

What U Do Matters

Lou Gary Hughes Jr.



What **U** Do Manners



What **U** Do Manners

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ISBN:

ISBN-13:

Low Gary Hughes Jr



What U Do Manners



I dedicate this book to my grandmother Emma Jean Stewart. I know she would want this information shared with adults as well as kids everywhere.

She was instrumental in teaching me, as well as the entire neighborhood, good manners and ethics to be a good person in your community. She valued people and

she wanted people to value and respect others. Although I miss her dearly, I have imparted the wisdom and values she put in me, into my kids, and the kids and adults I encounter.

I want to thank my wife Pamela Michelle Hughes for assisting me with this book and for allowing me to develop these principles in our kids.

I will leave this space to thank anyone else that will assist in helping me with this book through the editing process.

Copyright information

WHY Leadership

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ACKNOWLEDGMENTS

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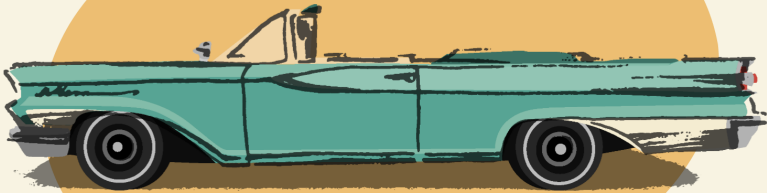
Acknowledgements



Got to Thank a Few People

Grannybone, My Wife Pam, My kids
Garrett and Paige, My Mom and Dad
Roy and Wyndy Jackson, Coach Jolly,
Random White Guy in Little Rock, AR,

Chapter **ONE** TOP TIPS



Manners

Top
Tips For
Our Times

The top 17 tips you should always remember



Chapter 1

Manners ***that*** ***matter.***

Things you just need to know!

These basic fundamentals will ensure you are prepared for life.



1. When asking for something say, “**Please**”. It shows respect.
2. When receiving something say “**Thank You**”. It shows you care.
3. Do not interrupt people talking unless it is an emergency. Wait for a break and say, “**Excuse Me**” . This is especially true for children. It is rude to interrupt people. Especially, if you are a child and you are interrupting adults. This shows you have been trained to be patient and respectful towards others.



4. ***Do not comment on people's physical characteristics*** unless it is a compliment. This could be viewed as disrespectful, mean, and inconsiderate of others feelings.
5. If a door is closed, knock, and ask permission, ***BEFORE*** you enter. This is just common courtesy.



6. *Avoid foul language.*

Some people find this extremely offensive.





7. Cover your mouth when you cough or sneeze and don't pick your nose, teeth, or ears in public. Some people will judge your hygiene and cleanliness by the way you carry yourself in public. First impressions can last a lifetime especially if the people never see you again. They may perceive the one-time encounter as the normal way you act every day.



COVER YOUR COUGH

Stop the spread of germs!



Use tissue to cover your
mouth and nose when
you cough or sneeze

Throw your tissue in
the waste basket



or cover your cough
or sneeze with your
upper sleeve,
not your hands



Clean Your Hands



*After coughing or sneezing
wash for 20 seconds with
soap and warm water or
clean with hand sanitizer*





8. As you walk through the door, look ahead, and look behind you to see if you can **hold the door for the next person**. It just makes people feel appreciated.
9. **Don't reach across the table** ask someone to pass you the item. You could get something on yourself or you could drop something on someone else's food. This is perceived as being polite.

Top 10 table manners

Before the Meal

1. Place your napkin in your lap.
2. Keep personal items (including smart phones) off the table.



During the Meal

3. Wait until all guests are served and the host begins eating before you begin eating.
4. Understand the table setting - use the "inside-out" rule.



5. Hold your utensils in the Continental or American style.
6. Cutting: fork in left hand, knife in right hand, cut one piece at a time, lay knife across top of plate with blade toward you and move fork to right hand.

