Do’s and Don’ts: Everyday Etiquette (and good manners) for Everybody

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Do's and Don'ts:

Everyday Etiquette
(and good manners)

for Everybody
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In 2018 the work was given to Winthrop University and offered online to students and worldwide readers.

The purpose is to educate us all in an affordable (free) manner in a format that can be updated as needed and distributed quickly.

Readers are encouraged to offer revisions, additions, deletions, suggestions, and comments by contacting the author.
Dear Reader,

“Do’s and Don’ts” is an informal compilation of over 730 desirable behaviors (a “Do” and a “Don’t” for each day of the year). It is designed to inform, remind, and/or reinforce rules of etiquette and good manners in an easy-to-read, easy to understand format.

When we demonstrate good manners we show kindness, thoughtfulness, and consideration to everyone we meet. Etiquette is a code of conduct that systemizes our daily routines and communicates our intentions. Good manners and rules of etiquette require common sense judgment in every situation.

Thank you for reading “Do’s and Don’ts.” I hope that it will make each day a better one for you – and the people you see.

Do keep in mind that I didn’t make this stuff up! Don’t shoot the messenger!

Sincerely,
Linda D. Williams
Make Your Own INDEX

There are 18 different manners-related categories in this book, arranged alphabetically for each month. As you read, circle or highlight the dates of “rules” you’ve learned and want to remember.

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January 1  
Appropriate Dress  APPEARANCE

Dress appropriately for all occasions. Follow the dress codes in restaurants and public places. Wear good casual dress when invited to informal events (i.e., sports shirts or blouses, khaki pants, slacks or skirts rather than tee shirts, jeans, cutoffs, and tank tops).

*Do not tell someone that he or she wore the wrong clothing, a button is missing, shoes need to be changed, etc., when it is impossible to remedy the situation.*

January 2  
Business Cards  BUSINESS

You may inconspicuously give a person your business card at a social event if requested. Do so before or after a meal, not while you are eating. Present the card face up and turned toward the other person.

*Do not “dole out” your business cards or give them to groups unless everyone else is exchanging them. Do not give a card to someone you just met until you part company. Do not put a card given to you into your pocket without looking at it first.*

January 3  
Churches  CEREMONIES

Be observant and respectful of rites and traditions when visiting a church of an unfamiliar denomination. Stand, sit, or talk when others do and participate as you wish.

*You may not take communion in some churches unless you are a member (i.e., Roman Catholic). In such cases, remain seated.*

January 4  
Autographs  COMMON COURTESY

Request no more than two autographs at a time from celebrities, guest speakers, or dignitaries. If the request is mailed, include a self-addressed, stamped envelope.

*Do not seek an autograph from anyone who is obviously engaged in a private moment or personal business.*

January 5  
Business Hours  COMMON COURTESY

When a restaurant time is posted as “Open 11:00 a.m. until 10:00 p.m.,” you may arrive at 9:59 p.m. and expect to be served. Ask if the kitchen is still open when you enter. If it is closed for the evening, politely leave.

*Do not enter stores or businesses at closing time. Leave before the door is locked.*
Although “Sir,” “Madam,” or “Ma’am” are not used between people of the same age or status, a salesperson may address a customer as such or “Miss” if she is very young. A customer may get the attention of a salesperson by saying, “Excuse me.”

_Do not leave clothing on a dressing room floor. Put garments back on hangers. Refold items that you have examined on counters._

If you must chew gum, do so inconspicuously. Wrap it in a tissue or paper before discarding it in a wastebasket.

_Do not smack gum, chew it with your mouth open, or blow bubbles with bubble gum in the presence of others. Never discard gum on a sidewalk, the ground or a floor, or leave it stuck to the bottom of a table, desk, seat, etc._

Stand or sit up straight and maintain eye contact when talking to another person. Remove ear buds during a conversation. Take dark sunglasses off if speaking with someone for more than a few minutes.

_Do not fold your arms during a conversation as this position can be read as a sign of rejection or hostility. Do not point a finger at somebody or in someone’s face, especially during a confrontation. Use your open hand to gesture, to point out something, or to give directions._

When a positive change in someone’s appearance has taken place, make positive comments: “You look so nice.”

_Do not comment on weight gain, cosmetic surgery, how tall a person is, etc. Do not comment on someone’s loss of weight unless you know the person is on a diet or weight-loss program and will accept your remark as a compliment._

Preprinted return address labels on envelopes may be used for bill-paying, writing to stores, or general business matters.

_Preprinted address labels are not appropriate for personal or business invitations, formal announcements, or special mailings for fund drives or private parties._
A birth announcement sent from a couple or a single parent should be mailed before the infant is one month old or within one month of an adoption.

*Recipients of birth announcements are not required to send gifts. A card or note of congratulations should be sent, however.*

When offering refreshments, a host says, “We have coffee, tea, or milk. Which would you prefer?” rather than “What would you like to drink?”

*Do not respond with “I don’t know” when offered a choice of food or drink. Make a decision and state your preference. A guest should not ask for refreshments (except water) if they are not offered.*

To shake hands: stand, look the person in the eye, smile, extend your right arm, interlock your hand with the other person’s hand, lean slightly forward from the waist, and shake. Move the arm from the elbow instead of the shoulder. End the shake before an introduction is completed. Maintain eye contact throughout.

*Avoid a bone-crushing grip or the “wet rag, empty glove, boneless, fingertips-only” effect.*

Gifts for special occasions (weddings, bar mitzvahs, christenings, etc.) should be sent before the event or, if possible, hand-delivered.

*It is best not to take a gift to the church or reception hall where the event is taking place.*

A gift of a charitable donation should be one of interest to the receiver rather than the donor. Requests for donations rather than flowers at a funeral should be honored.

*Gifts of money should not be requested on invitations from bridal couples, graduates, birthday honorees, etc. Such requests are acceptable for disaster victims (fire, floods, storms, etc.).*
January 16  

Accepting Invitations  

If there is a possibility that you will be late for a party, tell your hostess when you accept the invitation or as soon as you know.

*It is not good manners to ask, “What are we having?” when receiving an invitation for dinner. Do not ask, “Who else will be there?” until after you have accepted the invitation.*

January 17  

Guest of Honor/Flowers  

If you are the guest of honor at a private party, you should send a flower arrangement to your hostess the day of the party. Check first about the color and size of the arrangement preferred. If you supply your own the flowers, ask for a vase (or take one with you) and arrange them yourself.

*The hostess does not need to use flowers brought or sent by a guest as the centerpiece. However, they should be put in water and placed somewhere.*

January 18  

Basic Form  

INTRODUCTIONS  

To introduce two people, say the name of the more important person first (dignitary, older male or female, or woman). Introduce the other person to him/her. Introduce the lesser known to the better known person in the case of equal rank.

*Never introduce adults by their first names only. Don’t panic if you say the wrong name first. Any form of introduction is better than no introduction at all.*

January 19  

RSVP, R. S. V. P., or R.s.v.p.  

INVITATIONS  

“Repondez, s’il vous plait” (respond, if you please) means to let the hostess know whether or not you plan to accept an invitation. You may write, e-mail, text, or call to respond, depending on your relationship with the hostess. The hostess may call anyone who has not responded to make sure the invitation was delivered.

*Unless you cannot attend, you are not required to respond to an informal invitation with no RSVP or “Regrets” request.*

January 20  

Movie Theatres  

RECREATION  

See the manager of a theatre to complain about noisy or problem patrons. Report unsupervised underage children at R-rated films.

*Do not wait until a movie is over before voicing your complaint or demanding a refund. Do not demand a refund because you didn’t like the movie.*
January 21  Movies/Disturbances  RECREATION

Arrive and be seated at a movie on time with concession stand items purchased and in hand. Take trash out when you leave.

*Talking or unnecessary noise should not be heard after a movie begins. Do not engage in cell phone conversations. Turn off all electronic devices if they make sounds or emit light.*

January 22  Complaints  RESTAURANTS

If service or food at a restaurant is improperly prepared, undercooked, overcooked, not what you ordered, or is not up to your expectations, discreetly and politely complain to the waiter.

*Do not ask for another dish if you simply do not like a well-prepared and properly served item that you ordered. You may swap dishes with another diner if he or she is willing.*

January 23  Complaints  RESTAURANTS

When dining in a restaurant, the host should report to the waiter any mistakes in his guests’ orders.

*A host should never cause a scene in front of guests. Unresolved problems with service or food should be handled discreetly with the manager in private.*

January 24  Awkward Moments / Inedible Food  TABLE MANNERS

Most inedible food items (bone particles, meat gristle, etc.) should be removed from the mouth the way they went in. Work the piece to the front of your mouth with your tongue; then with a spoon or fork, transfer it to your plate. Fish bones and hard or round items (olive pits) may be removed between the forefinger and the thumb.

*Never spit any item or liquid into your plate, napkin, bowl, glass, or cup.*

January 25  Awkward Moments / Sneeze  TABLE MANNERS

When you do not have a tissue or handkerchief but feel an unexpected sneeze coming on, turn your head away from others and sneeze into your elbow. If hands are used, excuse yourself to the restroom and wash them.

*Never use a napkin to cover a sneeze or wipe your nose except in extreme emergencies. Have it replaced immediately if you do. Don’t cough or sneeze into your hands; you will use them to shake hands, turn doorknobs, pick up utensils, etc.*
January 26  

Awkward Moments / Hot Foods  

**TABLE MANNERS**

Take a sip of cold water immediately after biting into unbearably hot food or deposit it on your fork or fingers and place it on the side of your plate. Do the same with spoiled food.

Coffee spilled into your saucer should not be poured back into the cup. Ask the hostess or waiter to bring another saucer. At coffee shops or when no other saucer is available, slip a small napkin under the cup.

January 27  

Spills  

**TABLE MANNERS**

Remove a spilled food item from your clothing with a clean spoon or knife blade; then, place it on your plate. You may wrap the edge of your napkin around your finger; dab it into your water; then, inconspicuously wipe the spot.

*If you spill something on another diner, do not blot the spot. Apologize; let the other person do the wiping; then, offer to have his garment cleaned.*

January 28  

**Answering the Telephone**  

**TELEPHONE**

Answer the telephone by the fourth ring, if possible. A simple “Hello” is best, even if you have Caller ID and know who is on the line.

*When calling someone on the telephone, don’t hang up until it has rung at least six times or an answering machine has picked up. Leave a message of some kind.*

January 29  

**Tip Amount**  

**TIPPING**

A tip of 15% is standard for general services. Increase the amount if special services were provided. The tip may be based on the pretax charge rather than the total amount of a bill at restaurants. Tips should be rounded to an even number.

*Reduce tips for bad service or when the person is inattentive, hostile, rude, or careless. Do not tip if service is really bad, but do tell the manager. Do not leave a tip if a sign says, “No Tipping.”*

January 30  

**Airports/Carry-on Bags**  

**TRAVEL**

Prior to your flight, inquire about items allowed on the airplane. Secure ID tags. Put identification inside suitcases also.

*Don’t cause delays at airline security checks. Remove allowed metal objects from your carry-on bags and send them through the screening machine. Items not allowed in carry-on bags should be packed in your suitcase to be checked.*

January 31  

**Airplane Seats**  

**TRAVEL**

If your seat is cramped when an airline passenger in front of you reclines his seat, you may ask him to raise it a bit.

*Do not drop your seat back without checking the activity of the person behind your airplane seat. Do not slam the tray into its place. Do not kick or constantly bump the seat in front of you.*
February 1  

**Baseball Caps**  

**APPEARANCE**

Baseball caps may be worn indoors by men or women at sporting events or open areas of public buildings, malls, lobbies, or on public transportation.

*Baseball caps should not be worn by men or women inside homes, offices, restaurants, stores, theaters, schools, etc., or during the Pledge of Allegiance and the playing of the national anthem.*

February 2  

**Using First Names**  

**BUSINESS**

Even if you are on a first-name basis with your boss or co-workers, always use the title and last name when making reference to or in the presence of clients or subordinates.

