Well, wonderful. Thank you all for coming today. I appreciate you being here at our Professional Etiquette Seminar. And I wanted to introduce myself. My name is Kendra Kittoe. And I am a Career Adviser here in the Career Center. I wanted to—we'll just kind of go over some things to think about in regards to professional etiquette. And I think the neat part about this whole thing is that we're speaking of truly when you're looking for your job, in addition to maybe like the first year of when you're employed. So, a lot of things, I know, these will be refreshers, and a lot of things we know when we grew up and mom and dad are always telling us things to think about, but I really do think it is kind of—as long as you can kind of keep some things in the back of your mind while you're doing this job search as well as when you do start your job, then it will be well worth it.
Today's Discussion

- Etiquette Basics
- Professional Appearance
- Office Etiquette
- Dining and Table Manners
- Networking

So, we'll just kind of go over our little agenda today. We're gonna go over some basics just in regards to why etiquette is important. We're gonna go over some professional appearance. I know that sometimes we think that this is a common sense of, oh, you know, I always look sharp, I always look polished, but it truly is some things to think about. Office etiquette, again, that would be--let's just imagine maybe the first year on the job things to consider, and to think about in regards to your coworkers, your boss, any clients that are coming in, so that's always nice. Dining and table manners. Why would you guys think that dining and table manners would be important in regards to professional etiquette? Perfect. Okay, so if you guys didn't hear, he just mentioned maybe ordering a beer and alcohol as beverage. So that would be something to consider because is it appropriate, is it not. So, we'll talk about that. Yeah. And then another factor too is that our kind of recruiting world these days is changing a little bit. And I have noticed that business lunches or business dinners are actually interviews. So, maybe you go through an initial interview and then the follow up, the employer says, "Hey, you know what, Kendra, I really liked meeting with you. Why don't we meet at Mom's Restaurant tomorrow and we'll talk a little bit more. I'm gonna bring my CEO." Okay, that might be a little bit strange for us 'cause I'm thinking, "Why are they taking me to lunch?" Right? But truly, they'll call it a conversation, it really is an interview. So how I dine, how I present myself during the whole dining process is very important. And then we'll talk about networking as well. So that, of course, is part of the job search and part of the professionalism.
Let's start with some basics. What I have up here is just some key factors that I want to address with you guys. So, why--or how the professional etiquette benefits you? Obviously, it differentiates you in a competitive job market. Right now, as we all know, sometimes, it's a little bit harder to find a job maybe than in comparison to about 10 years ago. So, how you present yourself and how you convey your message is, in fact, very important. Creating a positive first impression, right? We all know how that goes. I feel like I do that in my personal life, in my professional life. Anyone that I meet, I kind of just snap to a judgment, and it's really hard to get out of that. So, I feel like it's very important to really focus on that first impression because that is kind of the lasting impression and that's what essentially stays in people's minds. So, it enables you to be confident in a variety of settings and a variety of--with a variety of people, because that's hard too. You never really know who you're gonna be talking to. You might be at a career fair, you might be at a convention, you might be in the elevator with Mr. CEO. And so it really helps your confidence in the way that you portray yourself. So, shows the employer that you're serious about that. And I have in parenthesis, possible, in the regard of your interviewing, but really, serious about the job opportunity itself. So, whether it'd be if you're interviewing for the job or your first year, it just shows that you're very serious and that you're taking this opportunity seriously, and that the employer should be happy that they hired you on board rather than maybe someone else they were considering. And then it demonstrates professionalism as well as your career potential. If in fact you portray that you are serious right out of the gates, hopefully, your coworkers and maybe even management will know that you really wanna take your job seriously and take it to the next level.
We'll go with creating a positive image, okay? So, exhibit a positive attitude and pleasant demeanor. That, I think, is relatively common sense, right? But what I noticed is that after speaking with employers and after speaking with their interviews, they say that oh, it's really unfortunate because they didn't really seem like they had a positive attitude and they were just kind of like, you know, slouching in their chair and didn't really seem into the interview. So, I think it is very important to show that you are in fact interested and that you're a pleasant personality. Use a firm handshake. Okay, so this is a good one, because I take this one personally. I, as a female in the working world, find that my interaction is both with male and female, right? And so when I shake hands with women, I think it's rather friendly and it usually works out okay. But then, sometimes, I find that sometimes when I shake hands with a man, they will either go very soft, and then it will be maybe like a limp handshake, or they'll go extremely hard, and then it's more awkward. So, what I would say with a firm handshake is equal to the handshake that the person is in fact delivering to you. So I, as a female, don't need a very soft handshake. I feel very confident and I feel like I am confident with my professionalism that I can shake your hand, you know, firmly, and in turn, they would do the same for me. So, kind of rule of thumb, make sure that you match exactly what, you know, the delivery of whomever you're shaking hands with. Maintaining good eye contact. This one is a good one too because right when you're talking to someone and they're just kind of looking, and then they're like, "Okay, now I'm really nervous." And it'd be like me delivering this seminar to you guys, and I'm not really even watching you, right? A little bit awkward. So, making sure that you maintain that eye contact is showing that you're engaged, that you're interested, and you wanna continue that conversation. I sometimes find if people eyes are wandering, I think they're not paying attention or they're not interested. So, you wouldn't want someone to think that about you. Rise when you're introducing someone or are being introduced.
Why do you guys think that this one's important? Yeah, it's a common courtesy, right? And I think that that's very--and I think that really dates back to the olden days, too, of where men would stand when women either walked into the room or when they were going to be seated. So, it shows that you are paying a very common courtesy and you respect the individual who you're gonna be talking to. So, does it have to happen every single time? Absolutely not, but just know that that's kind of an added bonus. If someone--if you're sitting and someone comes up and they wanna introduce someone and you just stay seated and you shake hands, it is a little bit more polished and professional to stand up, "Hi, Ken, very nice to meet you. I appreciate you coming today." And then you guys can both sit; get back at the same time. So, nonverbal communication is very important, right? Again, this goes along with the eye contact, hand gestures. You don't wanna just be like maybe you're playing with your hands and then--or like in your pockets or even hair. Hair's a tough one. If you--maybe you twirl your hair and maybe you don't know it, and maybe it's a nervous thing. So, nonverbal is very important. And then show common respect and consideration for others. This one I like to put on here too because this is relevant to a group atmosphere. So, if you guys--maybe you can visualize whether you're preparing for an interview or even your first year on the job, there can be cases where you are in a group setting. So, in an interview's case, you truly want to stand out in the group, right? You want to make the employer know, "Hey, my name is Kendra, and I am great. And I should be considered for this job." But if you're not showing respect for others, and maybe in a certain case, I can say, "Oh, you know what? I know that Kate just said something, but I would like to make sure that you guys know that my answer is better." And you're not showing respect to the other individuals that can in turn, it can make it seem as if you are not courteous of their answer. So, maybe a suggestion would be, you know what, if I could add to that, I know Kate just provided an excellent answer, I would like to provide some additional information. So, you're not--you can see what I'm saying? It's kind of like a courteous thing to others. But I think it's very beneficial.
Let's talk about appearance. Appearance is a good one, because again, we all think, "Alright, I think that I'm looking in the mirror and I think, "Oh, okay, I look fabulous." Right? Well, I think that there are some things to consider while preparing. And again, this is for everyday on the job or in fact, while you're interviewing. So, hair - cleaned and styled appropriately, right? We don't want the look of just exiting the gym or maybe just got up one hour ago. It's always a good one. Clean nails and skin and teeth. Okay. Teeth's a tough one because we all know how that goes when you're talking to someone and then later, you look in the mirror, and you say, "That's unfortunate that no one told me that I had something in my teeth." Right? So that's one to think about. But also, nails. I'm a perfect example of this. For some reason, maybe it is because I'm female, but I like well-manicured fingernails. And so, for women and even men, if in-- I'm in an interview, I may in fact look, and if I see maybe dirt or grime or not manicured or not cleaned cut nails, then that to me, trigger something that is a very easy fix. So, something to consider while preparing. Check fragrance and clothing care. Why would I say fragrance? Why would fragrance matter? Sometimes it's too much, right?
And the challenge with that too, is I feel like sometimes, you're in a very small setting, right, maybe a small interview room, and so as soon as the two of you enter the room, then it is totally overbearing. But then also, some individuals are allergic to fragrances. And so you don't know whomever you're talking to, maybe your cologne or your perfume could in fact trigger an allergic reaction. So, be very conservative on that. You'll get to know those things as you advance and you start to know--get to know people. But go away on the conservative side with that I would recommend.

