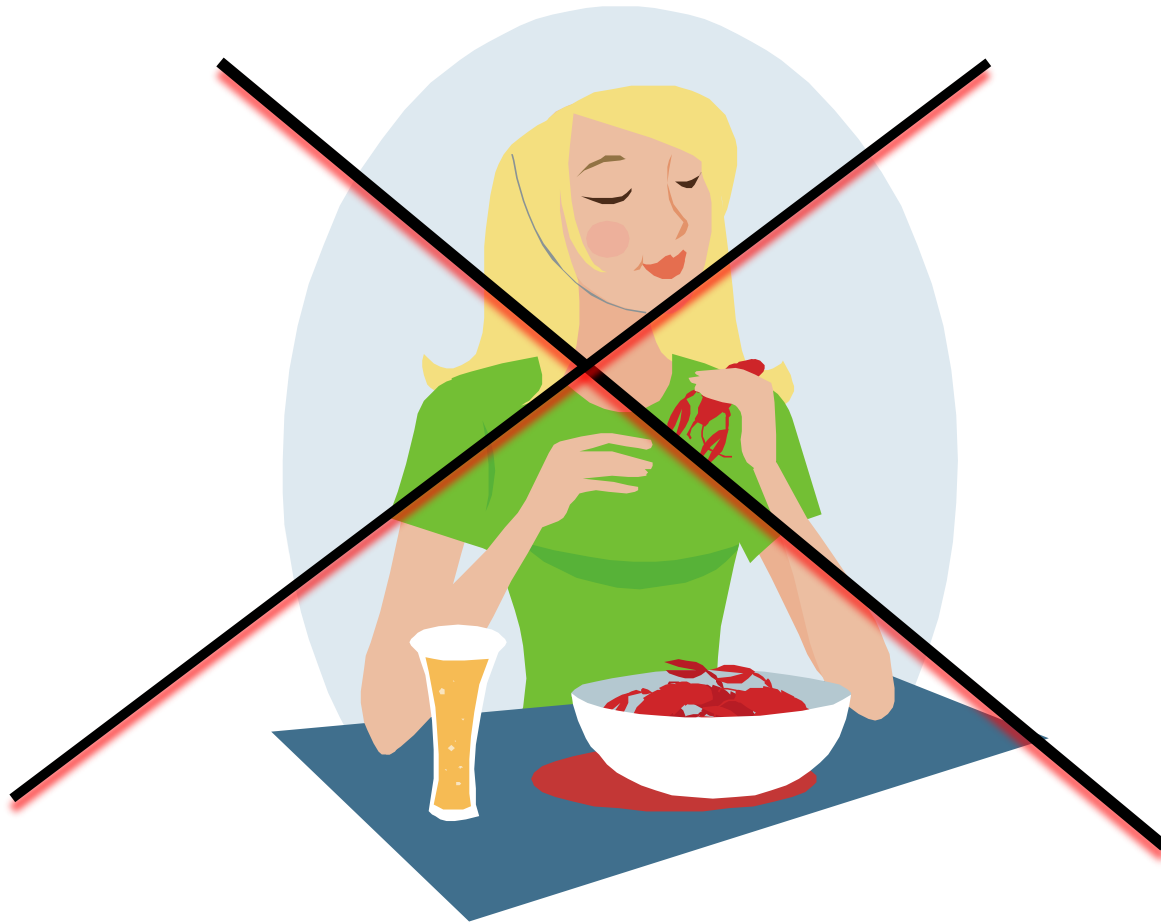
General Tips

- Remove fish bones from your mouth with your finger, spoon, or napkin.
- Deposit fruit pits or seeds in your spoon.
- Do not put food from your mouth on the table, place on the side of your plate
- Use dental floss or a toothpick in private.

Accidents

- If you spill anything,
 - use your napkin to mop up the spill.
 - If the spill is large or very messy, seek the assistance of your host.
- If you drop a utensil
 - leave it on the floor and request a replacement.

Keep Your Arms And Elbows Off The Table



Be Polite

- Contribute appropriately to the conversation so that the meal is a pleasant experience for all present.
- Use “Please” and “Thank you”



End Of The Meal

- Silverware should be at the 5:00 position with the tines down to indicate you have finished
- Leave your loosely folded napkin at the left of the plate.
- Do not stack plates, unless asked by host.



End Of The Meal

- Remain seated until all have finished.
- Host will indicate the meal is over and can leave the table.
- Help clear the table at informal meals.

Clearing The Table

- Remove the serving dishes first
- Refill beverages
- Remove the main course plates, salad, bread and butter plates. Do not stack plates at the table.
- Check that everyone has an eating utensil.
- Serve the dessert

Dining Out

- Proper table service follows several basic principles.
 - The server will place an individual servings in front of you.
 - The server will serve all food from your left, using the left hand
 - The server will clear dishes from your right using the right hand.
 - Beverages will be served from the right.

Dining With A Group

- Wait until everyone at your table is served before you begin eating.
- Don't begin eating until all the food is passed if service is family style.

Well Mannered People

- Don't put more on the fork or spoon than can easily be chewed and swallow at one time.
- Avoid talking with food in the mouth
- If asked a question, wait to answer until the food is chewed and swallowed.
- Take small bites so they can respond quickly to the conversation..

As You Are Eating

- Swallow the food in your mouth before taking a sip of a beverage.
- Drink carefully; avoid slurping or gulping.
- Your knife and fork should not bridge the plate,
- The knife should not be placed between the tines of the fork

While Eating

- When pausing during the meal, cross your knife and fork on the center of the dinner plate
- When finished place the knife and fork (tines down) in the five o'clock position.
- Leave your plate where it is.
 - do not push it away, stack it, or pass it to others to stack

The End Of The Meal

- When the host places the napkin on the table beside the plate.
- Thank the host or cook for the meal.
- You may rise and leave the table when your host rises.
- At a no-host meal, wait until everyone is finished.

Cell Phone Manners

- It is rude use a cell phone during the meal
 - If you must take a call, excuse yourself.
- If you use the phone in public
 - Speak quietly so others don't have to hear your conversation.
 - It is rude to use blue-ray type devices with your phone in public.

- Thank you