*Unless he or she is a personal friend, never call a business client, a patient, a customer, a professional person, a dignitary, a superior in the workplace, or an older person by their first name until you are told to do so.*

February 3  

**Death**  

**CEREMONIES**

There is no set time for a widow or widower to mourn before accepting social invitations. Allow a person in mourning to talk about a deceased family member, friend, or pet. Recall your own good memories.

*A wedding need not be cancelled because of a death in the family other than a parent.*

February 4  

**Professionals/ Employees**  

**COMMON COURTESY**

Write down specific instructions for baby sitters and housekeepers. Treat all people you employ (housekeepers, patient-sitters, delivery persons, painters, etc.) as courteously as anyone else.

*Do not ask for or expect free advice or reduced prices from your doctor, your lawyer, your interior decorator, or other friends in business.*

February 5  

**Babysitters**  

**COMMON COURTESY**

Ask a babysitter if he or she would be willing to do extra chores or sit with your children plus someone else’s when you call to hire her. Provide additional pay when extra duties are performed.

*Do not “steal” a friend’s babysitter, housekeeper, or special employee.*
February 6  
Respecting Privacy  
COMMON COURTESY

Let someone know if you are within earshot of a private conversation by coughing, clearing your throat, moving furniture, etc. Stay a distance away from someone using an automated teller machine.

*Never open a closed door without knocking first. Respect the privacy of co-workers and family members, especially teenagers.*

February 7  
Respecting Privacy  
COMMON COURTESY

If you open someone else's mail by mistake, replace the contents; mark it “Opened by Mistake” with your initials in the lower left-hand corner; seal it with tape; and mail it.

*Do not deliberately open other people’s mail, listen in on private telephone conversations, snoop through belongings, look in cabinets or drawers, flip through personal calendars, read mail on counters, look over the shoulder of someone on a computer, or touch anything considered private.*

February 8  
Compliments  
CONVERSATION

When given a compliment you may simply say, “Thank you,” or “How nice of you to say that.”

*Do not try to give a compliment by putting another person down (i.e., “You are so much prettier than your sister”) and don’t respond negatively to a compliment (i.e., “This old dress?”).*

February 9  
Controversial Subjects  
CONVERSATION

Avoid controversial subjects (religion, politics, sex, money, gossip, off-color or ethnic jokes), especially with new acquaintances.

*Don’t become angry or lose your temper when challenged or criticized. End the discussion with, “You could be right, but I see things differently.”*

February 10  
Condolence Letter  
CORRESPONDENCE

Condolence letters should be handwritten on good quality, white or ecru, plain or engraved stationery as soon as you learn of a person’s death. You may add “and family” when addressing the envelope.

*Never send a commercial sympathy card with your signature only. Add or enclose a note.*
February 11  

Death/Funerals  

CORRESPONDENCE

Following the death of a family member or loved one, handwritten thank-you notes or letters should be sent to pallbearers, ushers, and everyone who rendered special services. Notes should also be sent to acknowledge flowers, memorials, and contributions.

*Do not use the fill-in printed acknowledgement cards provided by the funeral home for thank-you notes unless you include a personal message. Personal stationery is preferred.*

February 12  

Serving Beverages  

ENTERTAINING

Always provide non-alcoholic beverages (fruit juices, colas, soda, water) for guests who do not drink. Serve them in the same kind of glass or cup that the other guests have.

*Never serve alcohol to minors or encourage a recovering alcoholic to indulge. You may decline an invitation for cocktails if you disapprove of drinking, but don’t “preach” or express your disapproval to the hostess.*

February 13  

Handshakes  

FORMALITIES

A handshake is very appropriate when you greet or meet someone, end a business transaction, or leave a business or social event.

*Unless you are disabled, never ignore a person’s offer to shake your hand. Do not initiate a handshake when meeting a woman of a different culture for the first time.*

February 14  

Enclosure Cards  

GIFTS

Gifts should be beautifully wrapped with an enclosure card (your own or one from the store) or note on your personal stationery placed inside the box. A greeting card instead of an enclosure card may be given with a gift to a good friend.

*Business cards should not be used with social gifts or with flowers for funerals.*

February 15  

Exchanging Gifts  

GIFTS

Contact friends beforehand if you do not plan to exchange Christmas presents. It is good to send a card.

*You are not obligated to give a present when an acquaintance unexpectedly gives you one. Write a note of thanks with no mention of the fact that you didn’t give one to him/her. (It is a good idea to keep a few wrapped generic gifts for surprise donors during the holidays.*)
February 16  

Party/Arrival Time  

GUEST GUIDES

If there is no cocktail hour before a dinner party, arrive at the hour or no later than twenty minutes after the stated time. Time to arrive or depart from cocktail parties depends on local custom, although thirty minutes or less after the time stated is customary.

*Never arrive at any party before the stated beginning time.*

February 17  

Party Guest/Beverages  

GUEST GUIDES

When you arrive at a party, speak to your host or hostess before having anything to eat or drink.

*Do not ask for exotic drinks at a bar set up in a home. Don’t stand at the bar after your drink is mixed. Move away and make room for others.*

February 18  

Casual Introductions  

INTRODUCTIONS

Always introduce people who come to your house or those whom you encounter to your family members or friends with you. Use full names for friends and first names only for family members unless the last name is different from yours.

*If you simply acknowledge someone who passes by, you do not need to stop for full introductions unless the two people have reason to meet each other.*

February 19  

Responses  

INVITATIONS

A response to a formal engraved or handwritten invitation should be handwritten on good quality plain white or off-white paper. Lines should be centered on the page, following the same format used by the hostess. Address the envelope to the person(s) in the top line of the invitation.  

*See Appendix A.*

*Do not use a ballpoint pen to respond to a formal invitation. Use black or blue-black ink.*

February 20  

Live Performances / Seating  

RECREATION

Unless a performance has begun, males or females should stand up in front of a raised seat in a theatre to let another seat holder pass by. If the seat cannot be raised, turn the knees to the side to allow room to pass.

*When you need to pass by others on the way to your seat, face the front, or the stage. Don’t let coats, bags, etc. hit the heads of those seated. Say, “Please excuse me” and “Thank you” all the way down.*
February 21  

**Live Performance**  
**RECREATION**

As a courtesy to people behind you, wait until performers have taken their bows before standing to applaud or to leave a performance.

*Do not obstruct the view of those behind you by wearing big hats, standing up when others are seated, shifting in your seat, leaning your head against your date’s, etc.*

February 22  

**Guests / Dutch Treat**  
**RESTAURANTS**

If a guest’s order arrives before that of the host, the host should tell the person to begin eating. If the host’s order arrives first, he should wait.

*Don’t ask anyone to go “Dutch” if you intend to ask a favor or seek advice. Determine who is paying when scheduling a lunch date. Otherwise, whoever issues the invitation is expected to pay.*

February 23  

**Doggie Bags**  
**RESTAURANTS**

“Doggie bags” can be requested at any restaurant. Use good judgment, however, when you are a guest or at a business lunch or dinner.

*Never ask for a “doggie bag” if dining in a private home, after a business meal, or following a special function (such as a wedding reception). If leftover food is offered, take small portions only.*

February 24  

**Bread**  
**TABLE MANNERS**

When bread is placed before you at a table, offer it to the person on your left, then help yourself before passing it to the person on your right. At a round table, pass it to the person on your right; then take some when it comes back around to you.

*If a loaf of bread is uncut, use the cloth in the basket to cover one end and cut a few slices before passing. Do not cut a roll with a knife; pull it apart with your hands.*

February 25  

**Bread**  
**TABLE MANNERS**

Break a roll or slice of bread into halves or quarters, then butter and eat one piece at a time. You may slip a pat of butter into a hot muffin or tiny biscuit. A whole piece of hot toast may be buttered, then broken or cut into halves before eating.

*Do not place a whole piece of bread or toast on the table or on the palm of your hand to butter it. Do not butter your bread directly from the butter dish. Put the butter on your butter plate or upper left side of your dinner plate before spreading.*
February 26

**Table Manners**

Chew sufficiently with your mouth closed. Swallow your food before taking another bite or a drink.

*Never talk with food in your mouth. Make a simple gesture that you haven’t finished chewing. Don’t ask a question to someone who has just taken a bite of food. Do not crunch loudly, slurp your food, or smack your lips.*

February 27

**Telephone**

If an emergency arises and you must make a business call to a person at his or her home, apologize immediately for the disruption.

*Except for emergencies, do not ask to place calls from a work phone or a busy office (doctor, hair salon, etc.). Don’t make personal calls to anyone at work unless absolutely necessary. Make such calls brief.*

February 28

**Tipping**

Tip a baggage porter at an airport $1.00 - $2.00 per bag outside or after bags are taken inside the airport. Tip a bus porter $1.00 to $2.00 for special transportation to the gate.

*Do not tip a flight attendant, pilot, or any airline crew member. Do not tip a commercial bus driver. A genuine “thank you” is appreciated, however.*

February 29

**Travel**

Keep luggage in front of or behind you when walking in the aisle of an airplane. Limit your activity during a flight, especially when attendants are serving beverages or food.

*Don’t expect help with oversized items or bags when putting them in the overhead compartment. Do not prematurely jump up to retrieve overhead luggage or block the aisle when departing. Avoid bumping into other passengers.*
March 1  

**Business Attire**  

**Appearance**

What you wear to work depends upon the nature of the job, local customs, the individual’s size, fashion, or whatever is worn or approved by your supervisor.

**Sexy, plunging necklines or see-through blouses or shirts, as well as noisy bracelets, dangling earrings, and rhinestones, are usually inappropriate in the workplace.**

March 2  

**Respect for Co-workers**  

**Business**

Knock on a co-worker’s door or partition and get permission before entering. Make sure that you are not causing a disruption when dropping in for a personal chat.

Never take credit for someone else’s work. Do not report the activities of a co-worker unless a serious or unlawful offense is taking place.

March 3  

**Deaths / Acknowledgement**  

**Ceremonies**

Include a card with your full name and address with floral arrangements and food items sent to the family of a deceased person. Write your return address on condolence letters and cards.

**Do not make remarks to compensate for a person’s death, such as “It’s a blessing,” “It’s God’s will,” or “He’s better off now.” A hug or simple “I am so sorry” is sufficient.**

March 4  

**Pedestrians**  

**Common Courtesy**

Pedestrians have the right of way in parking lots. If driving, keep a watchful eye for those failing to look both ways before crossing a lane.

**Pedestrians should not walk directly behind parked cars. If you see a small car trying to back out of a space blinded by a van or large vehicle, stop and guide the driver out of the spot.**

March 5  

**Children**  

**Common Courtesy**

Remove your child from a public place (theatre, restaurant, church, museum) if he or she is crying, lying on the floor, running, climbing on furniture, hitting, hiding under tables, or causing a disturbance of any kind.

**Do not allow children to seek attention from or initiate conversations with other people in public places. Do teach them to respond warmly if strangers talk to them in your presence.**
March 6

**Personal Property**  COMMON COURTESY

If you or your child breaks, burns, or damages anything in a home, grocery store, or public place, report the incident and offer to pay for or replace it as soon as possible.

*Never take or borrow items without permission. Return them as soon as possible in the condition they were in when received. Do not change the settings on another person’s computer.*

March 7

**Pets**  COMMON COURTESY

Keep your dog from barking excessively or causing disturbances in the neighborhood. Use a leash. Clean up after a pet.

*Do not allow your pet to defecate in your neighbor’s yard or destroy other people’s plants or property. Don’t allow your pet to jump on children or adults without their permission.*

March 8

**Correcting Someone**  CONVERSATION

To correct the grammar of a close friend or relative, try using the words or phrases correctly at the next opportunity. If that doesn’t work, address the problems in private.

*Do not criticize, tease, or make unflattering remarks about one’s accent, his name, mispronunciation of words, or grammatical errors.*

March 9

**Correcting Someone**  CONVERSATION

If corrected by someone and the criticism is justified, apologize and resolve the situation. If it is unjustified, take time to organize your thoughts before you react.