Conservative makeup, right? This is definitely not the time to try out that bright pink blush that we got at the store. For us females, no bright eye shadow, eye liner. And then of course with men, cleanly shaved and well-groomed. Yes? That's a very good question. So she just asked, "Should she put on the makeup or will it look--make her look unprepared if she does not put on the makeup?" Is that right? Yeah, I think that's a wonderful question, thank you. And I think that it is a personal preference. I find that when I put on makeup in a, you know, rather conservative way, then I feel good. But by no-means is it necessary or does it, "Do I have to put makeup on to make myself look better." So, if you feel maybe a little bit more comfortable, and you just know that the plain look makes you internally feel more comfortable with your delivery, then by all means, I wouldn't worry about it. So, it's not a must. If you wanna choose no makeup, I would encourage whatever makes you feel most comfortable. Yeah, thank you for that question. Let me talk a little bit more about appearance.
Okay, so this is kind of just a quick little list here in regards to suggestions for attire. We divided it in regards to professional as well as kind of like the business casual. And so with the professional, the bottom line here is that in an interview, or at the workplace, it is not always the best to be known for your outlandish attire, right? So sometimes, style is fun. But if you are going for your first, second, third, fifth interview, that's not the time to maybe display the polka dot pinstripe suit that is more of a trend than it is actually appropriate for interviews. So, I would always say air on the more conservative side, okay? So, we're talking about a skirt and maybe even a pants suit. For women in regards to business suits, there should--the skirt length should not be above the knee. So, for example, if I sit and the skirt actually comes up above the knee, then in fact, I would say that it is too short. So, I put up here too, clean and well-maintained dress shoes. I had insinuated one time, and I said, "You know what? I think a suggestion would be that you should wear nice shoes." And a student said to me, "Oh, but I don't have the money to go out and buy, you know, nice Coach Pumps." So, nice may not be the right word for it. So, I say clean and well-maintained. So, as far as price, there is no value to--you can still look very sharp. I feel that it means more so of a polished look, a well-maintained look. And then for men, well-fitting suit, I think that that is something also to consider. Sometimes suits are rather baggy on gentlemen, and that's not always the best thing. So, an ironed-dress shirt, a tie, and again, well-maintained shoes. So, if you have business casual, and again, that would just be maybe one step below a business suit, and that tends to be a common business practice, a day to day routine, so then we can go and have a little bit more freedom in regards to what we're wearing. So again, always appropriate length. Yeah? Perfect. Yeah, very good question. So, he just asked, "Is it appropriate or is it okay to wear the same suit if you have continuous interviews?" And maybe a suggestion on that would be changing up the shirt. But then, also, as far as maybe if it's like the fourth or fifth interview, can he just wear maybe the shirt and no jacket, or kind of play with that. So, I think that's a great question. And what I would say to that is it's okay to wear the same exact suit every time because some of us don't have the budget in order to have several different suits.

