



# **ETIQUETTE BRIDGES MENTORING 2016**

## **GUIDELINES AND SUGGESTIONS**

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## General Rules

1. Say please and thank you
2. *Speak softly—hardly anyone enjoys a loudmouth*
3. Observe what is going on around you and make sure you aren't doing something that is inappropriate to the surroundings
4. *Refrain from using profanity—it has become very prevalent and it still is not appropriate, and is offensive to many*
5. Look the person in the eye when you are being introduced
6. *Shake hands firmly and warmly when being introduced*
7. Say “It is nice to meet you, John” - use their name
8. *Think before you speak—you catch more bees with honey than with vinegar*
9. Use the words “After you” for doors, taxis, etc.
10. *Say good morning to strangers, especially those who least expect it.*
11. Acknowledge cars that stop and allow you to proceed with a wave/nod
12. *Don't just talk to hear yourself talk, but don't be afraid to offer your opinion*
13. Don't talk about your personal finances in public
14. *Always assume good intent. People usually try hard, so don't think people are being lazy just to make things more difficult for you*
15. Use adverbs appropriately (“she did well: not: “she did good”)
16. *Pronounce “Washington” as “Wash.....”, not as though it has an “R: in it*
17. Don't end a sentence with a preposition : “Where are you AT?”; it should be “Where are you?”
18. *Cover your mouth when you yawn*
19. Cover you sneeze with the inside of your arm/elbow

## Business Etiquette

1. When you are having a business meal, don't order the most expensive item on the menu
2. *Don't ask for a "To Go" box when you are attending a business meal*
3. If you will be attending a meeting with people you don't know very well, have a few "prepared" topics that you can talk about if there are awkward silences
4. *Don't talk about personal business at work, either in person or on the phone—things like an argument with a spouse, finances, children's problems, etc. No one cares and no one wants to hear about it)*
5. Don't monopolize the conversation
6. *If you can't meet with someone, give them a reason—don't keep them wondering*
7. Resolve to use the phone more often
8. *Answer your phone using your name "This is Mary, how may I help you?"*
12. Answer the phone with a smile in your voice
13. *Don't get drunk at work events/parties*
14. Do your job to the best of your ability; otherwise, it is cheating/stealing from the employer
15. Be dependable; do what you say will do, and do it on time
16. *Take time to be nice—take the extra step to make a newcomer feel welcome, give someone a compliment when they deserve it*
17. Empathize with others—look at the job from their perspective
18. *Accept and give constructive criticism*

## Communications Etiquette

1. Return calls within 24 hours, even if you don't have an answer to the caller's question. If the caller has to call more than once to get a reply, it is disrespectful
2. *Lack of acknowledgements and/or eye contact, in general, is rude*
3. Don't use your cell phone in front of other people, either to talk on the phone or for texting; leave the room to conduct your business
4. *Don't continually check email on your cell phone during a meeting unless you are expecting something of great importance to be arriving*
5. Don't interrupt people when they are speaking
6. *When answering a phone, "HOLD ON" is not acceptable; you can say "I will connect you" or "Just a moment, please"*
7. Blunt emails without greetings or closings are rude (unless it is in a series of emails).
8. *Send more handwritten notes*
9. Always send thank you letters/notes (handwritten is strongly suggested)
10. *Use caution when posting information of social media—TMI is offensive to everyone and could cost you your job*
11. Refrain from using "Reply All" whenever necessary—everyone receives too many emails
12. *Dress UP rather than dress DOWN, if in doubt of what to wear*
13. RSVP!!! Be SURE to send your response to every event !!!  
Your host(ess) is depending on it
14. *Don't make purposeless movements: ie, don't fidget!*
15. Don't say "umm" or "yeah"

## Dining Etiquette

1. Chew with your mouth closed
2. *Don't talk with your mouth full*
3. Take small bites
4. *Keep your elbows off the table*
5. Don't tip your chair back
6. *Put your napkin on your lap; use it frequently*
7. Pull the chair out for women and your elders when being seated at a table
8. *Serve the oldest woman at the table first, then the 2nd oldest, etc*
9. Have cash when going out with a group. It is easier than trying to divide a check at the end and ensures that each person pays his/her fair share

## Your Grandmother's Basic Rules of Etiquette

1. If you can't say something nice, don't say anything at all
2. *Always tell the truth*
3. Listen to what others are saying
4. *Respect your elders*
5. Treat everyone fairly and as equals—everyone has some talent or quality that is superior to yours
  1. *Accept blame when necessary*
  2. Hold the door open for the people following you into a building
  3. *Men should still open doors for women*
  4. Men should go through revolving doors before women
  5. *Don't repeat facts over and over in a discussion/ disagreement; state them, then move on, even if you aren't convincing the others of your opinion*
6. Don't chew/crack gum
7. *Remind people to give credit where credit is due*
8. Be on time
9. *No complaining. Nobody wants to hear it. Someone is always busier and more important than the person complaining. Remember that.*
10. Be tolerant of people from other cultures; remember there are many ways to skin a cat!
  1. *Call people by name*
  2. Tuck your shirt in
  3. *Don't wear a hat or sunglasses inside*
  4. Give up your seat to an older person, pregnant woman or handicapped person
  5. *Keep secrets*
  6. Do unto others as you would have them do unto you

## ABC's of Life

Accept differences Be kind Count your blessings

Dream Express Thanks Forgive Give Freely

Harm no one Imagine Jettison anger

Keep confidences Love truly Master something

Nurture hope Open your mind Pack lightly

Quell rumors Reciprocate Seek wisdom

Touch hearts Understand Value truth

Win graciously Xeriscape Yearn for peace

Zealously support a worthy cause

Author Unknown