*Never berate, reprimand, contradict, correct, blame, or scold a child, co-worker, friend or spouse in front of other people. Take her or him aside to discuss the matter privately.*

March 10

**Dates**  CORRESPONDENCE

A date on informal notepaper should be written in the upper right-hand corner or the bottom left-hand corner. It may be written as Tuesday, March 10 or simply March 10.

*You need not write the year unless the date has historical significance, such as a milestone birthday or a special event that will be remembered.*
March 11

Emails  CORRESPONDENCE

Include the subject when sending e-mails. Respond to personal messages within 48 hours and business messages within 24 hours. Use the blind copy (BCC) feature when sending a message to multiple recipients.

Do not forward a personal e-mail message without the sender’s permission. When forwarding general information (jokes, etc.) to multiple recipients, blind copy their e-mail addresses in the address box and delete the ones which appear in the forwarded message.

March 12

Host / Greeting Guests  ENTERTAINING

A party hostess or a designated person should be at the door to greet and introduce guests to others nearby. A party host should mingle with guests and help with coats, if necessary.

The hostess should not have a drink in her hand when greeting guests.

March 13

Handshakes  FORMALITIES

Women may shake hands with women. Wait for an elderly person or a dignitary to extend a hand first for a handshake. Otherwise, men or women may initiate it. A slight bow is also an appropriate greeting.

Apologize but do not shake hands if you have a cold or your hands are dirty. If your hands are full, nod.

March 14

Handshakes  FORMALITIES

Unless you are a woman wearing a long, formal buttoned glove or outside in bitterly cold weather, remove your glove from your right hand before shaking hands with someone.

Do not hold a cold drink with your right hand if you anticipate shaking hands with people.

March 15

Flowers / Corsage  GIFTS

A corsage should be pinned on with the stems down. If flowers are inferior when they are delivered, call the florist and ask for a replacement.

A woman should never refuse to wear a corsage given to her as a gift.
March 16  Money GIFTS

Money, gift certificates, stocks, or U. S. Savings Bonds are appropriate gifts for any occasion. Money to couples should be given jointly rather than to one or the other. Use a check or new bills enclosed in a card with a personal note.

Do not give gifts of money with conditions or specific instructions for how it should be spent. When opening the gift, do not announce the amount. Say instead, “This will help me buy the ....”

March 17  Wine Glasses / Swizzle Sticks GUEST GUIDES

Hold a red or white wine glass by the stem to prevent an increase in the temperature of the wine. A swizzle stick should be removed from a glass before drinking. If the swizzle stick is also a straw, it may be used as one.

Do not place a swizzle stick or straw on a tablecloth or cloth napkin in a restaurant or a person’s home unless it is nearly dry.

March 18  Hors d’Oeuvres GUEST GUIDES

Take only one item at a time from an hors d’oeuvre tray that is passed around. When you dip an hors d’oeuvre from a platter, hold your napkin under it until you put it into your mouth.

Do not “double dip” a chip, cracker, or vegetable stick, etc., into a sauce or dip. Never put a used toothpick on a serving tray.

March 19  Introductory Comments INTRODUCTIONS

When introduced to someone, stand, make eye contact, smile, shake his or her hand, and say hello or mention something positive you’ve heard about the person. You may ask the person to repeat his or her name, if necessary, or simply ask, “How do you do?”

Do not ask, “What do you do?” or “What church do you go to?” when you first meet someone. Wait until the subject comes up later. Don’t ask, “How are you?” unless you really want to know.

March 20  Change in Plans INVITATIONS

If you decline an invitation but later find that you will be able to attend, call your hostess and let her decide if there is still room for you.

Do not cancel a date that you have accepted because a more interesting invitation was received.
March 21  

**Club Sponsorship**  
RECREATION

If you wish, you may ask a member of a club to sponsor you for membership.

*If asked, don’t sponsor someone for club membership if doing so will make you uncomfortable. Say, “I’m sorry, but I cannot sponsor anyone right now. Please ask someone else.” If pressed, don’t lie, be firm, and explain your reason.*

March 22  

**Arrival, Host / Guest**  
RESTAURANTS

If a lunch host or guest arrives first at a restaurant, either may wait in the lobby or ask to be seated if tables are filling up. The host may order a drink if sitting at a table.

*The guest should not order a drink other than water. Neither guest nor host should open a napkin or eat anything until the other arrives.*

March 23  

**Guest / Drinks**  
RESTAURANTS

Before ordering, offer your restaurant guest a beverage (alcoholic or non-alcoholic). If the offer is accepted, order something for yourself. A guest should order a drink of some kind if the host does.

*As the guest, don’t order more than two alcoholic drinks. At a business lunch, accept no more than one. If you are drinking, do not call attention to those who aren’t.*

March 24  

**Condiments**  
TABLE MANNERS

When condiments are passed (horseradish, sauces, jellies, catsup, mustard, mayonnaise, etc.), put a small amount on the side of your plate or behind the food it accompanies. Leave the serving spoon on the serving dish.

*Do not pour condiments directly on your food, except when you are making a sandwich. Use your own knife for spreading.*

March 25  

**Elbows on the Table**  
TABLE MANNERS

Except at very formal dinners, you may rest your elbows or forearms gently on the table before, between, and after courses when food and/or dishes are not on the table. As you eat, keep your elbows down and at your sides when cutting and eating your food.

*Never put your elbows or forearms on the table while eating. Don’t wrap one arm around your plate while you eat with the other hand. Don’t put your hands on your face or your face in your hands. Don’t play with your hair at the table.*
March 26  
**Finger Foods  TABLE MANNERS**

Fresh asparagus, crisp bacon, medium-sized French fries, shrimp cocktails, artichoke leaves, corn-on-the-cob, pickles, cold vegetables, fruit, chips, olives, cheese and crackers are foods that may be eaten with the fingers unless they are served in a sauce or butter.

*Fried chicken, pizza, fish sticks, spareribs, chop bones, and other “messy” finger foods should not be eaten with the fingers at an indoor dinner party unless your host or hostess does. It is fine to do so at informal or outdoor gatherings.*

March 27  
**Food Containers  TABLE MANNERS**

When possible, pour a bottled or canned soft drink into a glass or paper cup before drinking.

*Never serve food from containers, milk cartons, pickle jars, etc. to your guests. Serve from a bowl, plate, pitcher, or platter. Exception: picnics and barbecues.*

March 28  
**Call Waiting  TELEPHONE**

If necessary, tell a telephone caller that you will call back after you answer “Call Waiting” or attend to an urgent matter.

*Unless you initiated the call, you do not have to wait on the line while a person tends to “Call Waiting” or other business. Count to 30, then hang up and let the caller call you back.*

March 29  
**Beauty Salon  TIPPING**

Tip workers in a beauty salon, whether you are pleased or not: 20% for time-consuming tasks (color, cut, permanent, etc.) and 15% for wash and dry. Give at least $1.00 to anyone else who does a service for you, such as the person who shampoos your hair.

*It is not necessary to tip the owner of a beauty or barber shop if he or she charges more than the other operators.*

March 30  
**Airline Baggage  TRAVEL**

When possible, keep your carry-on bags in the overhead luggage rack in an airplane. Excess bags should be stored in the foot space in front of your legs, not under your seat.

*Do not ask the person beside you if you can store bags under his seat or in his space.*

March 31  
**Automobiles  TRAVEL**

Keep your cool when you are tied up in traffic, annoyed by another driver, involved in an accident, or stopped by a state patrol officer.

*Don’t take chances when pulling into traffic. Don’t tailgate. Don’t text, eat, drink, apply make-up, talk on the telephone, or search for items while driving.*
April 1  \textit{Grooming \ APPEARANCE}

When in the presence of others, make sure that you have clean skin, hair, and fingernails and that your body is free of foul odor. Teeth should be clean and your breath fresh. Keep a mustache or beard neatly trimmed.

\textit{Do not bite or file your nails or pick, brush, or floss your teeth in public.}

April 2  \textit{Grooming \ APPEARANCE}

When in public, excuse yourself to a restroom to comb or brush your hair. If you floss in front of a mirror, check to see if it needs to be wiped when you finish.

\textit{Never comb your hair at a table. Do not remove or install retainers or dentures in front of other people.}

April 3  \textit{Friendliness in the Workplace \ BUSINESS}

Play it safe and avoid physical contact with co-workers (hugging, putting arm around shoulder, patting, holding hands, kissing, or touching any part of the person's body). Avoid habitually chatting with or interrupting co-workers.

\textit{Never call a client, patient, service person, co-worker, or other casual acquaintance “Sweetie,” “Honey,” “Dear Heart,” “My girl,” etc.}

April 4  \textit{Funerals / Pallbearers \ CEREMONIES}

Male or female friends, church or business associates, or relatives may serve as pallbearers. Immediate family members, if not too grief-stricken, may also serve.

\textit{Unless you are sick, out of town, or physically or emotionally unstable, you should not refuse the honor of serving as a pall bearer at a funeral.}

April 5  \textit{Elevators \ COMMON COURTESY}

The first person on an elevator should hold the door button until everybody enters. When it stops, the person nearest the door steps off and holds the door for people to exit and enter.

\textit{Do not try to enter an elevator until passengers have gotten off. Step back and wait. The passenger who steps outside to hold the door may enter last (or leave).}
April 6  

Public Displays of Affection  

COMMON COURTESY

You may publicly display affection for a person you know by holding a hand, kissing a cheek, hugging, or strolling arm-in-arm, etc.

*Couples should not engage in passionate displays of affection in public or in the company of small groups of friends or family members.*

April 7  

Seating  

COMMON COURTESY

Offer to move to another seat if you see two people who need to sit together (i.e., mother and child, two friends, husband and wife, etc.) You may politely ask a person to move down a seat to accommodate you.

*Do not leave personal articles in a seat in an effort to keep someone from sitting beside you. Do not push past people to get a good seat.*

April 8  

Including Others  

CONVERSATION

When possible, translate a conversation for a disabled person (if needed) or for someone who doesn’t speak the language.

*Do not speak in a foreign language or whisper in an effort to exclude someone from your conversation.*

April 9  

Addresses on Envelopes  

CORRESPONDENCE

An address on an envelope may be typed even if the letter is handwritten, and vice versa. The address may be printed if not typed or penmanship is poor.

*Mr. is not used in a return address unless the proper name is one used for both men and women (i.e., Leslie, Lynn, Pat, Carroll, Marion, etc.). A professional title (i.e., Dr.) may be used.*

April 10  

Addressing Envelopes / Sr., Jr., III  

CORRESPONDENCE

Use Sr. or Jr. after each person’s name if the two people live at the same address or both are well-known and confusion could occur. Otherwise, use Jr. (or junior with the lower case “j”) only. A widow keeps the Sr. if the son drops the Jr.

*Place a comma before the Jr. or junior. Do not place a comma before II, III, IV, etc.*
April 11  Inserting the Letter  CORRESPONDENCE

When sending an 8½ inch x 11 inch letter in a standard business envelope, fold the bottom third of the page up toward the top and then fold down the top of the page to within one-half inch of the bottom fold. Insert the folded letter into the envelope so that when it is removed it will fall open, ready to be read.

Never insert a note or greeting card face down into an envelope. When the receiver removes it, he or she should see the front page. (See Appendix B.)

April 12  Dinner Party Preparations  ENTERTAINING

Before guests are seated, butter should be on the butter plates, water in the glasses, candles lit, and the wine in the cooler beside the host. Individual salt and pepper shakers may be placed above the dinner plates or, if shared, between every two places below the level of the wine glasses.

Do not crowd your guests around the table. There should be two feet between the centers of the plates. Never use cracked or chipped glasses or dishes of any kind.

April 13  Candles  ENTERTAINING

Lighted candles on a dining table should be below or above eye level. They should be lit before dinner is announced and should remain burning after diners leave the table.

