Etiquette

For the job search, for the workplace, for the professional
Agenda

- What’s it about?
- Electronic etiquette
- Networking etiquette
- Dining etiquette
- Professional attire
Etiquette, sometimes called “manners,” “protocol,” or the “right way of doing things,” is a standard of professional conduct and interaction that is meant to make people feel comfortable.
Who sets the standard?

Each business, industry and organization has its own protocol, some more formal than others. Do your homework and find out what’s considered acceptable in your field.
Electronic Etiquette

Phones and email and online presence
Telephone/cell phone etiquette

- When leaving a message, speak slowly and repeat your name and phone number.
- Answer phone messages within 24 hours.
- Keep your voicemail message brief and professional.
- If you use a cell phone at work, select an appropriate ring tone.
- Be mindful of others when you are in public places. If you must speak on your cell phone, move to an isolated area so you will not disturb others.
- Turn off the cell when you are in class, at work, or engaged with others. Your priority should be the people you are with, not the cell phone caller. (Never have your cell on during an interview!)
- Don’t keep people on hold for a long period of time.
- Don’t eat while talking on the phone.
- A word on texting – Just don’t do it (if your attention is required elsewhere).
Email etiquette

- Be aware of and respect people’s time – make your emails brief, clear & simple.
- Minimize email-specific language (BTW, LOL, OMG).
- Use proper English, spelling & grammar.
- Use a professional-sounding email address for professional purposes.
- Include a brief greeting that is appropriate for the status of the recipient – “Dear Mr. Polanco:”
- Include a closing – “Thanks again,” “Cordially,” “Have a nice day,” “Best.”
- Include something specific on the subject line to make it easy for recipients to know the nature of your message.
More email etiquette

- Make sure that you are not replying to an entire list service group rather than the person with whom you wanted to communicate. (Beware “Reply All”).

- IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE SHOUTING.

- Read the email in full before you send it – you can’t take it back once sent.

- Don’t send chain letters, jokes, & other personal email – your employer might monitor this! (And people have been fired for this!)

- Do not hide behind email. Certain situations require a face-to-face conversation, or at least a phone call. Do not convey confidential info in an email.
Would you let your **grandmother** see your online profile?

If not, you don’t want a potential employer, a boss, or a work colleague to see it either!

Don’t believe that privacy stopgaps will protect you – ‘friends’ can forward and post your info elsewhere.

There is no real privacy in the cyber world.
The information obtained from your page, and who accessed it, is not disclosed to you.

Personal things about yourself, such as race, religion, place of birth, political affiliations & sexual orientation, could be used by employers to screen you out of job consideration.

Beware the blog, & be careful with comments you make on websites. As a job candidate, you don’t want employers reading your rants, & if you are employed, questionable comments online can be grounds for dismissal.
Networking etiquette

Feel comfortable mixing and mingling at receptions, get-togethers and other professional events.
Meet & greet tips

Go to the event with a goal in mind.

Wear your name tag on your right side.

Have a strong, dry handshake. Don’t hesitate to shake hands with a woman just because she’s a woman!

5 requirements for a polished introduction

1. Stand up
2. Smile
3. Shake hands firmly
4. Make eye contact
5. Repeat the other person’s name
• Approach individuals who are standing alone: they will be happy to talk to you.

• Be a good and polite listener.

• Ask open-ended questions, like “What did you think of the speaker?”

• Never eat or drink too much at these events. The social networking aspect is important – not the food.
The do’s and don’ts – whether you are at a restaurant, someone’s home, or a fancy banquet.
If it’s a restaurant meal - - -

- Wait for the host to order, unless you are directed to go first.
- Stay away from expensive and/or messy foods.
- Don’t order alcohol unless your host does, and even then, you are not required to do so. If you imbibe, keep it to one drink.
NAPKIN USE

- Place your napkin on your lap when everyone is seated.
- Never tuck it in your collar!
- Don’t use it to wipe your face or nose. It’s for dabbing at your mouth.
- If you have to excuse yourself during the meal, place it on your chair.
- When you are done eating, fold it and place it to the left of the plate.

PASSING FOOD

- If the bread basket or salad dressing is close to you, it is your responsibility to pass it around the table, going to the right, and taking your portion last.
- Pass the salt and pepper together, even if only one is requested.
Use utensils from the outside in.
Divide your setting into 3 sections so you know what’s yours

B  bread plate
M  main dish
W  water/wine glasses
BMW!
Rest the knife across the top of the plate if you are taking a break.

Don’t pick up dropped utensils – the waiter will get you a new one.

Used utensils should never touch the table.

When done with your meal, put your knife and fork in the 10:20 position on your plate.

Suggested site: monkeysee.com
Search “dining etiquette” for short videos from Nancy Mitchell
**EATING GRACEFULLY**

- Sip, don’t slurp your soup.
- Break off small pieces of roll or bread, butter and eat a piece at a time.
- When eating meat, cut only one or two pieces at a time.
- Chew quietly, mouth closed, and don’t talk with your mouth full.
- Keep your elbows off the table.

**OTHER TIPS**

- Let your host direct you where to sit, or sit at your assigned table or seat.
- Put nothing on the table. Put phones away, and purses under the table.
- Turn your head and cover your mouth if you must cough or sneeze.
- No lipstick, combs or toothpicks at the table!
It's important to feel comfortable in your clothing, and to be attired appropriately for the occasion.
For both men and women

- Conservative, pressed 2-piece business suit (navy or grey are preferred colors).
- Long sleeved shirt/blouse (white is best, pastel next best).
- Clean, polished shoes
- No visible body piercing or tattoos
- Well-groomed hairstyle (check for dandruff).
- Clean, trimmed fingernails
- Minimal cologne or perfume, or none
- No gum!
- Empty pockets – no bulges or tinkling coins
FOR WOMEN

- No ultra-high heels or sandals: always wear hose.
- Conservative-colored hosiery with no runs
- Both skirt suits & pant suits are acceptable.
- Pull long hair back off the face.
- Clear or muted nail polish – no excessively long nails
- Minimal makeup and jewelry: one set of earrings
- Nothing too sexy or too short

FOR MEN

- Silk necktie – plain, stripe or conservative pattern
- Dark lace-up shoes are best
- Dark calf length socks
- Short, freshly cut hair looks good
- Facial hair must be neatly trimmed.
- No earrings
What about “business casual”?

**WHAT IT IS**
- Classic, not trendy clothes
- No ties
- Long sleeved shirts/blouses
- Khaki or dark pants
- Women can wear sweaters – pants or skirts are OK
- Leather belt and shoes
- Polo shirts are OK only if it is very hot & you know the environment is quite casual
- Ladies – knee-length skirts, not above the knee, and not tight!

**WHEN IT’S APPROPRIATE**
- For some career/job fairs. Find out the dress code ahead of time.
- Employer information sessions.
- An event that includes in the invitation, “Business casual, please.”

*Don’t confuse business casual with club attire!*
Samples of ‘business casual’
The ‘rules’ of etiquette are meant to make everyone feel at ease.

- Respect the privacy of others as well as your own.

- Take the time to produce brief and effective email.

- Professional events that feature food are not about the food, but about the conversation & the networking.

- Professional attire shows respect for others.
Thank you!

- For more information on how to prepare, visit: calstatela.edu/careercenter

- Follow us on: