



Bethany

A Small College of National Distinction

Business Dining Etiquette & Communication Bethany College 2014



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except drawings by Joe Eula (*Tiffany's Table Manners for Teenagers*, 1989)

Bethany | Office of Career
Counseling & Placement

Appetizer: Greek Crostini with Whipped Feta
Soup: French Onion Gratinée
Salad: Mixed Greens Salad, Dinner Rolls
Entrée: Rosemary and Garlic Roasted Chicken Breast, Bucatini with
Vodka Sauce and Fresh Green Beans
Dessert: Chocolate Lava Cake

Lovingly designed to trip you up!

Agenda

- Dining Etiquette and the Business Interview
 - Before the meal
 - Conversation and Ordering
 - During the meal
 - After the meal
- The Business Interview and Alcohol
- Types of Service
- Questions and Answers – throughout the presentation!

Etiquette Defined

- “The rules governing socially acceptable behavior”
- Dining Etiquette Today is
 - often forgotten but still important and relevant
 - simple and easy – common sense
 - vital in a business interview

Dining Etiquette – “First Course”

- Know the Restaurant – (review menu if possible)
- Before the Meal
 - Arriving at the restaurant; lobby and on time
 - Cell phone off or on vibrate; do not take calls at the table
- Conversation and Ordering
 - Let your host be the guide
 - Avoid graphic subjects or controversial topics initially
 - Review the menu and decide quickly (but, you’ve already done your homework)
 - Straws – If you can avoid them, do so

Dining Etiquette

Appropriate Items to Order

- Entrée salads
- Fish
- Steak or Chicken
- Foods you like
- Foods you know

Inappropriate Items to Order

- Most /least expensive items
- Messy or difficult to eat items
- Bone-in chicken
- Saucy pasta
- Fish with small bones
- Sandwiches

Dinning Etiquette – “Main Course”

- During the Meal
 - Follow your host’s lead
 - Wait for everyone to be served and your host to initiate dining
 - Continue your conversation during the meal; don’t focus on just one person
 - How service is performed – What’s “left”, what’s “right” and what’s wrong
 - “Thank you” to service staff...always!

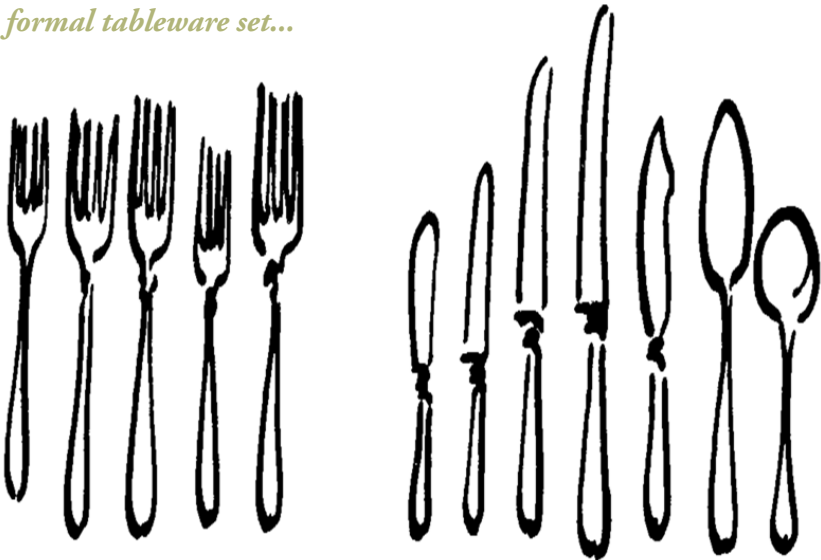
The Ten Dining Commandments

- I. Thou shall pass the bread basket left, take yours, then pass right
- II. Thou shall always use utensils to eat with
- III. Thou shall pass the salt & pepper together
- IV. The shall keep pace with other diners
- V. Thou shall not practice personal hygiene at the table
- VI. Thou shall put nothing past your wrists on the table
- VII. Thou shall only eat food in small “one bite” portions (bread)
- VIII. Thou shall not pick up fallen utensils
- IX. The shall keep thy napkin in thy lap and use to dab
- X. Thou shall take bad food out the way it came in