7. Always pass the salt and pepper together.

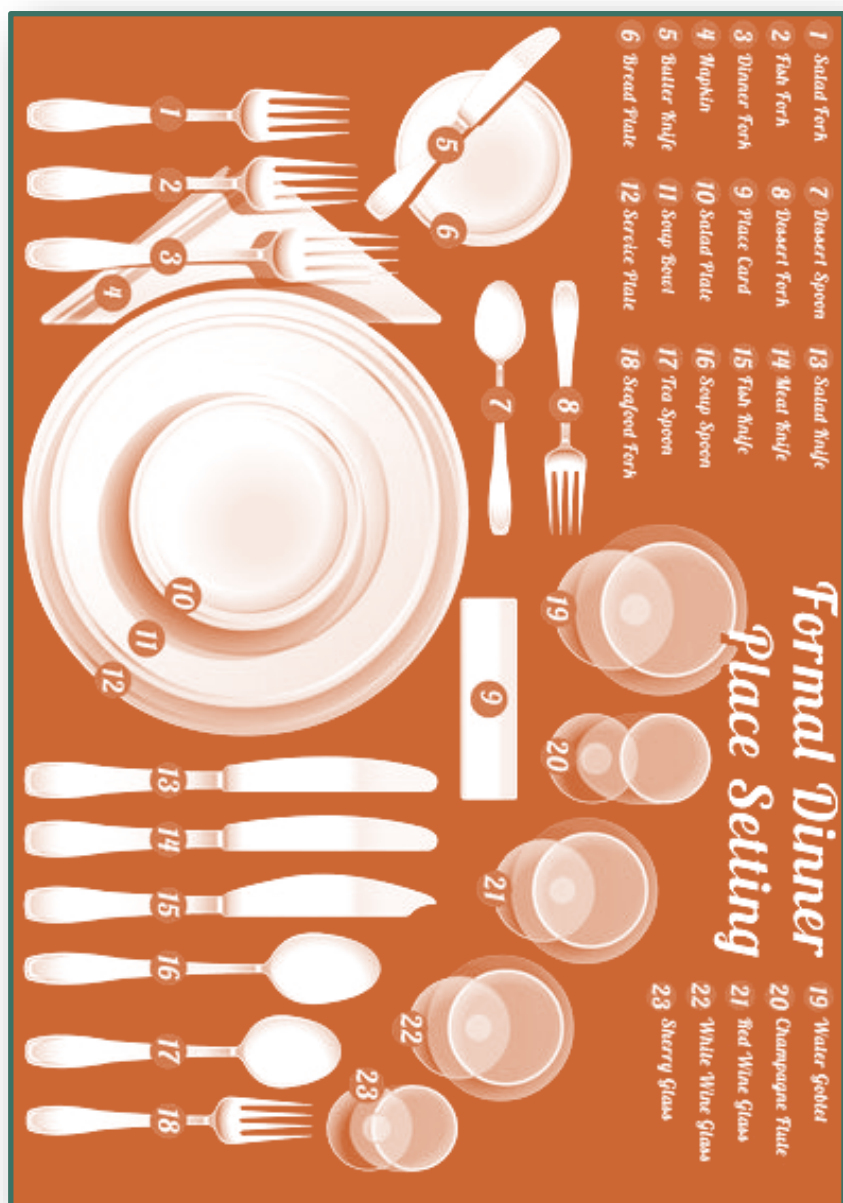
8. If an item is not being passed to a specific person, pass food from left to right.

After the Meal

9. When finished eating, position your silverware to tell the server you are done.
10. Fold your used napkin and place it to the left of your place setting.



www.etiquettescholar.com





10.If you are sitting and people enter the room, **STAND to greet** them with a handshake or hug. This shows you acknowledge and value their presence and that you have good home training.





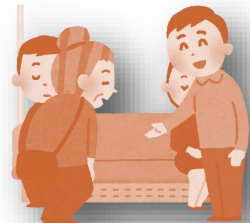
11. When you are walking and other people are walking be aware of the other person's space. Typically, you will get on your right and they will drift towards your left allowing both parties to walk by each other. Always greet the person walking by you with a simple salutation like, "Good Morning", "Good Afternoon", "Good Evening", or a simple "Hello". You can never go wrong being nice.





12.If someone helps you, say **“Thank You”**. They most likely will want to help you again. It tells them you appreciate the what they have done.

13.***Give up your seat to elders. Men should give up their seats to elders and women.*** This shows respect for elders as well as acknowledgement, respect, and kindness towards people.





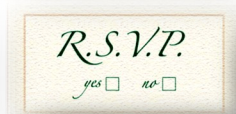
14. It is best to be on time versus texting “I will be late” after the arrival time. ***Make the effort to be early or notify them in advance*** that you will be late. This shows the other person how important “you view” attending the meeting, function, or event.

DON'T BE LATE!



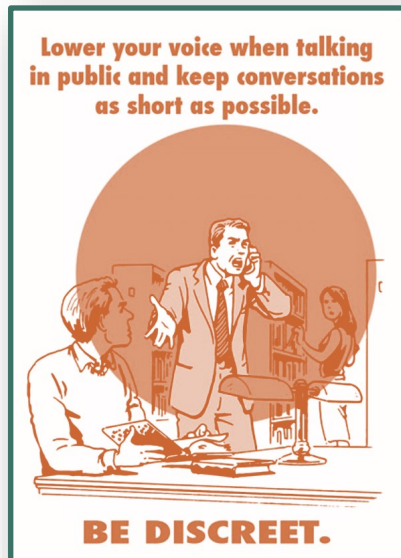
15.If you can't attend an event decline immediately.

Don't RSVP and decline at the last minute. This is unprofessional and says a lot about your character. Remember people must plan on the number of people who may be attending the event and most of the time there is a financial obligation tied to the number of people in attendance. This shows you actually valued the invitation.





16. **Don't talk loud on your cell phone in public.** This is rude and no one wants to hear your phone conversation. Especially if they are in a public environment like a coffee shop reading, studying, or talking to other people.





The smaller the confines or area, even more reason to be quiet or excuse yourself. *In most cases you become loud while talking on your cell phone without knowing you are disturbing other people.* Step outside or go in an area where you cannot disturb other people. This demonstrates respect for others space as well as good h o m e training.