### Professional Appearance

#### Professional Business Attire

**Women:** skirt/pant suit (appropriate length), blouse or dress shirt, clean well maintained dress shoes (generally closed-toe shoe), conservative jewelry  
**Men:** well fitting suit, ironed dress shirt, tie, well maintained dress shoes

#### Business Casual Wardrobe

**Women:** dress pants or appropriate length skirt, blouse, professional shell, well maintained dress or casual shoe (no tennis shoes, flip flops, etc.)  
**Men:** slacks/khaki pants, polo shirt, or other collared dress shirt, tie or sport coat optional, well maintained dress or casual shoes (no tennis shoes, flip flops, etc.)

**NOTHING SLOPPY**
So, I would say don't worry about it. It may be a black, a dark blue, a very conservative one. I think the suggestion for a different shirt underneath is wise. If you don't have a different shirt, then I really wouldn't worry about it. The beauty of that is as your interviews, second, third, fourth, you tend to meet with different people. So, maybe there's one person that is always the--maybe the person that introduces you and says, "Oh, okay. Hey, Kenny. Great to see you. I'm gonna have you meet with so and so." So they might catch on, but I would say not to worry. That truly shouldn't be your main focus of okay I hope that they don't realize I have the same suit on. I think different shirts allow kind of a different look, and it really isn't necessary to have a black one, a blue one, and then a gray one, you know, in kind of cycle. So, I would say go with what you have, go with what you're comfortable with, and don't worry about the fashion. That would come into fact if into consideration if at the workplace you're required to wear a suit and then you wear that suit everyday. Then I'd say, okay, maybe we can try and build--have two or three suits in rotation. Yeah. Oh, okay. That's a really good question. So, he was just asking, in regards to being flashy or maybe attire, an example would be maybe like a pink shirt and a matching tie. Is that appropriate or not? I would say, for the workplace, maybe if you were employed and on the first, you know, year of the job, and it was appropriate for the business that you were conducting, then yes, by all means, I think that that kind of falls in kind of a fashion trend where men choose to wear different colors and different ties. Now, where I would find the borderline of appropriate or not would be for the interview. And I feel as if bright colors are sometimes very distracting for the individual who's interviewing you. And so I would suggest, it's not, you know, black and white. But I would suggest more of a mild color for interviews. So, you're looking at, maybe like a blue or light blue, which there goes a hundred different shades of blue, right, and avoiding such bright vibrant color. So that, I would say, for the workplace. Yeah, but hey, I mean, once you're employed and it truly is maybe a set, a coordinate set that actually looks great, I mean, that would be wonderful. So, yeah, good question. Do you have any questions in regards to wardrobe or anything--okay.
I wanted to put up some pictures for you as well, kind of put a visual to what we're talking about. So, this one we put as the professional work attire. These pictures are actually at a career fair. But what I wanted you to see is that they are all in suits. They are all in business suits, okay? So that kind of falls under our professional work attire category.
The next one is the casual--kind of the business casual work attire, okay? So, as you can see, there's a little bit more freedom with this one. Maybe a polo for men. That actually works. Women, blouses, maybe a button up top. Some--you'll see the gentleman in the top middle, he has a tie on. Okay, so that could kind of go right in the middle. But he can also wear that button up shirt without a tie, and that could in fact, fall in the business casual. So these are just visuals for you guys to see, kind of put what we were just speaking of in perspective. Okay, you guys feeling okay with attire?
So, let's move on. This one--now, we're gonna go to kind of like the office etiquette. Office etiquette, I feel, is very important because it truly defines who you are, how much you care, what you want, and how much you're going to put into the environment that you're at, okay? But there's also things to consider while you're interviewing that are relevant to the office etiquette. The first one is cell phone, right? This one is a huge topic of conversation for me because I feel like there's some easy things to avoid that we just don't think about. Use appropriate tone of voice when using your cell phone. I laugh because I feel like I have a really high voice, and then when I get excited, then it gets even higher. And so I have to actually be conscious of my voice. And so when I'm trying to leave a professional message, I need to kind of think twice about, "Okay. This is Kendra Kittoe. I hope that you call me back." Right? 'Cause then someone's gonna think, "Oh, gosh, she's a mouse and this is awkward." So, be aware of the appropriate tone of voice because that will show through in regards to professionalism. Remove slang terms and have a professional phone message on your voicemail, okay? This one is--I mean, I know you won't learn everything or remember everything I talk about today, but like, take notes on this one. Because I feel as if this really drives the point home of how you portray or how much you care about a potential job or your current job. I was a recruiter for six years, and so therefore, I'd be placing several phone calls during the day in regards to seeing if someone was interested in a potential job, right? So I'm dialing primarily cell phones, and I receive--I mean, you name it, I heard it. I heard the music, right, with the--there's some, they choose the sound and then I--what if I don't like the song, okay, that's awkward, right? Or there's very casual, "Hey, hey, sorry I missed you. Okay, talk to you soon. Later." Right? That doesn't show a very good--a polished professional delivery as well. So, be aware of the phone message that you have, the voicemail that people hear when they call you. Another one is in return, when you are leaving a message for someone, be very clear and concise and provide all details. I know, sometimes it's a challenge now because we all have caller ID.
But be careful because maybe someone doesn't. Or maybe your number comes up as restricted on their cell phone, okay? So, here are some suggestions in regards to information that you can provide when you're leaving that message. So, a good example would be, "Hey. Hi, Megan. This is Kendra Kittoe calling. It is Wednesday at about 3:30. I just wanted to follow up. I have really appreciated you speaking with me the other day. The more that I think about this position, I'm very interested. I was hoping you could call me back if you had any other questions. I can be reached at anytime. My phone number is this, and I look forward to hearing from you."