“Proper Utensil Guidelines” or

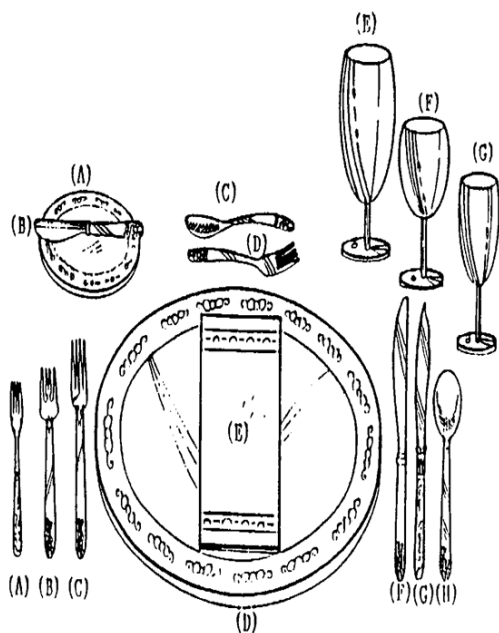
“How NOT to Stab Yourself While Dining”

A formal tableware set...



...once you pick up a utensil, it should never touch the table again.

Informal Place Setting

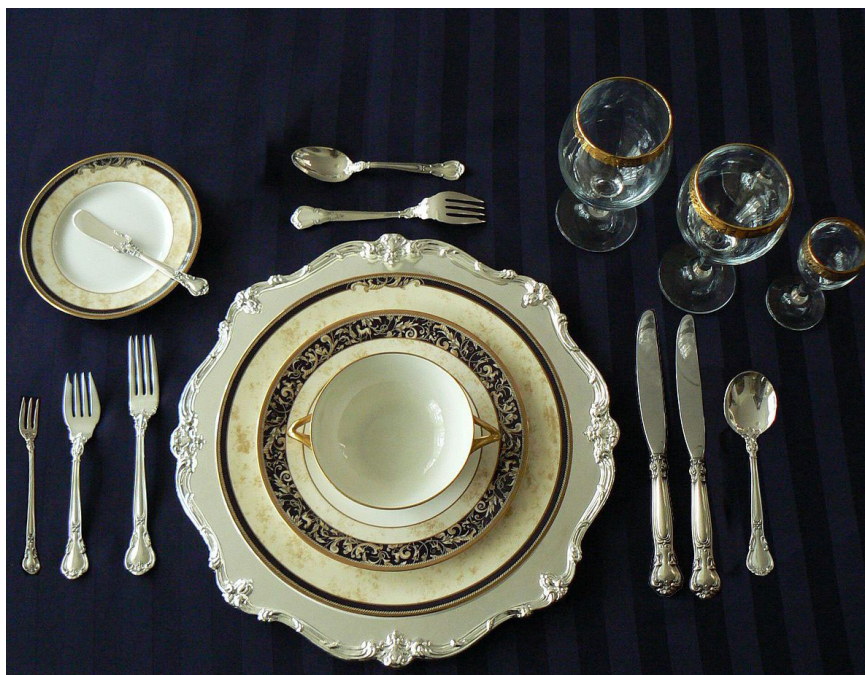


Top Left to Right:

- A. Bread and Butter Plate
- B. Butter Knife
- C. Dessert Spoon
- D. Dessert Fork
- E. Water Goblet
- F. Red Wine
- G. White Wine

Bottom Left to Right

- A. Cocktail Fork
- B. Salad Fork
- C. Dinner Fork
- D. Dinner Plate
- E. Dinner Napkin
- F. Dinner Knife
- G. Fish Knife
- H. Soup Spoon

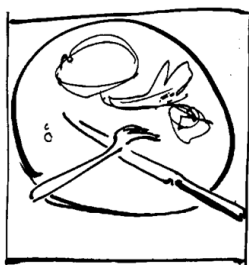




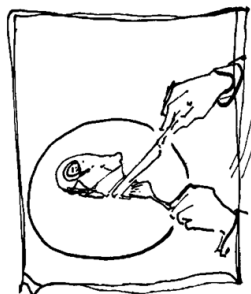
The proper way to 'rest' your knife...