17. Turn off your cell phone while eating dinner. You are at least annoying one person and it is rude to answer and talk while you are at dinner. Unless it is an emergency related to life and death, **the phone call can wait for at least 10 to 15 minutes.**





Focus on being here with your guest or family. You can be present physically, but mentally checked out. **People notice!**



Chapter **TWO** 6 AREAS



Manners

Top 6 Areas of
"What U Do Manners"

that everyone must know

Chapter **TWO** 6 AREAS

- 
1. Communication Manners
 2. Eating Manners
 3. Dress Manners
 4. Rules of Engagement Manners
 5. Basic Manners
 6. Hand Manners

Manners

Top 6 Areas of
"What U Do Manners"
that everyone must know
Communication



Chapter 2

***T**op 6 areas of*

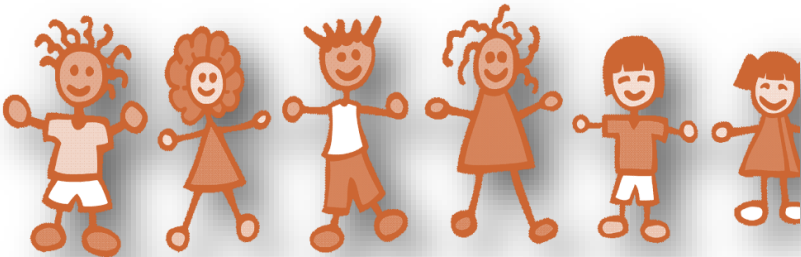
“What U Do Manners”

that everyone
must know.





Because *most kids are not taught the proper rules of engagement and etiquette* they have a huge learning curve understanding the proper protocol when they get a job or addressing day to day issues if they have their own business. These are the top areas that every person must know.





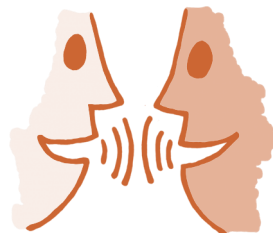
1st Area

*C*ommunication Manners





Being an effective communicator is critical component in every relationship you develop in life, especially new ones. Being able to articulate your ideas and messages will have an effect on the number of relationships you develop, the number of relationships you keep, and ***will impact your faith, fitness, family, friends, finances.*** There are six major areas of effective communication.





1. **Make eye contact** when speaking to someone. It shows you are engaged and care about the conversation as well as how they feel.
2. When meeting for the first time, make sure you ***greet someone with a firm handshake.*** In most cultures, this is a sign of respect, but make sure you know and understand the culture. You don't want to offend anyone.





3. Knowing when and how to say things is a critical lesson to learn. ***Not every thought that comes into your head should come out of your mouth.*** Vet or approve your thoughts before speaking. Speaking your mind can get you in trouble that you may not be able to get out of. A good rule of thumb, unless it is a life or death situation, sleep on it to gain clarity on how to address areas of concern.

BEFORE YOU SPEAK

THINK

**T
H
I
N
K**

is it true?

is it helpful?

is it inspiring?

is it necessary?

is it kind?

Think
Before
Speak

MEANWHILE...





4. **Never gossip to someone about someone else.** People will assume that you will gossip about them to others and this could prevent you from forming strong relationships with the people you are talking to.





5. Try to **gather as much information about your relationships as you can.**

Some good information to gather: where they grew up, current family background (married? kids?), where they live, dreams or goals they are pursuing, birthdays, hobbies, interests, schools attended, etc.





6. *Make impact touches to say Hi, Happy Birthday, Happy Anniversary, Happy New Year*, Life Event Calls like the birth of a newborn baby, etc.:

- Phone calls – preferred because this is a social art that is dying due to social media. Probably the best impact for showing someone that you care. You took time out of your day to make a personal phone call.





- Social Media – immediately impact someone's day since 90% of people have some type of connection to at least one social media sight



Chapter **THREE** 6 AREAS

- 
1. Communication Manners
 2. Eating Manners
 3. Dress Manners
 4. Rules of Engagement Manners
 5. Basic Manners
 6. Hand Manners

Manners

Top 6 Areas of
"What U Do Manners"
that everyone must know

Eating



2nd Area

*E*ating Etiquette Manners





Believe it, or not, most people don't know how to eat. Many grow up eating while they watch T.V. or sitting at a table in a fast food restaurant. In the adult world, successful people know how to eat at social settings. Let's go down the list:





1. If you are at a restaurant the first person entering the restaurant holds the door. If there is a man, it is proper protocol for one of them to get the door to allow the lady or ladies to walk in. It just shows good manners. Otherwise the first person to get to the door holds it for the next person.





2. Keep your personal belongings off the table (cell phones, wallets, purses, etc.). **The table is for eating, not a desk.** The guest and the server can get mixed messages when the following happens:

a) ***Wallet on the table:***

- i. Tells the waiter/waitress I am ready for the check
- ii. Tells your guest you are ready to leave
- iii. Tells everyone you plan to pay the entire check





b. ***Keys on the table*** says you are ready to go

c. ***Purse*** on the table is just rude

i. Takes up space for serving

ii. Could pose visible distraction when talking to the other guest

iii. Your purse could get damaged





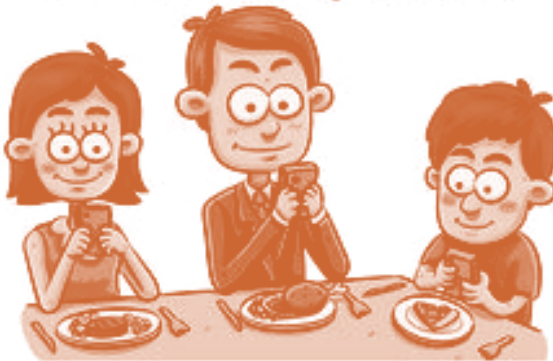
3. ***Don't text or talk on your phone at the table.*** It is best to keep it off the table and put away. As soon as you answer, you confirm that the person you are talking to is more important than your guest. If you are expecting an important phone call, make sure you tell your guest and put your phone on the options for both sound and vibration. When you hear the phone, say excuse me and plan to be brief.