Okay. So, probably more information than she needed, technically, but you really want to make sure that you're thorough. That way, if for some reason, their phone number doesn't show up, or if she misses it or something, she'll have everything that she needs. So, a rule of thumb too, cell phone, generally keep it off or on vibrate. I would say the former versus the latter, okay? We all know how you have your phone maybe in your purse or in your pocket, and when it's on vibrate, you can still hear it. You guys know what I'm talking about, right? So in my opinion, turn it off if you can. Now, some of us have obligations, whether we have children or a sick family member, and we do have to be kind of on-call, I definitely understand that. So, you can't always have it off in every situation. But I would be aware that it is not all that impressive when you're having a conversation and then [noise], and you hear someone's cell phone. Okay. So, go with--if you can have it off, it was my suggestion. The second would be vibrate, we all know how embarrassing it is too when someone's cell phone actually is on audio and goes off, and then everyone stares at them, we all laugh. So--and then if your phone does ring, right? Don't answer it if you're in a meeting or otherwise engaged. I know, I'll--I have to put this one on here because truly, I feel like that would be common sense, and I would be, "Oh, that person is not gonna answer their phone." And right away, they excuse it--they have to shimmy through about four seats, and now, everyone's focused on them, and they, "Hello?" and they haven't even--they're already talking on their phone before they've even left the premises. So, my suggestion would be to avoid being that person.
Email. Email's a good one too, right, because this one again, is very important prior to receiving your job offer, like during your interview search, as well as while you're employed, okay? So, a few things to consider would be make the subject lines specific, okay? That way--'cause I know that at a glance, I always search through my emails, and it is always so nice when I know exactly what I'm looking at. If I have a blank subject line or it says, "Hello", or something that's really hard for me to sort through. So, your email address, okay, that's a very strong reflection of you as an individual. So this is email address in regards to you choosing your own, right? So, likestoparty@hotmail is fun for your friends, but it's not always the right message that you wanna deliver to a potential employer. So, I suggest maybe first name last name, first name middle name last name, try and keep it as conservative as possible. In response to questions, okay, so this one, we wanted to say if someone sends you correspondence, and maybe it is even about, you know, I was looking forward to having an interview with you, are you available to meet, you know, Wednesday, February 24th at 3 PM? It is advised to make sure that that correspondence is in your reply. Traditionally, we'll just hit reply, right? And it will have the previous email. But what we advise not to do is to create a new email and then start talking about it, right? Because that person whomever sent it may have forgotten what they asked you. So, my point being is always make sure if there are questions involved to have that as a reference point. All the standard writing guidelines, business letter format as a professional courtesy, it doesn't always have to be like that. But again, if you want to show your courtesy and your respect for the individual that you are corresponding with, it is wise to keep it in a business professional manner. Keep it short and concise, don't use all caps. Why do we say do not use all caps?
Presenter: It's like yelling, right? And it's really hard to interpret because you may have wanted to emphasize a point, but then, overall, if I were to read it, I'd say, "Why is she so upset about that?" when truly, you're not upset. You know, so it can be misinterpreted. Include your name and contact info. Again, they might have your email address if they can hit Reply, but what if it's not your name? Right? So, make sure that you have all corresponding information that they can get back to you and respond to you with. And nothing is confidential when you send it electronically. Okay. So, this could very well be in the workplace. Maybe it's a--we're just signed on to work, and we say, "Oh, mom and dad. This is great. Look, it's Kendra Kittoe, CSU Chico. Isn't this great? Oh, and little do they know, I'm not doing anything, but--" my point is, is that you can feel as if that your message is just kind of confined to your account and no one else will see it. But truly, that's why the IT people have a job on campus. So, be aware, okay? So, if you want things to be confidential, I would advise picking up the telephone rather than doing anything electronically.
Get to know the work culture. So this one is huge too because this really does talk about how you fit in and how you adjust to a new job, right? So, these aren't things that you really think about because I would see myself as maybe like a senior and I would say, "Oh, gosh, okay. You know, I had a really good time in college. This is great. And--oh, I'm so excited because I graduate in three weeks, and I know that I'm interviewing. So, I'm probably gonna get the job." But truly, your mind--at least, mine wasn't--going to the next step of, "Oh, gosh. How am I going to portray myself at this job?" Right? So, you gotta get the job first, which is exciting, but these are things to consider, "Okay, now I'm very excited. I can't wait to start at a career center in January." But keep in mind that there is some kind of codes of conduct and culture that exist in the workplace that I need to be aware of. So, learn the unique set of norms, right? Traditionally, in a business, they will operate on kind of a--then, pretty much day to day routine, and it could be repetitive. So, learn when the breaks are, lunches are, how meetings are conducted, workplace, politics, what's going on, find out what the organization values, the philosophy of conducting business, the work ethic, right? So, if you are in an environment where the employees are working 60 hours a week, and you clock in at 8 and leave at 5, I don't know. Is that gonna mirror what your peers are thinking of? So, truly know kind of your surroundings and what the organization value is.
Find out about the informal chain of command. What does this one mean? [Pause] Maybe about how or who I would go to if I had a problem? Right? Sometimes, things in the workplace can be addressed or solved without going to the owner of the company. Or maybe even your boss, right? So, it would be if you have this issue, who can I talk to? Maybe it's the front desk, okay? But if you have the serious issue, okay, then I would always go to my manager. Okay, and then if I had a company issue, then I would go to the owner, you know what I'm saying? So, there's truly several different resources for you to utilize, and I think that that's wise rather than always asking your manager the same, "Oh, okay. How about--how about this--" and then that soon enough, that person's gonna be, "Okay, 500 questions in one day. I can't handle it." Right? Okay. And then get to know how and when do effective people communicate in the organization. This one's perfect, right? Because in a certain work culture, maybe there are times that it's 8 to noon, everyone is in their offices and are truly working on their computer. And then, kind of 12 to 1 is like a lunchtime. And then 1 to 4 or 5 is like a debrief and you talk about what's going on during the day. Now, if you're that person that's roaming around the office between 8 and noon, that might be seen as inappropriate, right? So, you—the point being is that you just wanna know how people communicate, when are people the most effective, when can you contact people, and kind of follow their trends knowing that, "Oh, I know that like Kendra, she's really successful in her job. I'm gonna kind of follow her daily routine."
Making a positive impression just kind of goes back to what we were talking about the first impression. I tell you, it's really hard to dig your way out of a negative first impression, right? We see that with our friends, with our family, with employers, with coworkers, people that we meet in the grocery store, I mean it's tough. Like you just automatically kind of go somewhere with your mind, and you put them in a certain category. So, right off the bat, we always say we realize that what you do early in the game, it will be magnified, okay? So, taking an approach of trying to soak in the whole atmosphere and how it works and what to do and where to go and who to ask is wise. Because if you come in and you just say, "Okay, okay. I just wanna make sure I have this, this, this." It's only going to get larger and become a bigger beast down the road. So, remember your manners, right? Okay, it's sad that I even had to put that up there, but I'm serious. Things that when you're at home and you're with your parents does not mean that you can just have total freedom when you're at work, right? So, we all want to remember our professional manners. Being flexible, ready to learn, adapt and change, I think that this point is a perfect one because truly, when you get hired, you're being hired on your personality, right, your communication skills, what you have to offer. But also, the employer's truly looking on at how you would fit in that organization, or that group, or that department, right? So, if you are very flexible, ready to learn, adapt, and change, you say, "Hey, I'm here. I'm on board. I wanna know what can I do to help." And you're gonna be that team player that everybody loves, rather than you coming in and saying, "You know what? My name is Kendra. This is what I've done for the last six years. This is what I'll do for the next six years, and I'm not into what you guys do in this organization." Kind of close minded, you know. So, be that member of the organization. You wanna be the member, not the hero necessarily, okay? And then, exercise professional maturity by showing good judgment and building good relationships. I think that's pretty self-explanatory. But again, very important in regards to setting yourself up for success in the first year. How are we feeling so far? You guys have any questions? Feeling pretty professional? It's like very--yeah, posture, everyone?
Still continuing with the office etiquette. Of course, show the healthy respects for colleagues, right? They all have a story. They're all employed there for a reason. So, maybe [inaudible] off them would be wise, right? Positive attitude, just like we were saying, being on board. You wanna be the member of the organization, not by yourself. Leave your personal life at the front door. Why would we even mention that? [ Pause ] What do you guys think?