Candles should not be lit outside or in a well-lighted room during the daytime. Do not use heavily-scented candles at indoor parties.

April 14  Greetings / Kisses  FORMALITIES

A social kiss as a greeting should be initiated by the woman. If you feel comfortable doing so, “cheek kiss” relatives or close friends with your right cheek touching the other person’s right cheek.

Never greet and kiss people you have just met for the first time. Do not initiate a hug or kiss with people from cultures where physical contact between unmarried men and women is forbidden.

April 15  Selection Value  GIFTS

A gift does not have to be in the same price range as one given to you. Buy whatever you can afford.

Do not accept an expensive gift which could perhaps obligate you in some way. Return it immediately with a note explaining that you cannot accept such a gift.
April 16  

Selection  GIFTS

If a gift is broken, return or mail it back to the store yourself. Tell the donor only if it was mailed and insured.

Don’t give a gift in hopes that it will change someone’s taste, personality, or lifestyle. Don’t give wine to people who don’t drink. An undesirable gift of clothing does not have to be worn by the recipient.

April 17  

Parties / Socializing  GUEST GUIDES

Spouses and dates should mingle with other guests at cocktail parties rather than talk to each other for long periods of time. Try to limit a conversation with another guest to five to ten minutes. Talk to both “neighbors” at a dinner table.

Never make negative comments about a party to a stranger (who could be related to the hosts). Unless you are encouraged to do so or she asks for help, do not converse with a busy hostess in the kitchen.

April 18  

Guest Towels  GUEST GUIDES

When entertaining, provide guest towels and individual soaps in the bathroom. Good quality paper hand towels may be used.

Do not refold a cloth guest towel; it should be obvious that it has been used. Do not use your host’s bath towel for drying your hands unless there are no others available.

April 19  

Including Others  INTRODUCTIONS

When talking with another person and an outsider approaches, make an introduction and bring the new person into the conversation.

When two people are talking and the person who approaches is ignored, the third person should inconspicuously walk away.

April 20  

Issuing Invitations  INVITATIONS

Invitations may be extended over the telephone or on personal notepaper, informal cards, or printed fill-in cards for casual and informal events, or to formal dinners for sixteen people or less.

To avoid hurt feelings, invitations should not be distributed in the workplace, at school, or in a crowd unless everyone is invited. Mail or call instead.
April 21

Dance  RECREATION

A man should escort a woman off the dance floor after dancing with her. He should walk her to her table if she wishes to be seated.

*A man should never leave a woman sitting alone at a table at a ball or dinner dance.*

April 22

Female Host  RESTAURANTS

Since most waiters assume the male in a party will pay for a meal, a female hostess should inform the server beforehand or motion with her hand to give her the bill.

*A man invited to lunch by a woman should not offer to pay.*

April 23

Ordering  RESTAURANTS

Close your menu to signal your waiter that you are ready to order. Each individual may order his or her own meal. A man may order for a woman if he knows exactly what she wants.

*Do not keep a waiter lingering at your table while you make up your mind. Tell him that you need more time if you have not made your decision before he arrives.*

April 24

Dinner Party  TABLE MANNERS

At a buffet dinner party where many people are to be served, you may begin eating when two or three people have been seated at your table. At smaller gatherings, wait until half at your table have been seated.

*At a formal dinner, do not sit until everyone is present. The men should seat the ladies on their right and should remain standing until all ladies are in their seats. Do not begin eating or drinking until everyone has been served and/or your hostess picks up her fork or glass (unless she tells you to begin without her).*

April 25

Dinner Party  TABLE MANNERS

Pace yourself while eating so you won’t get ahead of or behind others. Take small bites of food or sips of beverages so your mouth won’t be so full when someone speaks to you.

At seated dinners, *no one should begin to eat dessert until all diners are served. When food is served at a buffet line, give your hostess time to finish eating before getting your dessert.*
April 26  
**Dinner Party / Undesirable Foods**  
**TABLE MANNERS**

At a private dinner party, pretend to eat a serving of undesirable food by moving it around a bit on your plate with your fork ("change the surface of the serving") so that it looks as if you tried it.

*Do not tell your host, “I don’t like ...” or mention that you think the food is undercooked, overcooked, too salty, etc. When serving yourself, take a very small portion of food that you do not like, or none at all.*

April 27  
**Family Dinners**  
**TABLE MANNERS**

When food is served family-style, wait until all dishes have been passed before eating. Wait until everyone has finished eating before leaving the table.

*Children should not begin to eat until an adult has begun. Children and adults should ask to be excused from the table if they must leave before everyone has finished.*

April 28  
**Cell Phones**  
**TELEPHONE**

Cell phone calls should be placed or received only when they will not interfere with or disturb interactions, conversations, transactions, or activities of any person or persons in your presence. Use your normal voice volume when you talk.

*Don’t leave a cell phone ringer turned on in places where noise is prohibited or rude: churches, museums, theatres, concerts, plays, libraries, meetings, in another person’s office, during private dinners in a home, hospital rooms, courts of law, etc.*

April 29  
**Deliveries**  
**TIPPING**

You should tip delivery people (supermarket, pizza, florist) two to five dollars, depending on the time and/or number and weight of packages.

*You do not need to tip for occasional deliveries by UPS, Federal Express, or the U. S. Postal Service.*

April 30  
**Automobiles / Traffic**  
**TRAVEL**

Allow one driver in need to exit from a side road in heavy traffic. Practice alternate merging: “Each one, just one.” The driver behind you can let another car pull in ahead of him. Wave a “thank you” when a driver motions you into traffic.

*Do not block a driveway or cause a gridlock by entering an intersection as the traffic signal is about to change.*
May 1  

**Dress / Women’s Hosiery  
APPEARANCE**

In social settings, carry your purse or handbag in your left hand or in the crook of your left elbow. Handbags with straps are best worn on the left shoulder, allowing more freedom when greeting others or shaking their hands.

*Whether or not to wear socks or hosiery is a personal choice. Stockings are not worn with strappy sandals. If you wear open-toed shoes, do not wear stockings with seams that are visible at the toes.*

May 2  

**Co-workers / Genders  
BUSINESS**

Business men and women are treated as equals in the workplace. Gallantry or social manners should be practiced in social settings.

*A business woman should not act offended or reprimand a male co-worker when he displays gentlemanly behavior towards her. She simply says, “Thank you.”*

May 3  

**Divorce  
CEREMONIES**

When a divorce occurs, all heirloom items or gifts given to the couple should be returned to the respective families.

*Engraved or printed engagement or divorce announcements should not be sent, although less formal or computer-generated announcements to special friends (those on a Christmas card list) are acceptable. Do not announce an engagement or wear an engagement ring before a divorce is final.*

May 4  

**Noise  
COMMON COURTESY**

Let your neighbors know about an upcoming loud party or occasion and tell them what time it will end. Invite them if you can.

*Do not talk loudly, slam doors, or create disturbances when it could disturb other people in nearby homes, offices, restaurants, theatres, public transportation, malls, hotels, etc.*

May 5  

**Nursing  
COMMON COURTESY**

Nursing a baby in public places or when visitors are and the baby’s head with a light blanket. It is best to go to a private area when possible. If anyone stares at you, make eye contact and smile.

*Do not change the diaper of a baby in a public area. Ask to use a restroom or a secluded area. Place the soiled diaper in a container that conceals the smell.*
May 6  

Offering Assistance  COMMON COURTESY

Offer to snap a photograph for couples or groups too large for “selfies.”

Don’t ignore a tourist seen studying a map of your town. Stop and ask if you may help with directions.

May 7  

Photographs  COMMON COURTESY

When possible, let someone know when he or she is about to be photographed. Ask permission to take a stranger’s picture (especially in a foreign country). If the person refuses, find another subject.

Never post online an embarrassing or unflattering photograph of someone else. Delete or destroy it.

May 8  

Jokes  CONVERSATION

Respond to an inappropriate joke by not laughing, not reacting at all, by walking away, or by verbally expressing disapproval.

It is best not to tell jokes to anyone who might not appreciate them. It is rude to stop suddenly and obviously in the middle of a joke when someone else approaches.

May 9  

Terms of Respect  CONVERSATION

Terms of respect, such as “Yes, sir” or “No, ma’am,” may be used by children or by an adult speaking to an elderly person. A simple “Yes, Mrs. Brown” is also correct.

Do not use “Sir” or “Ma’am” with contemporaries. After age 18, do not use the terms for anyone other than the elderly or persons of the next generation.

May 10  

Christmas Cards  CORRESPONDENCE

Christmas cards are best sent to out-of-town friends and to people you know well but won’t be seeing during the holidays.

Do not send a Christmas card with only a preprinted name. Add a message, if nothing but “Season’s Greetings.” When names are printed (either name first; never “Mr. and Mrs.”), write in your name(s) above the line. Draw a slash through the last name for cards to good friends.
May 11  Christmas / Holiday Cards  CORRESPONDENCE

Christians sending Christmas cards to friends of another faith should select those with messages of peace and love, or those that say “Happy Holidays” or “Season’s Greetings,” rather than ones that refer to Christ.

*Do not address a Christmas or holiday card to only one member of a couple. Send it to both, even if only one is known.*

May 12  Dinner Party / Beverages  ENTERTAINING

Water goblets should be filled (three-fourths full) before dinner party guests are called to the table. After they are seated, the host or server should approach each guest’s place from the right and pour the wine without picking up the glass.

*Do not turn your glass or coffee cup upside down if you do not want wine or coffee. Simply tell the server that you will not be having any.*

May 13  Wine  ENTERTAINING

Fill red wine glasses halfway and white wine glasses three-quarters full. White wine should be chilled before serving. Red wine is served at room temperature.

*There are no rules about what wines should be served with what foods. However, light wines should be served before heavy ones (white before red, dry before sweet).*

May 14  Public Speaking / Presentations  FORMALITIES

A speaker should begin a speech by greeting dignitaries, thanking the group who invited him, welcoming the audience, and acknowledging the person who introduced him.

*When you cannot hear a speaker, do not yell “Louder.” You may gesture to the speaker or tell a person in charge. Do not leave until a speech or presentation (including a children’s program) is over.*

May 15  Special Events  GIFTS

Family members should send congratulatory cards and/or gifts when formally informed of graduations, weddings, or other events (births, retirements, anniversaries) even if they cannot attend a celebration.

*Gifts are not required from friends for special events if they are not invited to the ceremony or private party.*
May 16

**Showers**

**GIFTS**

Wedding or baby showers should be hosted by friends or relatives who are not members of the immediate family (mothers, mothers-in-law, grandmothers, siblings, etc.).

*Hosts and/or hostesses should not ask guests to “go Dutch” when they are invited to showers or celebrations of any kind.*

May 17

**Party / Arrival and Departure**

**GUEST GUIDES**

When you arrive at a person’s home, put your coat where your hostess suggests rather than drape it over furniture.

*Do not leave a party or reception without saying goodbye to your hostess and host and guest of honor. If the party was large and you were unable to find the hostess or host, call, email, or write a note of thanks within two days.*

May 18

**Dinner Party / Food Restrictions**

**GUEST GUIDES**

It is best to decline an invitation to a small dinner party if you are on a special diet and will be unable to eat. If you accept, eat what you can and refuse restricted items when they are offered to you. After a meal you should explain to your hostess any food allergy, etc., that prevented you from enjoying a dish you were not expecting to be served.

*Do not discuss your diet at the party. Do not ask the hostess to prepare a special dinner for you.*

May 19

**Large Groups**

**INTRODUCTIONS**

For an introduction to a group of more than six people you may say, “Hi, everybody, this is Jane Miller. She just moved here from Greenville.” Then introduce only a few people nearby and allow the rest to introduce themselves.

*Members of a seated group do not need to stand up when one person is introduced to all.*

May 20

**Extending Invitations**

**INVITATIONS**

Informal invitations left on answering machines or sent as e-mails should be followed up with telephone calls.

*Avoid placing someone in an awkward position by asking “What are you doing next Tuesday?” Issue the invitation first. If asked such a question, you may reply, “Why are you asking?” before responding.*
May 21  Good Sportsmanship  RECREATION

Congratulate your sport’s opponent (the team or an individual) when he or she wins.

When you lose, don’t whine, curse, berate your partner, blame the referee, or accuse your opponent of cheating. When you win, don’t leap in the air, gesture with fists, bow to the ground, brag, etc.

May 22  Walking, Jogging, and Bicycling  RECREATION

Bicycle riders need to ride with the flow of traffic. Groups walking on sidewalks should form a single line when passing anyone coming from the opposite direction. A jogger or cyclist should announce “passing on your left” when approaching a pedestrian from the rear.

Walkers and joggers travel against the traffic, not with it. Never run, walk, or ride bicycles at night in dark clothing.

May 23  Ordering  RESTAURANTS

Feel free to ask the waiter the price of the specials or descriptions and/or recommendations of menu items. You may ask to substitute vegetables, to serve your salad first (or with your meal), or to explain how to eat unfamiliar food (lobster, mussels, oysters, clams, etc.).

Do not ask the price of the specials if you are a guest. The host may ask, but preferably should not.

May 24  Ordering  RESTAURANTS

A host should mention one or two items from the menu to indicate to guests the price range he has in mind. Guests should order as many courses as the host, and may order a course when no one else does if the host insists.

The guest should never order the lowest-priced item on the menu and should not order the higher-priced items unless the host insists. The guest should not be eating after the host has finished.

May 25  Napkin Placement  TABLE MANNERS

Napkins may be placed on the dinner plate or to its left, under or beside the forks. If dinner plates are on a buffet table, the napkin may be placed between the diner’s utensils on the table or on a placemat.

If a napkin is placed in a glass, do not take the one on your left. Your napkin will be in the glass on the upper right side of your dinner plate.
May 26  
**Napkins**  
TABLE MANNERS

With your hands below the table, open your napkin halfway (or completely if a small one) and place it across your lap as soon as you are seated at the table. If you are a guest at a formal dinner party, do whatever the hostess and guest of honor do with their napkins, before and after the meal.

*Never hold a napkin out to the side to shake it. Never tuck it under your chin, into a belt, or between shirt buttons.*

May 27  
**Napkin Rings**  
TABLE MANNERS

Napkin rings may be used for family dining. The napkins may be reinserted after the meal and reused if each ring can be personally identified.

*If napkin rings are used at a dinner party, the guest does not put the napkin back into the ring.*

May 28  
**Cell Phones**  
TELEPHONE

If you are expecting an urgent cell phone call in an office, restaurant, or other public place, leave your phone on vibrate mode. Explain to others why you will need to answer the call. Go to a private place to talk unless the call is of interest to the people present.

*Do not place a non-emergency cell phone call or text a message during social or business gatherings (lunches, etc.). To avoid accidents, do not use electronic or wireless devices while driving.*

May 29  
**Hotel Employees**  
TIPPING

Tip the bellhop or luggage porter at your hotel $1.00 to $2.00 per bag. If you are part of a large group, $1.00 cents per bag is sufficient. Tip a doorman if he carries your luggage, gets your car from the garage ($2.00), or calls a cab ($1.00) in the rain ($2.00).

*Don’t try to handle more than one bag by yourself when you leave. Call the porter.*

May 30  
**Automobile Passengers**  
TRAVEL

To seat yourself in a vehicle, first sit in the seat, then swing your legs in. As a courtesy and out of respect, offer the front passenger seat to an older or higher ranking fellow passenger. Older or infirm persons should be offered assistance getting in or out of cars. Let them refuse gracefully, if they wish.

*When picking up a passenger, don’t sit in the car and blow the horn. Call ahead or go to the door to announce your arrival.*

May 31  
**Emergency Vehicles**  
TRAVEL

Pull over to the right side of the road when an emergency vehicle light (red or blue) is flashing or a siren is heard (ambulance or firetruck).

*Stay in your locked car when you have car trouble. Do not leave with anyone you question. Note: The universal driver’s SOS is to pull over to the right side of the highway, raise the hood of your car, and tie a white cloth on the door handle.*
June 1

Cover-ups

APPEARANCE

Wear shoes and a beach robe or cover-up when walking to and from a hotel swimming pool.

*Men should not be seen in public without a shirt except at the pool or beach. Undershirts are not considered outerwear.*

June 2

Gift Contributions

BUSINESS

When a group gift is received from co-workers, a thank-you letter written to all staff members and displayed on a bulletin board is acceptable.

*Although participation is recommended, you do not have to contribute to group gifts (wedding, shower, retirement, etc.) if you don’t want to. Do not ask co-workers to contribute to gifts unless they are friends of the honoree.*

June 3

Godparents

CEREMONIES

A godparent is usually a family friend of the same religious faith who will see that a child receives religious training and is confirmed at the proper time. The godparent should give a christening gift as well as take special interest in and offer support during the child’s life.

*Godparents are not financially or legally responsible for a godchild who loses his parents. Godparents who have lost contact with a godchild are not expected to reestablish a relationship.*

June 4

Respect for Property

COMMON COURTESY

Treat private and public property with respect – as if it were your own.

*Do not spit on sidewalks or in water fountains. Do not urinate in swimming pools or Jacuzzis. Don’t leave shopping carts in undesignated areas of parking lots. Don’t vandalize or write on walls. Don’t leave wet containers on furniture. Don’t put scratches on automobiles.*

June 5

Public Property

COMMON COURTESY

Signs are displayed for specific reasons. Obey them at street crossings, on the highway, in the hallway, in restrooms, in public buildings, etc.

*Do not use flash cameras or touch paintings, works of art, or exhibit items at museums unless permitted to do so. Do not step in front of people who are viewing pieces at museums or auctions. Wait your turn.*
July 6  
Public Property / Restrooms  COMMON COURTESY

Quickly enter and exit a crowded or busy restroom. Flush the toilet, wipe the seat if you sprinkle on it, put the seat (and lid) down, wipe the sink with a paper towel, wash your hands, and remove your trash.

Never place in toilets any items that could stop them up. Do not enter a handicapped stall if a disabled person enters the restroom. Allow him or her to go first.

June 7  
Public Property / Trash  COMMON COURTESY

Dispose of your trash or debris (paper bags, fast-food containers, watermelon rinds, candy wrappers, tissue, soda cans or caps, bottles, popcorn boxes, programs, etc.) from picnic areas and campsites, on the beach, in the water, in the workplace, in the woods, on the highway, in theatres, in sports arenas, or on public transportation.

Never throw trash (including cigarette butts) on highways, streets, or grounds. Don’t be guilty of littering.

June 8  
Patronizing  CONVERSATION

When you feel patronized, say, “I appreciate your explanation, but I have chosen to do this my way.”

Don’t talk down to or over the head of a child or adult. Don’t tell embarrassing stories about your children to their friends or relatives in their presence. Don’t make decisions about elderly parents without consulting them.

June 9  
Greeting Cards  CORRESPONDENCE

Post cards, Christmas cards, and greeting cards may be signed with two names on them. The person doing the writing should sign his or her name last: John and Mary Smith (the last name optional for close friends).

Don’t send humorous cards to anyone in mourning. Don’t send “Get Well” cards to terminally ill patients; a “thinking of you” card or blank card with your own message is better.

June 10  
Personal Letter  CORRESPONDENCE

If sending a confidential or social letter to a person’s office you may write “Personal” or “Confidential” on the lower left side of the envelope.

Don’t write “Personal” or “Confidential” on a letter sent to a person’s home.
If there is no guest of honor at a dinner party, first-time guests should be seated to the right of the host and hostess.

*A guest of honor at a dinner party is seated at the right of the host or hostess, never in a seat near the center of the table.*

A hostess can tell dinner guests where to sit or she may use place cards (suggested for parties with eight or more people).

*Guests should never rearrange place cards set on tables at small parties or large events.*

In a receiving line, introduce yourself to the first person in line. That person should introduce you to the next person. If you take a guest through the line, go first and introduce him or her to the first person.

*Do not engage in conversation with members of a receiving line. Shake hands, speak briefly, and keep the line moving.*

All guests must go through a receiving line if one is formed at an event. If the line is very long, guests may go in for a drink or hors d’oeuvres and return to the line later. If you miss the line honoring someone, find the person and introduce yourself.

*Do not stand in or go through a receiving line with a drink in your hand.*

Showers for brides or expectant mothers should be limited to no more than two, with different guests invited to each party.

*Invite no more than 25 people to a shower. Do not invite anyone to a bridal shower if he or she is not invited to the wedding or lives far away.*
June 16

**Showers**

**GIFTS**

Anyone attending a shower is expected to bring a present unless invited to more than one and asked not to do so. Anyone attending the wedding should send a wedding present in addition to the shower gift.

An optional gift from anyone unable to attend a shower should be sent to the hostess before the party. It should not be sent from a store to the bride.

June 17

**Dinner Party / Departure**

**GUEST GUIDES**

Unless entertainment is to follow, leave a dinner party within thirty to sixty minutes after coffee is served. Say goodbye to those nearby, to the guest of honor, and the host and hostess; then leave.

You do not need to wait for the guest of honor to leave before you do. Thank the hostess for the pleasant evening, not the food. (You may mention something special, however.)

June 18

**Hosts / Departure**

**GUEST GUIDES**

When a hostess decides that it is time for a guest to leave, she may stand and say, “It was so nice for you to come by.” The guest should stand and head for the door as words of departure are spoken.

If possible, escort your departing guests to their car and wait until they drive off before going inside. If it is raining you may wave goodbye from the door.

June 19

**Memory Lapse**

**INTRODUCTIONS**

If you can’t remember the name of a person you need to introduce, laugh it off, confess, or bluff your way through it by saying wonderful things about him (“This person is the best teacher my child ever had”). You may simply say, “I’m sorry, but I cannot recall your name.”

Do not ignore the person who is waiting to be introduced. Bring him into the conversation as soon as possible.

June 20

**Addressing Envelopes**

**INVITATIONS**

Address an invitation to a homosexual couple in alphabetical order or best known first. List the names on separate lines. If a married woman has retained her maiden name, write both names (Mr. John Smith and Ms. Ann King) on the same line.

Addresses on envelopes for formal invitations should not be typed unless the person issuing them is unable to write. Traditional stamps, not metered or machine generated postage, should be used.
June 21  

Swimming  

RECREATION

Wait to be invited to use someone's pool. Then, go only at times when it is convenient for your host. Shower before you jump in. Bring your own towels. If you are a frequent guest, give your host a gift when the pool is closed for the season.

*Don’t swim in a public or private pool if you have body discharges, open sores, or infections. Neighbors should not ask to use the pool owner’s telephone, kitchen, bathroom, or laundry facilities.*

June 22  

Swimming  

RECREATION

Stay out of the way of lap swimmers at a swimming pool. Keep your voice down if people by the pool are reading, talking, or sleeping.

*Don’t run, drip on people, or take lounge chairs with someone’s towels or personal items on them.*

June 23  

Paying the Bill  

RESTAURANTS

To signal a waiter that you are ready for the bill, raise your index finger and move it across the palm of your other hand. Check the restaurant bill to see if the gratuity was added or if errors were made (in your favor or not). If print is too light to read, ask for another copy.

*Don’t expect other people to split a bill equally if you have ordered extra or expensive items. Pay a larger amount.*

June 24  

Separate Checks  

RESTAURANTS

If members of your group prefer to pay individually, call before you go to see if the restaurant allows separate checks.

*Do not wait until the end of your meal to request separate checks. Do so before you order drinks or an appetizer.*

June 25  

Napkins  

TABLE MANNERS

Gently blot or pat your mouth and fingers with a napkin after eating a messy bit of food and before taking a drink.