If the conversation will be more than a minute, excuse yourself, and go to a quiet place to take the call.

Cell phones bring you closer to person far from you. But it takes you away from the ones sitting next to you!





4. *As soon as you sit in your chair take the napkin off the table and drape it over your lap.* This is proper protocol and allows the servers to serve you. It also allows you to get your napkin and ensure you have the appropriate utensils and tableware.





5. *Never begin eating until everyone has their meal or until the hostess starts eating* or says it is ok to start eating. When you don't wait for everyone to get their food, it not only shows a lack of home training, but it also shows how selfish, inconsiderate, and impatient you are in reference to the other guest.





6. *Never chew with your mouth opened.* No one wants to see the food you are eating.
7. *Never talk while you're chewing your food.* You are more likely to have something pop out and fall on your food or someone else's. Either way, this demonstrates a lack self-control and home training.



8. ***Never dip any food you're eating into a sauce the public is using.*** This is considered double dipping and is bad hygiene. If we allow people to do this, we could be spreading germs. Not everyone has good hygiene. Simply use a utensil to get some and put on a plate.
9. ***Never hold a spoon, fork, or knife with your fist.*** Talking while holding utensils sends a message of being over aggressive and is very distracting.



10. *Outside fork is for salads,
inside fork for the meal.*

Outside spoon is for soup and inside spoon is for tea. This has been common practice for years. Make sure you know the basic rules of engagement when dining out. (See 58-60)