[ Inaudible Remark by Audience ]

**Presenter:** Right, perfect. Yeah. So, she just said it's not always the best to be working next to someone who's always talking about their boyfriend or their problems, and it's negative information, and just drama, and it truly is not relevant to your day to day work. There is a time and a place to have those conversations. But, it is not advised to have that consume your entire day, and have everybody know exactly what happens from 5:00 on in your personal life. So, pick those battles accordingly, right? Developing good relationships, bonding with the people that you find appropriate, but know that your business day is to be conducted for business, right? Inquire about the proper way to respond to coworkers, supervisors, clients, again, that's kind of like the chain of command, knowing who is available and who could be excellent resources for you. Okay, so let's talk about dining.
I know we kind of talked about it a little bit, but why do you guys feel that dining is important in this whole kind of big picture of providing a professional image of yourself? Like it's just dining, right? It's just eating. We all know how to eat, right? Why would it be important that we follow some certain guidelines and kind of obey our table manners? Yeah, perfect. Perfect. So, she just said it kind of gives them a glimpse of who you are, how you conduct yourself, kind of your social life, kind of how you portray yourself as a person, right? I think that that's wonderful, because that really is the way that you want you--to relay the message, again, to the employers, right? So, this is becoming very common when employers are saying, "Hey, Kendra, I think you're great. Why don't we meet, you know, for lunch? Oh, you know what I want? A few other people to meet you. Please meet us for dinner at Christian Michael's at 7 PM." Now, that truly is an interview, right? They're going to be--it might be in a different setting, it's not in a formal, maybe office per se, but again, they're really focusing on how you portray yourself, who you are, and it is kind of nice 'cause it is a different context rather than me as the interviewer, and you as the interviewee on the other side of the table. So, we've kind of addressed just some of the basics in regards to dining. Arrive on time, and by on time, we mean 10 minutes early, right? That's a big one. I think that a lot of people are very adamant about what on time means, and I would say if you were supposed--if they asked you to be there at 6 and you arrived at 6, I almost might put you in the late category. So, I would advice, maybe about 10 minutes early would be great. Wait to sit until the host or hostess indicates the seating arrangement, right? That's a little awkward if you're walking in and maybe you meet the person in the front of the restaurant, you just kind of come in and then you just--you wanna maybe show them that you really take charge, but it's really not your place to take charge in this public restaurant, right? So, obey common restaurant rules, don't really maybe sit yourself if it's not allowed at that restaurant. Yeah?
I know we kind of talked about it a little bit, but why do you guys feel that dining is important in this whole kind of big picture of providing a professional image of yourself? Like it's just dining, right? It's just eating. We all know how to eat, right? Why would it be important that we follow some certain guidelines and kind of obey our table manners? Yeah, perfect. Perfect. So, she just said it kind of gives them a glimpse of who you are, how you conduct yourself, your social life, kind of how you portray yourself as a person, right? I think that that's wonderful, because that really is the way that you want to relay the message, again, to the employers, right? So, this is becoming very common when employers are saying, "Hey, Kendra, I think you're great. Why don't we meet, you know, for lunch? Oh, you know what I want? A few other people to meet you. Please meet us for dinner at Christian Michael's at 7 PM." Now, that truly is an interview, right? They're going to be--it might be in a different setting, it's not in a formal, maybe office per se, but again, they're really focusing on how you portray yourself, who you are, and it is kind of nice 'cause it is a different context rather than me as the interviewer, and you as the interviewee on the other side of the table. So, we've kind of addressed just some of the basics in regards to dining. Arrive on time, and by on time, we mean 10 minutes early, right? That's a big one. I think that a lot of people are very adamant about what on time means, and I would say if you were supposed--if they asked you to be there at 6 and you arrived at 6, I almost might put you in the late category. So, I would advice, maybe about 10 minutes early would be great. Wait to sit until the host or hostess indicates the seating arrangement, right? That's a little awkward if you're walking in and maybe you meet the person in the front of the restaurant, you just kind of come in and then you maybe show them that you really take charge, but it's really not your place to take charge in this public restaurant, right? So, obey common restaurant rules, don't really maybe sit yourself if it's not allowed at that restaurant. Yeah?