*Lipstick should not be found on napkins or on glass rims. Women should wear a very small amount of lipstick to the dinner table.*
June 26  
**Leaving the Table**  
**TABLE MANNERS**

If you must leave the table but will return to finish your meal, leave your fork and knife in an “inverted V” position (8:20 o’clock) with the fork on the left (tines up or down) and the knife on the right (blade toward you). The down-turned fork can cross over the blade of the knife. *(See Appendix C.)*

*When asking to be excused from a table, there is no need for a lengthy explanation. If someone else must leave a table, do not ask why.*

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June 27  
**End of Meal**  
**TABLE MANNERS**

When you have finished eating, place your fork and knife side by side in the “10:20 o’clock” position, diagonally across the center of your plate. The knife, with the blade toward the diner, should be placed above the fork. Fork tines can be up or down.

*Never proclaim, “I’m stuffed!” or “I’m through!” or smack your lips at the end of your meal. Do not push your dinner plate away from you.*

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June 28  
**Courtesy**  
**TELEPHONE**

Give your caller (and especially the person you’ve called) your undivided attention during a telephone call. Solicitation calls may be ended quickly but courteously.

*Don’t run water, rattle papers, chat with others in the room, drink, eat, chew gum, type on the computer, or play loud audio devices during a telephone conversation.*

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June 29  
**Hotels**  
**TIPPING**

When staying for more than one night at a luxury hotel, leave two dollars per night per person for maids. The tip should be left in the room in a marked envelope. Leave a tip on your pillow for the chambermaid at a Bed and Breakfast.

*Tipping maids in motels is not necessary unless special services were performed or if the stay was an extended one. Do not tip the owner of a Bed and Breakfast, even if maid services were rendered. However, you may give the person a gift.*

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June 30  
**Automobiles / Citations**  
**TRAVEL**

If stopped by a state patrol officer, turn off your engine; turn on your inside lights (if dark); roll down your car window; and place both hands on your steering wheel until instructed to show your license, get out of your car, etc. If driving at night in an unsafe area, turn on your hazard lights and drive to a lighted area before stopping. You may call 911, state your location, and ask the dispatcher to inform the officer of your intentions.

*Do not get out of your car or reach into your glove compartment when stopped. Don’t argue with the patrol officer or fail to follow his/her instructions.*
July 1

Body Odors / Perfumes  APPEARANCE

Be considerate of people with perfume allergies. Wear small amounts (or at best, none at all) to indoor events: the theatre, concerts, church, or enclosed areas such as airplanes, cars, public transportation, or offices.

Don’t address a person’s personal hygiene (body odor, bad breath, dandruff) unless he or she is a very close friend or co-worker and only if it is an ongoing problem.

July 2

Job Applicant / Reference Letters  BUSINESS

A letter of reference should be typed and sent to a specific person rather than addressed “To Whom It May Concern.”

Do not agree to send a letter of reference if you cannot recommend the applicant. Suggest that the person find someone else.

July 3

Guest Registers  CEREMONIES

Contemporaries of a bridal couple or a deceased person should sign guest registers without their titles: Mary Smith or Mary and John Smith (husband’s name last). At funerals, acquaintances should sign their names the way they are listed in the telephone directory (Mrs. and Mrs. John B. Doe) to assist family members handling acknowledgments.

Do not use nicknames when signing a guest register unless the host family is well-aware of your legal name.

July 4

Patriotism / U. S. Flag  COMMON COURTESY

Hang the United States flag upside down only as a signal of distress.

The flag of the United States of America should not be used on an article of clothing or costume that is disrespectful. It should not be draped over tables, statues, platforms, cars, lecterns, or monuments. It may be draped over a coffin.

July 5

Patriotism / U. S. Flag  COMMON COURTESY

The United States flag can be flown every day from sunrise to sunset. It can be flown at night as part of a lighted patriotic display. Destroy a faded, tattered flag by burning it in a dignified manner.

The United States flag should not be flown in inclement weather unless it is an all-weather flag. On Memorial Day it is flown at half-staff (on a building) or half-mast (on a ship) until noon, regardless of the weather.
When the national anthem is played in a public place (ballgames, etc.), all able-bodied people should rise to their feet and sing or remain silent until it is over. Put your right hand over your heart.

*Do not eat, drink, talk, shout, or move about until it is over. Cheer and clap to your heart’s content when it is finished. Do not stand when the national anthem is played as part of a performance (i.e., in a movie or play).*

During the Pledge of Allegiance to the flag of the United States, stand, face the flag, place your right hand over your heart, and say the words. Focus your attention and eyes toward the flag.

*Do not walk, talk, smack gum, eat, drink, or smoke during the Pledge of Allegiance. Do not salute or pledge allegiance to a flag of a foreign country.*

When asked a personal question, you may reply with a frivolous answer (i.e., “More than I care to spend.”). If the person insists, you may ask, “Why do you want to know?”

*Do not ask personal questions (e.g., religion, sexual preference, why no children, age, money issues, etc.) or questions with implied criticism, such as “Why did you paint your house that color?”*

Say “Please” when a request is made, “Thank you” when a request is rendered, and “Excuse me” to offer an apology.

*Do not call out “Hey, Mister” to someone when trying to get his attention. Say “Excuse me” instead.*

The salutation of a business, formal, or informal personal letter should be determined by whatever you call the person. Include “Dear” in the greeting.

*Never write “Dear Mrs. John Smith.” Use the first name or title and last name only: “Dear Mary” or “Dear Mrs. Smith.” You may write “Dear Mary Smith” if you are not sure of the title, age, or relationship.*
July 11

Salutations / Closings  CORRESPONDENCE

Although it is best to find out the name, business letter salutations to unknown persons can be any of the following: To Whom It May Concern; Ladies and Gentlemen; Dear Sir; Dear Madam; Dear Sir or Madam; or Dear Madam or Sir. Business closings include the following: Yours truly; Very truly yours; Best regards. “Sincerely” or “Sincerely yours” are all-purpose closings for any letter, especially in personal correspondence.

Do not capitalize the second word in a closing.

July 12

Dinner Party / Late Guest  ENTERTAINING

When a man arrives late at a dinner party, he immediately offers his apologies to the hostess and then seats himself. When a woman arrives late, the host greets her and escorts her to her seat. The late guest receives whatever course is being served when seated.

A host should not wait more than fifteen minutes for late guests, even the guest of honor. She may choose to wait if the person calls.

July 13

Toasts  FORMALITIES

“Raising a toast” to honor anyone or group of persons is quite appropriate at any formal or informal event. A toast to a dinner party guest of honor should be initiated by the host or hostess.

Do not refuse to participate in a toast. It can be made using any beverage – milk, juice, alcohol, cola - or an empty glass. Raising an empty hand is also acceptable.

July 14

Toasts  FORMALITIES

To make a toast: stand up; make remarks; turn to the person being toasted and raise the glass; then, sip. (As Oscar Wilde says, “Begin. Be brief. Be seated.”)

Raise your glass during toasts in large groups. Don’t clink the glasses unless you are a couple or in a small group. When you do, touch glasses with care at unequal heights.

July 15

Showers / Baby  GIFTS

A baby shower should be given two to three months before the birth of a child. If there is a difficult pregnancy or the sex of the unborn baby is unknown, the shower can be held after the baby is born.

If a woman loses a baby she is not obligated to return gifts. They may be saved for future births or donated to families in need.
July 16

**Showers / Baby GIFTS**

Baby showers for second births may be given for new neighbors or if many years have passed since the last birth, the sex of the baby is different, or multiple births are expected.

*Limit the number of guests invited to second showers to close friends, relatives, and people not invited to showers for the first baby.*

July 17

**Guests / Transportation GUEST GUIDES**

If you ride with someone else to a party, it is up to the driver to decide when it is time to go home.

*When you transport a friend home, do not drive away until he or she enters the house and closes the door.*

July 18

**Names INTRODUCTIONS**

An in-law should suggest to a new son- or daughter-in-law what name he or she wishes to be called.

*Never give a nickname to or call a person by a nickname unless you know it is acceptable, such as Bob instead of Robert or Kathy instead of Katherine. Call a person by whatever he or she prefers to be called.*

July 19

**Name Tags INTRODUCTIONS**

Name tags, convenient at business functions, should be placed on the right side of the chest at collar level. They should include a person’s first and last names and company name, if relevant.

*Do not include titles on name tags unless the title needs to be known, such as an ambassador, clergyman, elected official, judge, doctor, etc.*

July 20

**Formal INVITATIONS**

When addressing or formatting formal invitations, write in full all names of streets and cities, numbers for dates and times (half past seven) and single street numbers (Ten Black Street). Zip codes should be included on the line with the city and state.

*Initials should not be used on a formal invitation or addressed envelope. States may be abbreviated on the addressed envelope but not in the invitation.*
July 21  

Walking  

RECREATION

When walking on a sidewalk or “slidewalk” (a moving sidewalk in an airport), using an escalator, or traveling with a group in the same direction, stand or walk on the right. Pass on the left.

*A man always walks on the street side when escorting a woman unless they are passing by an unsafe area, such as a dark building or parking lot.*

July 22  

Personal Items  

RESTAURANTS

Place your tiny handbag in your lap under your napkin or in your chair behind your lower back. A large one can go on an empty seat or under the table on top of your shoes. Option: Purchase a purse hook.

*Do not put any personal items on a table: purses, keys, wallets, sunglasses or eyeglasses, gloves, caps, etc. It is unsafe to hang a purse on the back of your chair. It is unsanitary to place a purse on the floor.*

July 23  

Private Club  

RESTAURANTS

You are always a guest when invited to someone’s private club where charges are billed to the member or cash is not accepted.

*If you arrive at the club before your host, do not wander through the rooms or ask about fees and expenses involved.*

July 24  

Napkins  

TABLE MANNERS

If you must temporarily leave the table before you finish eating, fold the soiled side under and place your napkin on the seat of your chair. Push the chair in close to the table when you leave.

*Do not spit food or liquids into a napkin or use it to blot lipstick, wipe your nose, clean eyeglasses, or wipe off silverware between courses. When you finish eating, don’t wad or crush a paper napkin into a ball.*

July 25  

Napkins  

TABLE MANNERS

When leaving the table at the end of a meal, place your loosely folded napkin on the left side of your plate. If your plate has been removed, place it in the center of the setting. At a formal dinner party, do whatever the hostess does.

*Never leave a napkin in your plate or on your chair when you depart.*
July 26

Passing Food TABLE MANNERS

Pass serving dishes to the person at your right. You may put the dish on the table for the person to pick up if it is awkward to pass. Wait until all of the food has been passed before you begin to eat.

*If serving dishes are incorrectly passed to the left, do not try to reverse the direction. Do not hold on to a handle of a serving dish or pitcher when passing it. Turn it with the handle pointed toward the person receiving it.*

July 27

Passing Food TABLE MANNERS

When table items are beyond your reach, ask for them to be passed to you. When passing your plate for second helpings, place your knife and fork on the right side of your plate, far enough over that they will not fall off.

*Never lean on or reach across the dining table or the plate of another person to get anything. Do not leave a serving dish beside your plate.*

July 28

Courtesy TELEPHONE

If a telephone call is disconnected during a conversation, it is the caller’s responsibility to place the call again.

*Don’t slam down the receiver or hang up on anyone, including telemarketers, without saying “Goodbye” or signing off in some way.*

July 29

Hotel Room Service TIPPING

Tip a room service waiter 15% to 20% of your bill or $2.00 every time something is brought to your room unless it is included in the surcharge. Ask if you aren’t sure.

*It is best not to leave food trays or carts outside your hotel room door. Call room service when you finish.*

July 30

Automobile Passengers TRAVEL

Treat another person’s car as his home. Keep your feet off the seat and dashboard. Put litter in a trash bag.

*Don’t expect free rides. Non-drivers or frequent passengers should compensate the driver often with gas, money, gifts, flowers, lunch, etc.*

July 31

Carpooling TRAVEL

When carpooling, be on time. Tell the driver beforehand if you aren’t riding. Minimize baggage. Shake umbrellas before entering. Ask permission to open or close windows. Wear your seat belt. Occasionally offer to swap seats with fellow passengers.