THE PROPER WAY TO SET A TABLE



Breakfast



Lunch



Dinner



European



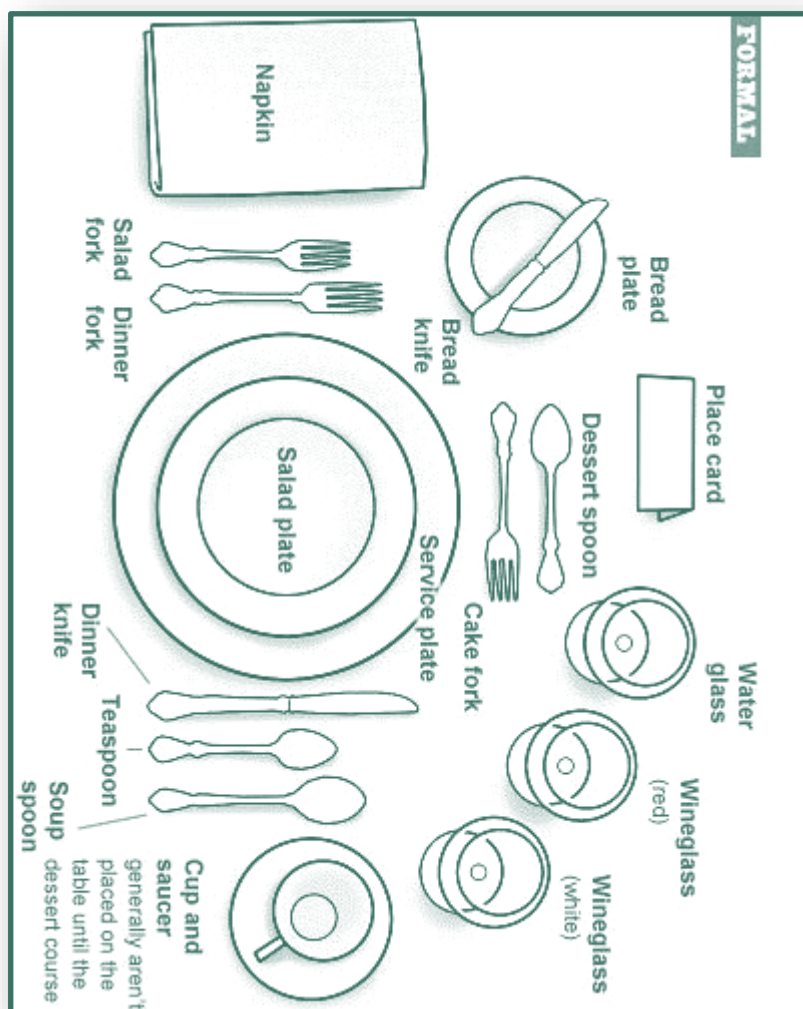
Formal

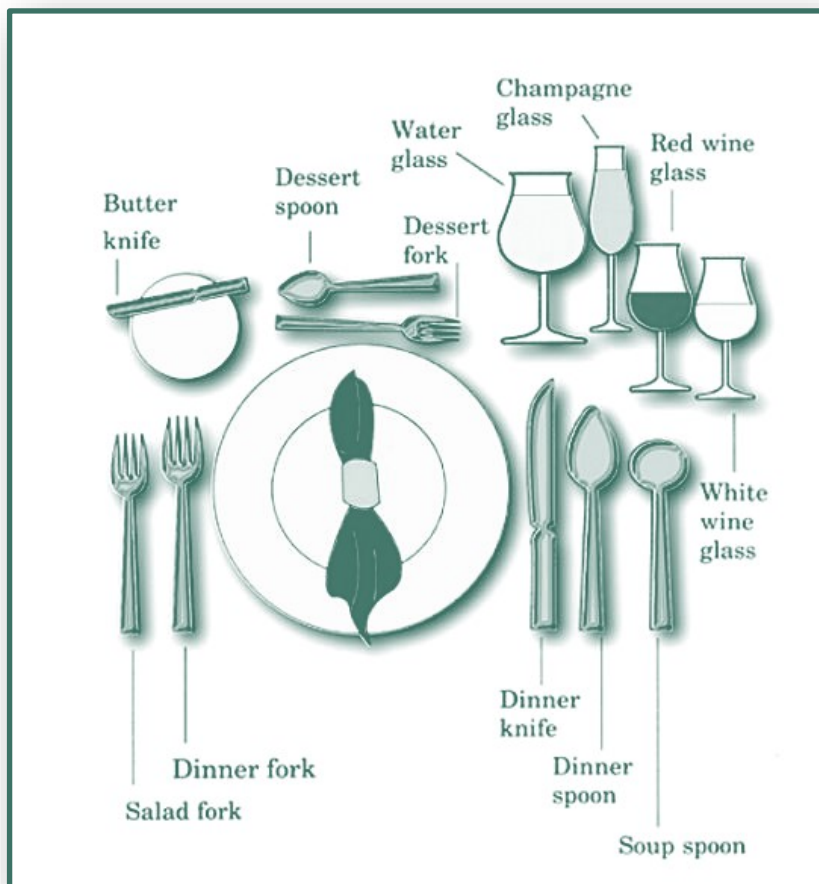


Banquet or Brunch

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11. *Never make gestures while your utensils are in your hands.* This can be viewed as over aggressive and very distracting.
12. *Never reach for anything* like salt and pepper. Always ask someone to pass items on the table. This demonstrates good table manners.



13. **Don't slouch at the table.** Sit straight up. Your posture says a lot about your attitude and personality. It can show people you care or you don't care. It can show people you are engaged or you're not.



14. After the meal, excuse yourself and go to the bathroom and make sure you don't have any food in your teeth if this is a problem you normally have. Carry a toothpick, dental floss, or something similar in your wallet or purse wherever you go.





15.If you are eating lunch *in a shared lunch room do not microwave stinky food.* It is inconsiderate. Not all cultures want to smell your version of home cooking.





16.*Do not blow your nose at the dinner table.* Get up and excuse yourself and go to rest room. A lot of people do this and a lot of people are NOT invited back. No one wants to hear or see you blowing your nose at the table and then grabbing the nacho cheese appetizer, chips, and dipping it in the salsa.

Chapter **FOUR** 6 AREAS

- 
1. Communication Manners
 2. Eating Manners
 3. Dress Manners
 4. Rules of Engagement Manners
 5. Basic Manners
 6. Hand Manners

Manners

Top 6 Areas of
"What U Do Manners"
that everyone must know

Dress



3rd Area

*D*ress Manners





You really must learn how to dress in life depending on what you want to attract. There's a certain way to dress for work and job interviews versus casual dress. You're going to go to all sorts of social events: weddings, formal dinners, informal dinner parties, engagement parties, funerals, birthday parties, picnics etc. You need to know how to dress. The current times, culture, and setting will dictate the dress code. Bottom line you still want to be yourself. Here's a basic rundown:



1. *Work and Job Interviews – Some professions have special purpose clothing like construction, roadwork, electricians etc.* If you work in an office, dress like your boss or your boss's boss. In some offices its business casual, in others it's a suit and tie for men.





For women its dress slacks, or shirts with open collars, dresses, or skirts, and heels or flats may be ok. People who work for themselves or own their own business may dictate the dress attire. However, be mindful, you still should dress based on the environment and people. Never try to be someone you are not. Everyone will not wear a suit.





2. *Wakes/ Funerals - In most cases this will be suit and tie for men. For women, it's the same as work clothes usually worn with heels.* Some cultures have special dress codes you need to be aware of. Do y o u r research or ask before you attend.





3. Weddings, Formals – Usually formals are black tie optional, black tie or white tie for men. Optional usually means a dark suit, tie or black bow tie, dark shoes. Black tie means black tuxedo, dark shoes, and white tie means black tailcoat, white wing-collar shirt, white bow tie, black shoes for men.



For women it's a long formal gown (Formal) or short cocktail dress (Semi-Formal)
or dressy long skirt and top, usually worn with heels. White ties are very rare and most women will still dress according to the dress code requested. Make sure you ask questions about the dress attire.

Chapter **FIVE** 6 AREAS

- 
1. Communication Manners
 2. Eating Manners
 3. Dress Manners
 4. Rules of Engagement Manners
 5. Basic Manners
 6. Hand Manners

Manners

Top 6 Areas of
"What U Do Manners"
that everyone must know
Rules of Engagement



4th Area

*R*ules of Engagement



In life, you will be forced into situations where you will meet new people. This is an opportunity to develop valuable relationships. Some may be your next employer, future spouse, next best friend, future co-worker, investor, or future business partner.



