

Penn State Berks



Business Dining Etiquette

PRESENTED BY CAREER SERVICES

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KNOWING THE BASICS

- ◆ Arrival time: 10 to 15 minutes early
- ◆ Cell phones: Turn phones off, and put away prior to entering meeting
- ◆ Seating: Ask host first if assigned seating, and choose if permissible
- ◆ First Impressions: Takes 4-6 seconds to meet and make a preliminary judgement
 - *Smile, eye contact, and a handshake
- ◆ Opening a Conversation: Don't stress about topics
 - * Something as simple as the weather is good to start

TYPES OF DRESS FOR SUCCESS

Uniform Dress



Professional Dress



Business Casual



PERSONAL GROOMING HABITS

- ◆ Shower everyday
- ◆ Use deodorant
- ◆ Keep hands and nails clean
- ◆ Keep hair styled and clean
- ◆ Men: Shave daily and trim beards if needed
- ◆ Women: Simple accessories
- ◆ Brush Teeth
- ◆ Do NOT smoke before entering office/meeting

INTRODUCTIONS

- ◆ Introduce yourself to person sitting to your right and left
- ◆ Extend hand, state greeting and name, year, and major
- ◆ Allow for reciprocated introduction
- ◆ LISTEN, it's just as important as speaking

HANDSHAKES

- ◆ Proper handshake is firm but painless (No floppy fish)
- ◆ Handshake should last about three seconds
- ◆ Takes only two to three pumps
- ◆ Starts and stops crisply - do not continue through entire introduction

INITIATING AND ENGAGING IN PRODUCTIVE CONVERSATION

- ◆ Try to learn something about the other person
 - * Name
 - * Where they work
 - * Where they live
 - * Mutual colleagues
 - * Where they attended college and their major

CONDUCTING YOURSELF IN A PROFESSIONAL MANNER

- ◆ Always act professionally
- ◆ You never know when colleagues and competitors are present
 - * Travel
 - * Meetings
 - * Social Situations

BODY LANGUAGE

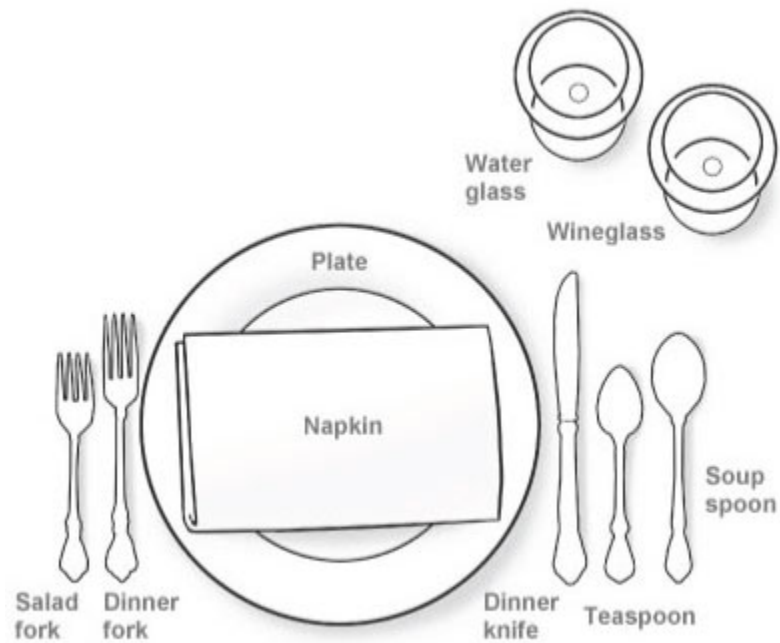
- ◆ Be positive both verbally and nonverbally
- ◆ Think before you speak
 - * Use proper titles
- ◆ Keep conversation going
 - * Watch pace of speech
 - * Be conscious of subject matter - no politics, religion or sports
 - * Don't hold a drink in your hand when networking
 - You need your hand available for introductions

DINING ETIQUETTE GUIDELINES

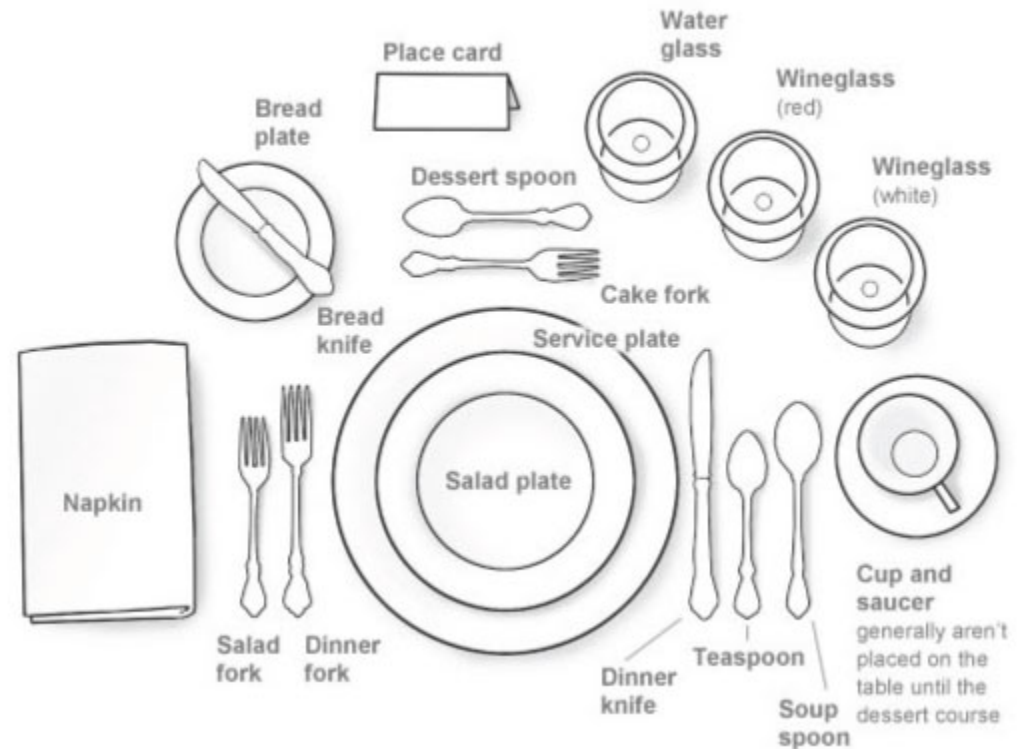
- ◆ Formal place setting
- ◆ Knives and spoons are on the right, forks and napkins on left
- ◆ Passing of bread and salad dressing
 - * Person closest offers to his right and passes to left
- ◆ Use utensils from the outside in
- ◆ Specific placement of utensils indicated to the server you are finished
- ◆ ALWAYS treat your server with respect