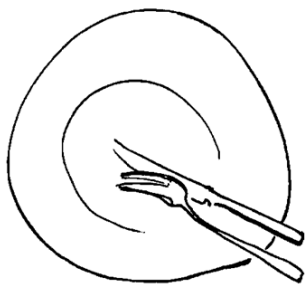
The proper way to eat soup...
...but if possible, order a simple
salad instead.



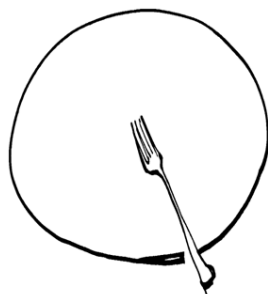
The 'rest' position for fork and knife...



The proper way to use a knife and fork...
American vs. European, both OK, but
European less distracting.



The 'finished' position...



The 'rest' position for the fork alone.

Silverware Review

- Outside In – use utensils from the outside and work your way in. Almost always correct.
- Once you pick up a utensil, it should not touch the table again; rest on plate.
- Fork – tines up = resting; tines down = finished.



Dining Etiquette – Do's and Don'ts

Do...

- Keep your napkin in your lap until you are leaving
- Take small bites
- Continue the conversation
- Eat slowly and carefully, but keep pace
- Wipe your mouth with your napkin before drinking from your glass

Don't...

- Talk with your mouth full
- Cover your mouth while chewing and talking
- Exhibit exaggerated emotional responses
- Season food before tasting (IBM)
- Order least or most expensive items
- Discuss “slippery” topics

Dining Etiquette

- Challenging Foods
 - Spaghetti, linguine, vermicelli, etc.
 - Cherry tomatoes
 - Bone-in chicken
 - Fish with small bones
 - Large pieces of lettuce
 - Mussels, clams, oysters
 - Fruit with seeds, olives
 - Brussels sprouts
 - Big sandwiches

Dining Etiquette – “Dessert Course”

After the meal

- Graciously thank your host
- Follow-up with a ‘thank you’ letter or note indicating your continued interest in the process
 - Handwritten (best)
 - Typed
 - Email (Least preferred)
 - “Thnx 4 GR8 Dnr!” ...NEVER!

Interviews & Alcohol

- Follow your host’s lead, but drink one level down
- Alcohol is optional – never feel obligated
- Drink responsibly (moderation)
- Avoid exotic cocktails – Umbrellas, dry ice...
- Always eat food with alcohol
- SIP (Slowly Ingest Poison)
- Wine paring card (handout)

Styles of Dining and Service

- American (most common)
 - Anything goes
- European or Continental
 - More formal
 - Prix fixe or a la carte
- Brazilian service
- Russian
 - most formal
 - Served table side by wait staff

Questions

Who Pays?
Order Dessert?

Crossing your legs?
Unwanted toppings?

Bethany

Office of Career
Counseling & Placement

With the tight job market, Bethany College offers our juniors and seniors this hands-on course in dining etiquette strategies. We hope you've enjoyed the advice given by Chartwells dinner etiquette expert, Gene Castelli, Regional District Manager.

This workshop is designed to not only stress the importance of business dining etiquette, but also enable students to gain a true feel of networking by combining the presence of local business representatives and college faculty and administration at each table.

In today's competitive business climate and global economy, manners, dining skills, protocol and etiquette are playing a paramount role in day to day business encounters. Knowledge of business etiquette and manners enhance personal effectiveness and add to the bottom line.

In short, manners really do matter.

– Office of Career Counseling & Placement

Please visit the Office of Career Counseling & Placement (OCCP) website in your search for jobs and internships:

www.BethanyJobHunter.com

The goal of the Bethany's Office of Career Counseling and Placement (OCCP) is to help each Bethany College student and requesting alumni in all areas of career services. The OCCP coordinates off-campus and on-campus recruiting. Free credential service is available to all students and alumni who register with the OCCP.

Office hours: 8:30 a.m. – 4:30 p.m. Monday – Friday

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