There Are 5 Basic Rules To Making Introductions:

1. Smile
2. Firm Handshake
3. Make Eye Contact
4. In One Sentence Explain Who You Are, Why You Are There, And Who You Know At The Event
5. Ask Questions About The Person You Are Introducing Yourself To

Let's take a look at each one.



Smile

- 1. Improves Your Mood**
- 2. Helps Reduce Stress**
- 3. Makes You More Approachable**
- 4. Is Contagious**

Firm Handshake



1. Keep Good Posture
2. Make Eye Contact
3. Hold Your Right Hand Out
4. Give a Good Firm Handshake
5. Follow the 2 Second Rule -
Hold no more than 2 Seconds
6. Smile - Continue Smiling
7. Greet the Other Person and
Repeat Their Name

Making Eye Contact



1. Shows Respect
2. Shows Interest
3. Shows Appreciation
4. Shows You Are Paying
Attention
5. Reveals Thoughts and Feelings
6. Creates an Intimate Bond



People Who Make Eye Contact are Perceived

1. More Dominant
2. Trustworthy, Honest, and Sincere
3. Skilled, Qualified, Competent, and Valuable
4. Warm and Personal
5. Confident and Emotionally Stable
6. Attractive and Likable



In One Sentence Explain:

1. Who You Are
2. Why You Are Here
3. Who You Know At The Event

**Ask Questions About
the Person You Are
Introducing Yourself
To**



Refer to the FAB 5 for detail questions you can ask. See next page. This is the easiest way I have developed to be the life of any gathering and to take the nervous jitters away.



FAB 5 Introduction Questions Guaranteed to Entice Engagement:

1. What Is Your Name?
2. What Do You Do For A Living?
OR What School Do You Go
To? OR What Classes do you
take?
3. Are You From Here?
4. Do You Have Any Brothers and
Sisters? Kids?
5. Are You a Sports Fan? Or What
Do You Like To Do For Fun?





Introducing
Yourself



Ask questions

Refer to the Fab 5

What do you do?
Are you from here?
Do you have any family here
What do you do for fun?
Are you a sports fan?



Chapter **SIX** 6 AREAS

- 
1. Communication Manners
 2. Eating Manners
 3. Dress Manners
 4. Rules of Engagement Manners
 5. Basic Manners
 6. Hand Manners

Manners

Top 6 Areas of
"What U Do Manners"
that everyone must know
Basic Manners



5th Area

*B*asic Manners





Basic Manners.
Here is a list of the most basic manners that are most commonly displayed on a daily basis. Having knowledge and using these on a daily basis really sets you apart from everyone else. Research has shown that the following fourteen are used by some of the most successful people in our society. Let's see what you know.

What U Do Manners

Basic Manners

Here is a list of the most basic manners that are most commonly displayed on a daily basis. Having knowledge and using these on a daily basis really sets you apart from everyone else. Research has shown that the following fourteen are used by some of the most successful people in our society. Let's see what you know

1

Say Yes/No Sir/Ma'am

#1 Common Courtesy Statement

Say, "Yes/ No" – Recommend saying "Yes/No Ma'am/ Sir" is the #1 common courtesy statement you can say that will set you apart from other people. Yes Sir, Yes Ma'am, No Sir, No Ma'am.

2

Say Please

When Asking Permission

Saying, "Please" when asking permission shows respect for others.

3

Say Thank You

To Show Appreciation

Saying, "Thank you" when someone does something for you shows your appreciation.

4

Say Excuse Me

When Interrupting

Saying, "Excuse me" when interrupting or entering a conversation shows you respect the current people having the conversation.

5

Don't Interrupt While Others Are Talking

Don't interrupt someone while they are talking. This demonstrates patience and self-control.

6

Don't Roll Your Eyes When You Disagree With Someone

Don't roll your eyes when someone says something you disagree with. This demonstrates your willingness to listen, take instructions, and apply the constructive criticism to your personal growth.

What U Do Manners

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7

Don't Look Away

When someone is talking

Don't look away when someone is talking to you. This says you respect them as a person even though you may not agree with their comments.

8

Say Please

When Asking Permission

Don't Text at the table. This shows that you value the moment.

9

Never Check Your Cell

Phone When Talking To Someone

Never check your cell phone when talking to someone. Keep your cell phone out of the conversation. It shows that they value their time.

10

Stay Positive

Keep Negative Comments To Yourself

Stay positive and keep criticisms and negative comments to yourself. This shows self-control and maturity.

11

Compliment

Shows You Care

Compliment, compliment, compliment. This shows you care about people.

12

Thank The Host

At Events And Functions

Thank anyone hosting an event, function, dinner etc. This demonstrates home training as it relates to manners.

What U Do Manners

Basic Manners

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13

Never Curse

Or Use Inappropriate Language

Never curse or use inappropriate language during social events. This shows self-control and basic common courtesy. Remember, the dictionary is full of other words to describe the situation or express yourself. Cursing shows your lack of vocabulary and lack of patience for dealing with people.

14

Never Be Rude

Never be rude. Being rude means offensively impolite or ill mannered. Being rude really shows other people that you don't know how to conduct yourself in the current moment. This may be the first and last impression a person may see if they meet you for the first and last time.