[ Inaudible Remark by Audience Member]
Presenter: Oh, that's a perfect--okay, great. Great question. She just asked what if the interviewer is seated already. So, what I would do is I would say, "Hi. My name is Kendra. I'm here to meet so and so. She might in fact, be here already. I'm not quite sure." And I would work with the host or hostess to kind of evaluate the situation, and she can look around and say, "Oh, yeah. Actually, I think she's already seated. Come on, I'll take you there." And so you could walk with the host--host or hostess. Or that individual might say, "Oh, okay. You know what? I see she's in the back corner. Do you see where she is?" And maybe point, you say, "Oh, okay. Thank you very much." You didn't even shake that person's hand. I probably would. And then you can go ahead and escort yourself to that table. But it would be with the permission of the host or hostess. Yeah, great question. And then that's another thing, too. What if you as the interviewee show up before the interviewer? What would you guys do?

[ Inaudible Remark by Audience Member ]

Presenter: Exactly. So, she just said tell the host that if--yeah, perfect. So, what a--I think would be great was you say, "Hello. You know, my name is Kendra."--they probably don't even care what your name is, but I think it's official, right? "Hi. My name is Kendra. I'm here to--I actually have an interview. I don't think that they're here yet. They'll probably be here in about 15 minutes. We will need a table for two, but I'll go ahead and wait right here until they arrive." So, then that's great. So, then the front desk knows that they need to hold that table, right? So, you kind of hold your place in line, but you don't just kind of take it upon yourself and go and sit down. What if that interviewer always has a window seat? Always has the same table, and you took it upon yourself to make up your own little rules, right? So, I would say it would be great to go ahead and then that way, you can stay seated, you can wait, and the individual walks in the door, you stand up, shake their hand and then go to the table together. So, works on pretty well.
Put the napkin in the lap, right, before eating or drinking. Sometimes, the napkin will either be to the side or on the plate. So, prior to maybe taking a sip of water or your drink, go ahead and put your napkin on your lap. Where do you put your napkin if you excuse yourself from the table?

[Inaudible Remark by Audience Member]

**Presenter:** On the chair, okay. That's perfect. Because general rule of thumb is insinuate that you are done with your meal if your napkin is on the table. So, you just—I just asked, sorry, to repeat where you put the napkin and he said the chair, and I think that is very appropriate, right? So then therefore when you return, you can go ahead and simply just put the napkin back on your lap, okay? Order easy to eat food. Okay. Ribs, not so much, right? That's a little awkward. What you wanna be aware of is this encounter is not for you—not meant for you to have the most delicious, the most—the finest item on the menu, and it's this big eating cuisine event, right? It's an interview. It's a meeting, okay? Sometimes, it's as busy as lunch, so, okay. So, it's not an interview, but maybe you are looking to obtain business from a potential client. So again, you wanna make this as flawless as possible. So, easy to eat food is very wise. So, small bites, right? I think that that—we'll talk a little bit more about that, but that is something that's gonna allow you to avoid any awkward situations. And don't order the most expensive item on the menu, okay? You—the way you wanna see it is if you were the person that was taking this individual out, would you want them to order the most expensive, you know. So, I would say shoot in the middle. You don't always have to have a soup and salad as a courtesy, right? You can kind of go middle of the road, or if you don't know, and you don't feel comfortable, you say, "Wow, you know, a lot of these looks good on the menu. May I ask what are you gonna order?" And if they say, you know, I think I'm gonna do the salmon, and maybe that's like up towards the higher part of the price scale, then you go just below that, okay? So, maybe get a feel for what they're interested in, and then that can help you decide of what you're interested in.
Table etiquette. Waiting 'til everyone has been served before you begin to eat. Okay, so that's sometimes hard if there's more than two people. You can--let's say they're six, and three or four of them have their food, you wait until all six people have their food in front of them. It's a common courtesy. Bring your food to your mouth, not your head to the plate. I feel like we've all seen that, and maybe it's my little cousins that I'm thinking of, but you want this to be a formal dining experience where you have your table and your utensils come to your mouth rather than you hovering over and you're just shoveling food in, okay? Generally, pass the food to the right.