*Do not smoke unless the driver smokes. Do not use the rear-view mirror to primp. Don’t invite extra passengers without asking the driver.*
August 1  

**Clothing Adjustments**  

**APPEARANCE**

Discreetly tell a friend when clothing needs to be adjusted or when something is wrong (paper stuck to the bottom of his shoe, food is wedged between his teeth, etc.). You may suggest attending to a non-embarrassing situation to someone you do not know.

*Do not tell a stranger of the opposite sex to attend to an embarrassing situation (i.e., his fly is open, her skirt is caught in her underwear, etc.). Ask someone of the same sex to inform them.*

August 2  

**Job Applicant / References**  

**BUSINESS**

Send your resume to anyone you have asked to list as a reference for a job application. Provide a stamped, addressed envelope if it is to be mailed. Send a note of thanks to all people who gave you a reference after you find a job.

*Never list someone as a reference or use a person’s name when calling for a job interview without first asking for permission to do so.*

August 3  

**Seating**  

**CEREMONIES**

Be on time for banquets, graduations, and religious services (church, funerals, etc.). Arrive at a wedding no later than 15 minutes before the ceremony.

*You do not have to give up an aisle seat for late arrivals at weddings. Slide over for new arrivals at other church services unless you are disabled or need to sit on the aisle.*

August 4  

**Giving Assistance**  

**COMMON COURTESY**

Offer assistance to a person in need, such as opening a door or helping the person to a seat. Offer your right arm or elbow, or put your hand under the person’s elbow to help him get into a car or climb a staircase.

*Do not insist on helping if your offer is declined. Except in emergency situations, never grab another person’s arm or elbow to push him or her along.*

August 5  

**Showing Respect**  

**COMMON COURTESY**

Educate your children about people with disabilities. Get permission from a person before allowing a curious child to ask questions about a disability.

*Do not stare at, point at, or draw attention to physical or mental disabilities of other people. Do not make derogatory comments or show disrespect to a person of another skin color, religion, sexual preference, etc.*
August 6  Disabled/Visually Impaired  COMMON COURTESY

Introduce yourself to a visually-impaired person before offering assistance. Put the hand of a blind person on a door, back of a chair, etc. when you are guiding. Describe steps to be taken. Describe food on a plate (in a clockwise direction), money, clothes, etc.

*Never leave a visually-impaired person stranded. Always let the person know when you are leaving. Don’t play with, pet, feed, or distract a service or seeing-eye dog without permission.*

August 7  Disabled / Hearing Impaired  COMMON COURTESY

Tap on the shoulder of a hearing-impaired person to get his attention. Speak slowly and distinctly with your head turned toward the person.

*Don’t shout at a hearing impaired person or one who is wearing a hearing aid. Write notes if necessary. Speak directly to the person instead of a companion or interpreter.*

August 8  Polite Words  CONVERSATION

Say “Excuse me” when you hiccup, burp, or belch. Excuse yourself from a table if necessary. Cover your mouth when you yawn.

*Do not react or make comments about anyone’s involuntary noises, such as coughing, throat clearings, stomach rumblings, passed gas, or hiccups unless there is an obvious reason to be concerned.*

August 9  Signatures  CORRESPONDENCE

Sign a letter using your official signature (Mary D. Jones). If necessary for identification, type your husband’s name below it (Mrs. John A. or Mrs. John A. Stewart if last name is different). If the letter is handwritten, enclose the husband’s name in parentheses.

*Never sign a letter “Mrs. John A. Jones” or “Mrs. Mary D. Jones.” (Mrs.) Mary D. Jones may be typed below the signature when marital status is necessary.*

August 10  Stationery  CORRESPONDENCE

Conservative stationery (white or off-white) and black or blue-black ink are always correct for correspondence of any kind.

*Men should use stationery for men (i.e., the monarch sheet or correspondence cards), not ladies’ fold-over notepaper. Do not use a ballpoint pen for formal correspondence. Do not ask to use another person’s personal fountain pen. (It can ruin the nib.)*
August 11  

Clearing the Table  

ENTERTAINING

Serve seated dinner guests from the left side unless furniture arrangements prohibit (chairs too close together). Remove plates from the right, two at a time if necessary, after everyone has finished (unless there is one very slow eater) and before dessert.

No dishes or plates should be heard clinking against each other when removed. Do not stack dishes or scrape leftovers onto one plate before taking them from the table.

August 12  

Clearing the Table  

ENTERTAINING

Close friends or guests at informal dinners may offer to remove plates from the table. Family members are expected to help at family gatherings.

Guests do not help clear the table at a formal dinner party but may pass dishes that are hard to reach. The hostess may ask a friend in advance for assistance if she has no hired help. Do not help if she asks you not to.

August 13  

Toasts  

FORMALITIES

After a toast is made to a man or woman, the person honored may rise and propose a toast to toasters.

Do not stand, drink, or pick up your glass during a toast to you. Nod or smile instead; then say, “Thank you.” Never toast yourself.

August 14  

Toasts  

FORMALITIES

Guests stay seated during toasts at an informal dinner party for ten or less. Guests stand for toasts at special occasions or for dignitaries.

Do not make off-color toasts in mixed company. Do not read the toast.

August 15  

Unexpected Gifts  

GIFTS

If unexpected hostess gifts are brought to a party, they may be opened in front of the donors if this can be done without attracting the attention of other guests. Otherwise, put the gifts away and verbally thank the donors later. A written note to thank someone for thanking you is not necessary.

If “No presents, please” appears on an invitation, do not take a gift to a party. If you insist on giving a gift, present it before the event, or afterwards if the party was a surprise.
August 16

Reciprocating

Parties in private homes require some form of reciprocation within three or four months. Social events hosted by individuals at private clubs or restaurants, or first time dinner invitations, should be returned as soon as possible.

You do not need to host the same kind of event or one that costs the same. Family members and single people are not excused from reciprocating, especially when they are repeatedly entertained by relatives or friends.

August 17

Overnight Guests

Tell your hostess if you are allergic to certain foods, animals, or pets before you accept an invitation for an overnight stay.

Do not go off to visit other friends in the same town unless you informed your hostess of your intentions when you accepted the invitation.

August 18

Repeat Introductions

Reintroduce yourself to someone when you speak if you think your name might not be remembered. If you have previously met someone when you are introduced, you may say, “Yes, we met at the Smith’s party.”

Never put someone on the spot by saying, “Remember me?” or “I’ll bet you don’t know who I am.”

August 19

Guest List

You may address an invitation to “Miss Mary Jones and Guest.” If there is an inner envelope, write “Miss Mary Jones” on the outer envelope and “Miss Jones and Guest” on the inner one. It is best to find out the name of the person’s guest and send separate invitations to both.

When two people are living together, though unmarried (including gay couples), do not invite one without the other to a couples’ party.

August 20

Moving through Crowds

When leaving a theatre, the man on the aisle stands back and lets his guest(s) precede him out. He should lead out in dense crowded areas, such as ballgames or sports events.

When approaching people coming from the opposite direction, you should stay on the right side as you pass in hallways, stairwells, aisles, or walkways. Walk with the crowd, not through it.
August 21  Sports / Spectator  RECREATION

When purchasing items from vendors while seated in stands or bleachers, raise your arm to get their attention. Thank those nearby for any assistance rendered.

*Do not remain standing at a sports event when people behind you are seated. Don’t boo or yell expletives at the players, coaches, or referees. Do not harass opposing fans.*

August 22  Reservations  RESTAURANTS

Reservations at restaurants should be made in one name only. One person should act as spokesperson for the rest of the group.

*Don’t abuse restaurant service. Call immediately if you will be late or need to cancel your reservations. Do not make several reservations in order to make a choice later.*

August 23  Seating  RESTAURANTS

When a couple is being seated at a restaurant, the woman follows the waiter to their table. She is usually seated on the side facing the room, to her male escort’s right or across from him.

*If the waiter pulls out the seat for the woman, the man should stand at his seat until she is in hers. If there is no waiter, the man pulls the chair back far enough for her to be seated. She then holds the bottom sides of the seat below her knees and scoots herself forward as he gently pushes it along. He removes his hand from the chair when she is in place.*

August 24  Seating  RESTAURANTS

You may request a different seat in a restaurant if dissatisfied with the one your waiter selects.

*A guest should not complain to the waiter about the choice of the table. Only the host should request a change.*

August 25  Salads  TABLE MANNERS

Use your fork and knife to cut up large pieces of lettuce or vegetables in your salad. If salad items spill on the table, pick them up and put them back on the plate. If a spot is left, quickly and quietly wipe it with your napkin.

*Do not cut up the entire salad at one time. Eat one forkful at a time.*
August 26

Salt and Pepper TABLE MANNERS

When dining out or in another person’s home, taste your food before adding salt or other seasonings to it.

*When asked to pass the salt and pepper, do not use them before passing. Pass the shakers together, placing them on the table, not in the person’s hand.*

August 27

Eating Soup TABLE MANNERS

Dip the outer edge of a soup spoon into the soup first, then move it away from you as you fill it. Sip the soup from the side, not the tip, of the spoon. Tilt a bowl of soup away from you as necessary to spoon up remaining solids or liquids. You may pick up a soup cup with handles to drink the liquid.

*Do not blow on soup, coffee, or any hot item to cool it.*

August 28

Guests TELEPHONE

When you have a guest and your phone rings, let your voice mail or answering machine take the message. If you answer a call that is not urgent, tell the caller that you have a visitor and will return the call later.

A guest should not answer a cell phone during a visit unless it is expected or could be urgent. Apologize to the host and end the call as soon as possible.

August 29

Restaurants TIPPING

For exceptional service at a restaurant or at very fine, expensive establishments, a 20% tip is customary. At other less expensive restaurants, a tip of 15% is adequate. At lunch counters or buffet restaurants a tip of 10 to 15 percent is sufficient, depending on the amount of service rendered.

You do not need to leave a tip at a cafeteria. Leave a small tip, however, when a busboy carries your tray (50 cents) or cleans up a spill ($1.00 - $2.00).

August 30

Funeral Processions TRAVEL

When driving in a funeral procession, turn on your automobile headlights.

*If not driving in a funeral procession, do not cut in the line from a side street or another lane. When possible and out of respect, pull over to the right-hand side of the road to let the procession pass when it approaches from the opposite direction.*

August 31

Hotels / “Freebies” TRAVEL

Guests at hotels may use post cards or stationery and take the toiletries (shampoo, conditioners, lotion, mouthwash, soap, shower caps, etc.) when they leave.

Guests do not take towels, bathrobes, ashtrays, bed linens, dining room silver, soap dishes, or other room items as souvenirs. Most of these can be purchased by request.
September 1  

**Dress / Funerals**  

**APPEARANCE**

Conservative clothing is appropriate wear for funerals (men in dark suits with subtle ties and women in suits, simple dresses, or pantsuits).

*To avoid competing with the widow, women should not wear all black to a funeral. Children, who should not wear black, should dress in clothes suitable for a church service.*

---

September 2  

**Job Interview**  

**BUSINESS**

Write a thank-you letter to a job interviewer on or immediately after the day you were interviewed. It should be typed and printed on good business stationery.

*If a person conducting an interview is on the phone or busy reading when you arrive, be seated when told; then sit quietly without looking for something to read or do. Do not bother anything on the interviewer's desk.*

---

September 3  

**Ushers**  

**CEREMONIES**

At a wedding an usher offers his right arm to a female guest, who places her hand on the inside. Her escort follows the two to their seats.

*Do not expect to be seated by an usher after the mothers are seated. Seat yourself in the back of the church after the processional. A woman does not take the arm of an usher at a funeral unless she needs assistance.*

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September 4  

**Disabled Persons**  

**COMMON COURTESY**

Sit or kneel if talking to a person in a wheelchair for an extended period of time.