INFORMAL & FORMAL PLACE SETTINGS

Informal Place Setting



Formal Place Setting



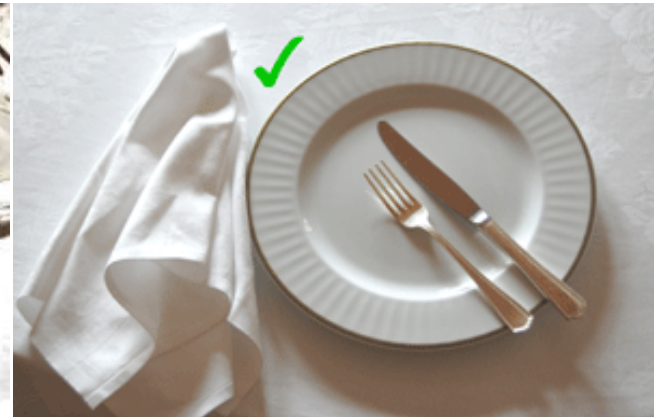
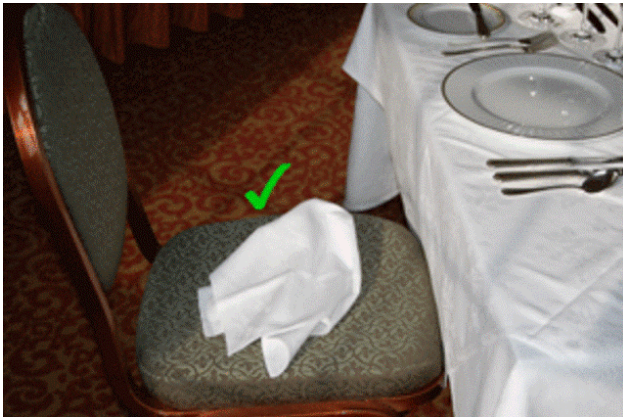
NAPKIN PLACEMENT

- ◆ Unfold and place napkin on lap as soon as seated
- ◆ Okay to remove for use while dining
- ◆ Remains on lap until all diners leave table



WHAT IF I HAVE TO LEAVE THE TABLE?

- ◆ Place napkin on chair seat
- ◆ Push chair under table
 - * Signifies that you are not finished to server
- ◆ What to do when meal ends
 - * Pick napkin up in center
 - * Fold gently and place on table to the left of plate



Napkin placement after meal

CONTINENTAL DINING STYLE

- Knife kept in right hand, fork in the left, no switching during meal
- Resting position: Knife on right, fork on left both crossing in center of plate
- Finished position: both knife and fork together on right, pointing to center of plate prongs face down



Continental style - *I'm resting position*

Continental style - *I'm finished position*

AMERICAN DINING STYLE

- Knife kept in right hand, fork in left hand while cutting.
- Lay knife down on top right of plate and switch fork to right hand to eat
- Resting position: Knife lays across plate on top right and fork lays on bottom left/center
- Finished position, both knife and fork together on right, pointing to center of plate prongs face up



American style - I'm resting position

American style - I'm finished position

DO'S AND DON'TS

- ◆ Cutlery: Cannot touch table again once picked up
 - * Use plate and butter plate to hold used utensils
- ◆ Chewing: Never chew with your mouth open, or speak when chewing - it's not your last meal
- ◆ Appearance: sit up straight, no elbows on table and keep hands on lap
- ◆ Bread: tear into bite size pieces, don't saw in half, butter each piece as you eat.
- ◆ Place pat of butter on butter plate first, then spread on bread or other food
- ◆ Only cut what you are eating, 2-3 pieces of food at a time
- ◆ Don't slurp soup
- ◆ Speed: Slow down and eat at pace of associate
- ◆ Lipstick: Lighter shades, blot with napkin before sitting at table

DO'S AND DON'TS (CONTINUED)

- ◆ Purses and briefcases: keep off table. Place out of the way so server doesn't trip on it
 - * If not part of the meal, shouldn't be on the table
- ◆ Don't push plate away when finished
- ◆ Don't tilt chair, sit up straight
- ◆ Avoid burping, if you can't avoid it - excuse yourself
- ◆ Don't dunk your food
- ◆ Do not panic if you think you did something wrong
- ◆ Don't overeat - you will eat again, this is not your last meal
- ◆ Order mid-range cost food

REMINDERS

- ◆ Etiquette is an important part of the professional process
- ◆ Summarize what you talked about at the end of the meal
- ◆ Follow up with an email or thank you note, to your host or recruiter

PRACTICE

- ◆ Host a formal meal at home
- ◆ Practice proper etiquette whenever you eat
- ◆ Work on conversation skills in your daily interactions

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