Okay. This one's hard because sometimes someone--say we're sitting in maybe a table of six--four to six, and someone from across, somebody said, "Hey, Kendra. Can you pass me the salt and pepper?" And you're like, "Okay, that couldn't be more awkward 'cause I'm gonna pass--or I'm gonna put my arms over people's plates." Right? And so, a general rule of thumb, like salt and pepper would be perfect, grab them both at the same time and then pass to the right in they'll relay to the--they'll eventually get around there. You just don't want to hover or have to stand up and reach over people's food. So, rest utensils on the plate while you're talking. Okay. So, this is a good one because what I have seen before is like I feel like I'm very animated. I'm gonna use my hands and they're actually like a point of gesture or I wanna prove a point with my hands. Now, if I have my utensils in my hand, then I'm gonna look like some warrior, right, with weapons. And so it might actually throw the person off. So go ahead, if you have a point or you want to respond to maybe a question, you can go ahead and rest your utensils on the plate, and then respond and then pick up where you left off, okay? Don't talk with your mouth full, right? Has everyone heard this a hundred times? Well, if you haven't, then I'll tell you. Don't talk with your mouth full. It doesn't work. It's not impressive.
I can see the food and that doesn't always work out. And there are chances that I can't understand what you're trying to say. And don't chew with your mouth open, again. And then small bites are advised. That's the one too. This is great when you're, you know, enjoying a nice meal and then you take a nice big bite, and then they ask you the question. Okay, then what? You know, you're like chewing, you're like, "Excuse me, hold on, you know, I have something to deal with here." So, go ahead and take small bites, and then that way, it will allow you to be able to respond very quickly to what they were saying. How are you feeling about this? Do you guys have any questions? Yeah? That's a great question. Okay, so he just asked, "What do you do if you receive your meal and something's wrong with it? Should you just be satisfied with it or should you send it back?" Okay, I feel as if I've been in this situation a few times. I feel like sometimes, it's more of a preference for me, versus can I tolerate it? Can I tolerate it just for this day? It is a challenge because when you're sitting with someone, the interviewer will in fact think, "Oh, gosh, Mr. Particular over here." Right? "Has to have runch on the side, no tomatoes, extra sprouts, you know, extra crispy, and it has all these extra orders, right? So my opinion, if you can tolerate it, if it's a small something, then I would say try and just make it through the meal, because you don't--you want to avoid someone judging or making a preconception of you that you are, you know, picky, or too picky, or too particular. If it's like meat, and you don't eat meat, or if they have truly done something where there's an allergic reaction, or it's a dietary, you know, preference that you really haven't eaten meat for 10 years and today's not gonna be the day, then I would say, "You know what? I apologize"--and I would feel that it's in your delivery back to the server, is what's most important. So you don't wanna say, "Hey, you know what? I don't know what you guys did back there in the kitchen, but this is so wrong."
Go ahead and take it back." Awkward, right? I think that there's a very kind way to say, "You know what? I apologize. I definitely don't want this to be a problem. I just--I know that I had mentioned fish, and of course, I don't eat meat. And so I was hoping that you can help me with this." "Oh, sorry." You know, so I think it's in your delivery to the server and how you treat the wait staff that is very--that kind of brings home the point of how you would deal in the work setting or, you know, truly on how you deal with life. So, it is okay to send something back, but if you can tolerate it and get through that meal, I would say keep it simple. And then, if you do in fact, have to send it back, just focus on how you treat that--the person that's trying to help you. Did you have a question? Yeah, that's a tough one, right? So she just said, "What if I find maybe like a hair on the plate, or something that turns you off. Again, if you can tolerate it for that time knowing that it's an interview or a business lunch, then I would try to. If you can't, I would just maybe even say that, "Okay, now you're full" and you're choosing not to eat. I don't know if that's really the right time to say, "Oh, my gosh, this restaurant. This is just horrible. Can you believe that I found a hair in the"--it's just a--it's an awkward topic of conversation because that could in fact be that person's favorite restaurant. So, the two things I would say was if you can tolerate it, send it to the side, and know that sometimes, that does happen. We've probably all have that have happened, right? And continue with the meal, that would be ideal. If in fact, you don't feel that, "Oh, gosh, I know I can't eat it", then maybe at that time, you could mention that you were feeling full. It was delicious, but I think I'm done for now. Okay? Yeah, thank you for that question.
So, here are some other things too, that I just wanted to chat about in regards to the table etiquette that we were just talking about. Proper posture, right? No one wants to see slumped shoulders, you know, appropriate seating to the back of your chair with your back straight, you know, shoulders back. No gum, no elbows on the table, right? Please and thank you, again, this supports what I was just mentioning in regards to how you treat the wait staff. Essentially, how you treat every single person in that restaurant, okay? It can be the end of the buzzer, it can be the person who washes the floors, it can be the head chef, it does not matter who it is. You pay respect to each and every person that's assisting you through that day. You're also responsible for keeping up and contributing to the conversation, right? So, you don't wanna just sit there with your head in your food, and it's, "Boy, this is good. Boy, this is delicious." Right? Or also not pay attention to the person that you're dining with, okay? So, keeping up with the conversation, make sure it is fluent. If you have to take a little time out while you're eating, then that's totally okay. If the meal takes two hours, that's okay. Just know that the conversation is truly why--bless you--why you are there. So, just know that it's not because of the full four quarters meal--bless you. It is because of the interaction between each other, okay? Small talk is appropriate. There are some things that are not, which we'll talk about, but you know, books, sports, food and theater, travel, current events, those are some suggestions if in fact, you find yourself kind of at a blank. You can pull on some of those.
So, this is—we just like to put this up as a diagram because it is an example of a formal setting. Okay, so, this is hard for me because I know that my family did not dine like this every night, right? So, I would sit down and it'd think, "Okay, really, why do I need so many glasses." Okay, that's overwhelming. And then, "Why do I have two forks?" Or have you guys ever have thought of that? Like, "Goodness, I only need one fork to"—this is a professional setting, okay? A fine dining setting. And so the rule of thumb always would be start on the outside in regards to your stemware, and move inwards. So, you traditionally would receive your salad first in advance of your dinner. So, you would start on the outside, and then move your way in. And then there's another one, if you guys could all do this with me. Take your hands and form where your pointer finger and your thumb are together and the rest of the fingers are up, okay? If you look down, you see a B and D, right? Your finger—your hands are making a B and a D. What you do is if we're looking at this setting, B for butter is on the left, right? D for drink is on the right. Okay, so rule of thumb of, okay, how this setting is working out. Your drink is always gonna be on your right, and then on the left, it's always gonna be the red, and the butter, the dish, and that's why they have a whole setting up there. You're gonna say, "What, is this my dessert setting?" So that's just kind of a little trick for you. And then, oh, another thing with the stemware or the glasses, that is not always gonna be—not every setting's gonna have all of those, right? So, you may have a wine glass and a water glass. Or you might have a red wine glass and not the white wine glass or something. So, it could definitely vary in regards to all the glasses.
Okay, things that are not appropriate, right? Okay. I sometimes have a hard time putting these on here, but truly, we do have to think about these things, right? So, no swearing. That's a given, but again, sometimes, that could come out in your casual Saturday and Sunday language with friends, right? So, definitely something to think about. No loud or obnoxious behavior. No crude comments or topics. You never really know what you're gonna find offensive, or what--whomever you're talking to is gonna find offensive. Be very careful with alcohol. Okay, so what do you guys think in regards to ordering alcohol in an event, in an official, maybe a second interview? That's a tough one, huh? Maybe the server comes and there's just two of you. So say, you and I were dining, and they come and they come to you first. What would you say? What would you think would be appropriate? I would too. I gotta be honest. I don't feel--again, just like it's not there for the--I'm not there for the food, I'm not there for the alcohol either, right? You may find that there are events that are happy hours, or social hours, or networking events that do in fact, provide wine, or beer, or any form of alcohol. If that's the case, and you're of age, and you feel, "Okay, this could be appropriate", I'd just have one. So therefore, you have a drink in your hand. So you can maybe feel that you're fitting in, or people are, "Oh, what? You don't drink?" Like say, it's kind of something to fit in. So maybe you have a drink in your hand, but that drink should last you a very long time. You should not get to know the bartender, right? So whereas others, or people that are in the company have four or five, or however many, you do not follow that lead, okay?