15

Never Check Your Cell

Phone When Talking To Someone

Be mindful and respectable of your alcohol intake at social events. The consequences for doing this could basically scar your reputation forever. You can even be deprived or fired from your current job or lose your business. Do not post pictures of you drinking on social media.

Chapter **SEVEN** 6 AREAS

1. Communication Manners
2. Eating Manners
3. Dress Manners
4. Rules of Engagement Manners
5. Basic Manners
6. Hand Manners

Manners

Top 6 Areas of
"What U Do Manners"
that everyone must know
Hand Manners



6th Area

*H*and Manners





The Right “Hand” Perspective.

Your right hand is your social hand. No matter if you are right handed or left handed. Most people are taught, when they cough, cover up their mouth. The problem is they typically use their right hand and that is the hand that they shake with. This is just wrong. Not only from a hygiene perspective, but no one wants your germs and you don't want anyone



else's. Here are a few tips on gaining the right social perspective based on your right hand:



4 HELPFUL TIPS TO GET THE "RIGHT" HAND PERSPECTIVE

COVER YOUR MOUTH WHEN YOU SNEEZE OR COUGH



Use your left hand. Your right hand is your social hand. It should be reserved for shaking hands and waving. Your left hand is used for coughing, scratching, sneezing, and whatever it is we usually don't want to talk about. This is all about being courteous and polite. No one wants to see someone sneeze, scratch somewhere, or touch their nose and then turn around to shake your hand. Most people are now putting their arm up to cover their nose.

BAGS OR PURSES GO ON LEFT SIDE/HAND



If you have a bag or purse, and you are in a social setting, make sure you have it in your left hand or hanging over your left shoulder to keep your social hand free for greeting. On a side-note, never sling your purse over the chair in front of you, remember someone is sitting there. They don't want to feel a leather strap on their back and you can't blame them when your expensive purse drops on the floor. You either keep it on your lap or place it on the floor. If the chair next to you is empty you can place it there.

Person IN HIGHER AUTHORITY SHOULD INITIATES HANDSHAKE



The person in higher authority is always the one that should initiate the handshake. It is not about power, but more about making someone feel "at ease" and comfortable.

DISSECTING THE HANDSHAKE



1. Your handshake should be firm but not crushing
2. Most people prefer shorter handshakes. A good rule of thumb is 2 seconds
3. Shake hands in an up-and-down motion



COVER YOUR MOUTH WHEN YOU SNEEZE OR COUGH

Use your left hand. Your right hand is your social hand. It should be reserved for shaking hands and waving. Your left hand is used for coughing, scratching, sneezing, and whatever it is we usually don't want to talk about. This is all about being courtesy and polite. No one wants to see someone sneeze, scratch somewhere, or touch their nose and then turn around to shake your hand. Most people are now putting their arm up to cover their nose.



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2. Most people prefer shorter handshakes. A good rule of thumb is 2 seconds
3. Shake hands in an up-and-down motion



1. Cover your mouth when you sneeze or cough. **Use your left hand.** Your right hand is your social hand. It should be reserved for shaking hands and waving. Your left hand is used for coughing, scratching, sneezing, and whatever it is we usually don't want to talk about. nose.



This is all about being courtesy and polite. **No one** wants to see someone sneeze, scratch somewhere, or touch their nose and then turn around to shake your hand. Most people are now putting their arm up to cover their nose.



✗ Wrong



✗ Wrong



✓ Right



2. If you have a bag or purse, and you are in a social setting, make sure you have it in your left hand or hanging over your left shoulder to keep your social hand free for greeting. On a side-note, **never sling your purse over the chair in front of you, remember someone is sitting there.**





They don't want to feel a leather strap on their back and you can't blame them when your expensive purse drops on the floor. You either keep it on your lap or place it on the floor. If the chair next to you is empty you can place it there. **They now have stylish purse hooks** for tables and chairs that allow the purse to hang.





3. The person in **higher authority** is always the one that should **initiate the handshake**. It is not about power, but more about making someone feel “at ease” and comfortable. If they don’t go ahead and shake hands anyway. This is just common courtesy





4. Dissecting the handshake:

- a. Your handshake should be firm but not crushing. You don't want to offer a limp handshake because it gives the impression of weakness. However, this does not mean you should crush the other person's hand. Be firm but not overpowering. If the other person offers a limp hand, give a gentle squeeze.



4. Dissecting the handshake:

- a. This can be a cue for him or her to grip more firmly. The handshake should be approximately two to five seconds in duration.





4. Dissecting the handshake:

- b. Most people prefer shorter handshakes. Be observant and follow the lead of the other person, particularly if he or she is in a superior position to you in business or social position.



4. Dissecting the handshake:

- b. Maintain eye contact and a pleasant expression afterward to maintain a positive interaction. .
- c. Shake hands in an up-and-down motion. The handshake shouldn't go back and forth or side to side. Don't pump the other person's hand more than three times, or the greeting may become very uncomfortable or awkward.

Chapters 8

GOOD

TO KNOW



Manners

Airport
House Guest
Email
Telephone

"Managing These Areas Can Change Your Life"

Appendix
Good To Know



Airport Manners

What U Do Manners

Airport

Manners



- 1.** Don't crowd the boarding area. Allow people to board
- 2.** Make sure you prepare to go through security while you are waiting in line. Start preparing to go through the security check before you get to the security check point by reading the requirements and following the procedures as you approach the security check-point.
- 3.** Don't use speakerphone in the boarding area or on the plane whether it is before take-up or during the flight. This is just rude.
- 4.** Turn your electronics on silent or use your headphones. No one wants to participate in your games, listen to your movies, or hear your telephone conversations.

Airport Etiquette

1. Don't crowd the boarding area. Allow people to board
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Airport Etiquette

3. Don't use speakerphone in the boarding area or on the plane whether it is before take-up or during the flight. This is just rude.
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Appendix
Good To Know



Office Manners



When getting off an elevator make sure you hold the door or hold the button that says open to allow people to get off the elevator without it closing

Men let women get off the elevator first. Shows courtesy.

Do not reply to all especially when congratulating people. No one wants to get 300 Congrats!

FOOTURE PARTNERSHIP
WHY LEADERSHIP

Appendix
Good To Know



House Guest Manners

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USE



Manners

- ☒ **Show Up On Time**
- ☒ **Bring/Do Something**
- ☒ **Help Around The House**
- ☐ **No Surprise Extra Guest**
- ☐ **Follow Their Schedule**
- ☐ **Clean Up Before You Leave**
- ☐ **Say Thanks**

GUE

ST



How considerate and mannerable you are as a house guest can determine how pleasant your stay will be. Whether you are just visiting or whether you are staying over for the holidays, these tips can make for the visit a smooth one.

House Guest Manners

1. How considerate and mannerable you are as a house guest can determine how pleasant your stay will be. Whether you are just visiting or whether you are staying over for the holidays, these tips can make for the visit a smooth one. There are 7 things that you should do to ensure that you have good manners when you are a guest. The following will provide some additional details.

1. Show up on time. If it is just a routine holiday visit, arrive on time. If it is an event, try to arrive at 10 minutes before or 5 minutes before the requested arrival time to make sure you are on time. It is rude, not fashionable, to arrive late. Arriving late is rude and it basically throws off the schedule of the host. However, it is also rude to arrive too early. Arriving too early may result in you being in the way and can cause unnecessary stress on the host. They did not plan on being a host 30 minutes earlier

2. It has been customary for years to a bring gift. You can still bring a gift, but most people appreciate:

- a. Paying for a meal while they are staying over like breakfast, lunch, or dinner.
- b. Buy some groceries that will be used while you are staying.
- c. You can be creative - Why not buy pizza for one night or purchase some snacks needed in the house
- d. You might even buy something needed in the house

3. Make sure you help around the house. Just because you are a guest, does not mean the host should wait on you hand and foot. If they do, they just inherited another job while you are staying.
4. Don't surprise the host with an extra guest or unexpectedly bring kids or extra friends. This shows that you do not respect the host and their home.
5. Follow the same schedule as the host is extremely helpful not only to maximize the time you should spend with the host, but allows the host to better plan to cater to your needs.

6. Before you leave:

1. Fix up the room back like they had it when you first arrived.
 2. Take off the sheets and make up the bed. Some host like to make the bed back up without the sheets. Ask them their preference.
 3. Take the towels you used and put them in the laundry room.
7. Say thanks. A quick response via phone, text message, or social media to thank them and let them know you made it back to your home safely is a must.

Phone Manners

"Cell Phone"



Stay away from loud, vulgar, too realistic, or ring tones that contain cuss words. Be mindful of children and respect everyone around you. For example, rapid gunfire could scare people and cuss words are not appropriate around kids in school.



PLEASE do NOT answer cell phones in the theater. This is extremely rude. The light is bright, it is distracting to viewers, and WE can hear you! Put it on vibrate, turn the brightness down and excuse yourself and talk outside. Don't make us miss the movie because of your personal issues. Don't take the call until you get in the lobby. If you miss them, just call the number back.



Limit answering your phone when you are with others. This is rude. It is no fun watching someone else talk to someone else on the phone, when they should be talking to you. It makes the person looking at you talk feel second rate. The people you are with in person, should always take precedent over the people calling you on the phone. If you are waiting on an important phone call, be polite and ask the person, "Do you mind if I take this call, it is really important". Excuse yourself and take the call privately. Of course, this should be stated up front when you first see this person, so they will be expecting you to get a phone call. So, when it comes they are not surprised and feel like you respected them enough to forewarn them ahead of time.



Do not talk on your phone in a restaurant. There are times that someone will call you saying they are on their way or need to verify directions. Just excuse yourself from the table and talk in the lobby.



Top 10 table manners

Before the Meal

1. Place your napkin in your lap.
2. Keep personal items (including smart phones) off the table.



During the Meal

3. Wait until all guests are served and the host begins eating before you begin eating.
4. Understand the table setting - use the "inside-out" rule.



5. Hold your utensils in the Continental or American style.

6. Cutting: fork in left hand, knife in right hand, cut one piece at a time, lay knife across top of plate with blade toward you and move fork to right hand.

7. Always pass the salt and pepper together.
8. If an item is not being passed to a specific person, pass food from left to right.

After the Meal

9. When finished eating, position your silverware to tell the server you are done.
10. Fold your used napkin and place it to the left of your place setting.