What is Not Appropriate

- NO swearing
- NO loud or obnoxious behavior
- NO crude comments or topics
- Be very careful with alcohol, if at all
- NO texting or talking on your phone

Subjects to avoid: your health, gossip, love life, politics, religion, race and inappropriate stories or jokes
This is your first time there. This is a meet and greet. This is a networking, this is getting to know you. We all know that the more--the higher those numbers go, the more you start to slip, right? And so you want to make sure that you make the best impression to them. Yeah? Okay, so that was a perfect question. So he had just mentioned, "If you're in a social setting, or you're networking with someone, what would be the most appropriate? Would it be beer? Would it be wine? Would it be a hard alcohol mixed drink?" In that case, I would follow the lead of your environment. So, maybe the person that you're talking to orders a glass of white wine, and you happen to like white wine, "Oh, you know what? That's a really good wine. I would like to have the same." Okay? I don't think--if it's alcohol in general, I don't think one is more offensive than the other. I would just not do the most expensive, again. And I would just kind of maybe follow the lead of who I was with. But if for some reason, I ordered wine and you don't drink wine, and you got a beer, then I think that it was--we'd still have the same conversation. Now, if you had five, then I would think that would be inappropriate. But, you see what I'm saying. Kind of rule of thumb. So, okay. No texting or talking on the phone, right? This is great because I do this a lot, too. When students will have their phone under their desk, okay? I know exactly what you're doing. No one has a problem finding out that you were not paying attention. So this is something that again, lose the cell phone if you can, right? But definitely, avoid the texting or the communication that it--that if it can wait, please let it wait, make it wait. Subjects to avoid. Here's the list of some subjects that could potentially be discriminatory, right, or offensive. And those are two major categories that we would like to avoid during a conversation.
So, we're just on the last slide. So, this one is in regards to networking. Just like we said, we're only gonna talk briefly about it. But networking is kind of an all-inclusive, always, it's a continuous, continuous thing that I would recommend, whether it be in your job search, your first year on the job, or your 20th year on the job. I think networking is always very valuable. It's showing how much you care, it's going out of your comfort zone and expanding your network. So, this one we focus to primarily on the career fairs, is an excellent networking avenue for students. We put mingle on there a few times. Hence, emphasizing the point of making yourself, maybe jumping out of the comfort zone and talking to as many people as possible. Don't travel with your friends. That's always a hard one because again, comfort zone, I would say, "Hey, you know, Jessica. Come with me. Gosh, this--I really--I wanna go talk to this certain company, but oh, I don't know. And so maybe you could come with me." I definitely understand how the mind works of maybe having that being your comfort zone, but truly not impressive to an individual, maybe at a career fair, or truly any event. So, take a deep breath and approach that individual by yourself. I think it shows a lot of autonomy and confidence. Direct eye contact, this is what we were saying., be enthusiastic, be present in the moment, rather than just sort of, "Okay. My name is Kendra and I really want this job. And--okay, nice talking to you. Goodbye." Right? So, you wanna be confident, you wanna be poised, and present in the moment. Contribute positively to the conversation with open-ended questions.
That's always an easy way of trying to get that conversation flowing and allow them to maybe provide answers that you didn't think about, and you could stem off of those answers. Don't monopolize someone's time. That one's a hard one, 'cause sometimes, you really wanna know everything about that company. When you're networking, it's truly in general sense, meet and greet, right? "My name is Kendra, this is what I do, this is what I like to do, this is who I know, how can I help you, what are you interested in", and it's kind of just like a brief conversation amongst two individuals, and then, "Hey, you know what? Gosh, I really think I can help you down the road. May I get your business card? Yeah, let's keep in touch. Gosh, Kendra, great to talk to you. We'll talk to you very soon." Okay? Politely excuse yourself and move to another individual if in fact, you find this is like in a career fair setting, if in fact you find that that's not the right person. You don't wanna burn any bridges, right? So, if you start a conversation and realize that that organization is not ideal, or is not where you'd like to go, you don't wanna say, "Oh, yeah. No. Gosh, that has nothing to do with my interest." And leave, okay? You want to politely excuse yourself and say, "You know what? Thank you so much for your time. I appreciate this. If I have any additional questions, I'll let you know." And go ahead and move on to the next. So, do you guys have any questions or anything, any followup or thoughts in regards to anything we talked about today? Okay. Well, you've been a wonderful audience. Thank you very much.