*Don’t hang on to, lean on, or move a person’s wheelchair without permission. Do not pat or kiss the person on the head.*

---

September 5  

**Emergency Assistance**  

**COMMON COURTESY**

If someone is moving fingers or a hand across his throat he or she is probably using the universal sign for choking. The Heimlich maneuver should be used.

*Do not allow an individual who is choking to go off somewhere alone. Check on him.*
September 6  Visitations / Drop-in  COMMON COURTESY

Find out if a sick friend, new mother, or family member wants hospital visitors before you go. You may drop by a new neighbor’s house to introduce yourself, present a small gift, flowers, or cookies, offer assistance, and/or leave your telephone number.

Don’t visit people when you have a cold or contagious illness.

September 7  Sick People  COMMON COURTESY

Let a sick person discuss his condition if he or she wishes. Offer support and make frequent visits and calls to your terminally ill friends.

Don’t bring up upsetting topics with a patient, such as bad complications from illnesses or operations that you or someone you know has experienced.

September 8  Repeated Stories  CONVERSATION

When someone repeats a story more than twice, you may say, “I remember that story. What an experience!”

Do not appear to be bored during a conversation by tapping your fingers on a table, playing with your hair, cracking your knuckles, looking away for long periods of time, etc.

September 9  Solicitations  CONVERSATION

If an unexpected, unwanted door-to-door salesperson or member of a religious group comes to your door, smile and say, “I am sorry but I am not interested,” then close your door. When someone tries to convert you to his religion, simply say, “Thank you, but my personal relationship with God is satisfactory.”

Do not try to force your religious beliefs or your absence of faith in God on people who are not interested.

September 10  Informal Notepaper  CORRESPONDENCE

When writing a note on ladies’ informal folded notepaper with the name or initials engraved or embossed on the front, begin on the bottom half of the inside page. Continue on the back. If the name is printed on the front with no indentation, you may begin at the top of the inside.

Never begin your note on the inside of plain folded notepaper. Always begin on the front, then go to the inside, if needed.
September 11  

Thank-You Notes  

CORRESPONDENCE

Thank-you notes are mandatory for gifts sent through the mail, delivered by another person, or not opened when received. E-mails may be sent to good friends and family members.

A written thank-you note is a plus, but not mandatory, when gifts are exchanged or verbally acknowledged when opened, including those received at holidays and birthday parties. Exception: all wedding gifts must be acknowledged with handwritten notes.

September 12  

Overindulgent Guest  

ENTERTAINING

If someone was obnoxious or drank too much at a previous party, reciprocate future invitations by taking him out to lunch rather than entertaining him in your home.

Do not allow a guest who has had too much to drink to drive. Hire a taxi, ask another guest to drive him home, drive him home yourself, or allow him to stay at your house.

September 13  

Protocol  

FORMALITIES

Consult your etiquette book to learn the proper procedures to correctly address formal invitations and/or to introduce dignitaries.

When speaking, address an official or dignitary by his or her title rather than by name: Mr. President; Mr. Secretary; Mr. Ambassador; Madam Mayor. Exception: Address a governor with his title and name (Governor Jones), not Mr. Governor.

September 14  

Wedding  

GIFTS

Guests attending a wedding reception or a post-nuptial reception must send a gift.

Gifts for second-time and third-time brides or from persons invited to the church service only are not expected. Gifts are optional from guests invited but unable to attend a wedding. However, a letter to the couple wishing them well should be sent.

September 15  

Wedding  

GIFTS

If at all possible, send a wedding present to the bride or her parents before the day of the wedding. If a thank-you note is not received within three months after the wedding, call to see if the gift was received.

The “within the year” rule to send a wedding gift is obsolete. It can be taken or sent to the home of the newlyweds shortly after the wedding. If the gift is very late, a note of explanation should be included.
September 16  

Overnight Guests  

GUEST GUIDES

Unmarried couples must accept the sleeping arrangements made by a host (i.e., separate bedrooms).

A guest should never take sides in a family squabble or offer unsolicited advice. Family secrets or unfortunate circumstances should never be divulged after a visit.

September 17  

Overnight Guests  

GUEST GUIDES

Hosts may go to bed before their guests after offering them a nightcap and/or showing them where things are for breakfast the next morning.

An overnight guest should not make the first move to go to bed. Guests may wear bathrobes to breakfast. Hair should be combed and shoes or slippers should be worn. If they fix their own breakfast, they should clean up after themselves.

September 18  

Self Introductions  

INTRODUCTIONS

If you are an unknown caller at someone’s home, give your name and reason for dropping by as soon as someone answers the door.

You may politely introduce yourself to a stranger in a public place. If conversation is not encouraged or an introduction is not returned, remain silent.

September 19  

Guest List  

INVITATIONS

If a person has refused an invitation three times, leave that name off your guest list until you have received an invitation from him.

Never ask to be invited to a social gathering, rehearsal party, wedding, private funeral, etc. If you don’t want particular guests who invite themselves to your party, give a good excuse and say no.

September 20  

Live Performance / Applause  

RECREATION

At a symphony you may applaud the conductor when he or she takes the podium and guest soloists when they walk on stage. Stop when the conductor steps on the platform and raises the baton.

Do not applaud if the conductor’s hands are in midair, a pianist’s hands are still at the keyboard, or a string player’s bow is placed against the instrument. It is best to hold applause until the conductor lowers the baton and turns to face the audience.
September 21  

**Live Performances / Applause**

RECREATION

At the opera or ballet, applaud when the conductor first walks out to the podium, at the beginning and end of intermissions, after an opera aria, after complete scenes or (ballet) dances, and after each curtain or bow.

*Do not applaud actors or performers as they enter or exit the stage or during the performance. Any spontaneous applause by the audience should be brief. (If you aren't sure, wait for others to begin.)*

---

September 22  

**Seating**

RESTAURANTS

If there is no maitre d’, the host or hostess leads guests to their table in a restaurant, then offers the best seats (the ones with the best view of the outside or inside of the restaurant) to his guests. The host is the last to leave the table, following guests to the lobby.

*If dining alone in a restaurant, do not feel obligated to accept a waiter’s request to seat someone else at your table.*

---

September 23  

**Banquets and Buffets**

RESTAURANTS

When going back for seconds at a food line in a buffet restaurant, leave your used plate and utensils at your table. They will be removed by your waiter or busboy. Wait until all diners at your table have finished their entrees before going to the dessert bar.

*Do not take a seat at a pre-arranged dinner meeting or banquet for large groups until you are told. Do not begin eating until those on either side of you are seated with their food.*

---

September 24  

**Acknowledging Diners**

RESTAURANTS

Always acknowledge the presence of people you know when they come near. Nod and smile at anyone you think you might know.

*Never leave your seated group to talk to people at another table. Speak very briefly to acquaintances or friends at other tables in a restaurant when you arrive or get up to leave.*

---

September 25  

**Basic Table Setting**

TABLE MANNERS

For a basic table setting, place the following in order from left to right: the dinner fork; the plate; the dinner knife with the blade pointed toward the plate; and the spoon. At formal dinners, additional utensils are usually available for the diner to use from the outside in as each course is served.  *(See Appendix D.)*

*It is not necessary to put utensils (forks, spoons, or knives) at a place setting if they will not be used.*
September 26  

*Formal Table Setting*  

**TABLE MANNERS**

When setting a table, put the butter plate at the upper left side of the dinner plate with the butter knife placed across the top (the 10:10 o'clock position). If salad is served with the meal, the plate should be placed on the left of the dinner plate. All glasses are placed at the upper right-hand side and cups go on the right of the plate. (Remember: solids on the left; liquids on the right.) See *Illustration, next page.*

*If someone uses your butter plate by mistake, put your bread on the upper left section of your dinner plate. Do not point out the error to the diner.*

---

September 27  

*Tableware*  

**TABLE MANNERS**

When using a spoon or fork with dishes with underplates (fruit cup, custard cup, soup, dessert, etc.), place it on the underplate rather than in the used dish between bites and when you finish. It may be left in a soup plate if there is no room on the rim of the underplate.

*A used spoon should not be left in a cup, mug, or stemmed glass. Place it on a plate or on another utensil. Do not place it on a tablecloth.*

---

September 28  

*Guest Use*  

**TELEPHONE**

Ask for permission to use another person’s telephone land line or to have calls forwarded. Make long distance calls only if you are charging it to your telephone, using a phone or credit card, or will leave money in an envelope where it can be found later.

*Do not pay for any unauthorized charges made by a guest in your home. Copy the bill, circle charges that are not yours, and send it to your guest.*

---

September 29  

*Restaurants*  

**TIPPING**

When you split an entrée with a fellow diner or use a two-for-the-price-of-one coupon, tip the waiter the same as you would for two meals.

*Do not feel compelled to leave money in a tip jar on a countertop.*

---

September 30  

*Automobile Parking Spaces*  

**TRAVEL**

Use handicapped parking spaces only if the displayed handicapped ticket was issued to you or a passenger – and only if the handicapped person is getting out of the car.

*Don’t take a parking space that another driver is waiting to take. Don’t take two spaces for your one automobile. Do not double-park.*
October 1

Dress / Weddings

APPEARANCE

Women may wear white or off-white to a wedding. Black is fine, but preferably at an evening wedding.

To avoid competing with the bride, a guest should not wear a long white gown to a wedding. Glittery fabrics should not be worn before six p.m. Formal wear (cutaway coats, long gowns, etc.) may be worn by wedding attendants at formal noon or afternoon weddings, but women guests should wear dresses, suits, or pants in dressy fabrics, such as silk.

October 2

Job Interview

BUSINESS

A job applicant should not accept an offer for an alcoholic drink. If he or she does, no more than a few sips should be taken to show restraint. At any business lunch, the host should begin the business discussion.

A job interviewer may not ask questions concerning the applicant's age, marital status, religion, national origin, sexual orientation, or pregnancy possibilities. Do not include a photograph with your resume.

October 3

Weddings

CEREMONIES

You should accept - with honor - when asked to be a bridesmaid or usher in a wedding unless you have a good and valid reason to refuse.

Invited guests should not expect a host or hostess to provide housing or pay for lodging when invited to attend an out-of-town event (wedding, graduation, anniversary party, etc.).

October 4

Hospital Visits

COMMON COURTESY

If the doctor comes in or a nurse needs to assist the patient that you are visiting in the hospital, leave the room.

As a visitor, don’t ask for personal or special favors of nurses or staff members in a hospital.

October 5

Hospital Visits

COMMON COURTESY

Hospital visits with very sick patients should not exceed five minutes. Visits with friends on the mend should not exceed twenty minutes (unless you’re begged to stay).

If patient-sitting, don’t carry on long conversations. Take something to do to keep you busy.
October 6

Hospital Visits

COMMON COURTESY

When several people are visiting a hospital patient, they should position themselves on the same side of the bed so that the patient can look at everybody in the same direction.

Never sit on the hospital bed of a sick person without asking first.

October 7

Hospital / Semi-private Room

COMMON COURTESY

If sharing a hospital room, ask the other person if he or she would like to sit by the window or enjoy an advantage offered by your side of the room.

Do not talk loudly with your visitors, have long telephone conversations, or turn on the television without permission of the other patient in a semiprivate room.

October 8

Speech Disabilities

CONVERSATION

Maintain eye contact with a person who stutters. Ask the person to repeat what was said if you do not understand. Be patient and act as if you are unaware of any speech problems.

Don’t supply words or finish a sentence or story for anyone unless the person is obviously grasping for words or details.

October 9

Thank-You Notes

CORRESPONDENCE

Write a note of thanks after an overnight stay (the “bread and butter” note) even though you took or sent a hostess gift. A telephone call or e-mail can be made in lieu of a note to a good friend or relative with whom you stay frequently.

A written thank-you note is not mandatory from a hostess for a gift if the guest was thanked in person when it was received. A telephone call or e-mail will suffice if the gift was mailed. If gifts are taken to the children of a household, it is not necessary to give a hostess gift to their parents.

October 10

Thank-You Notes

CORRESPONDENCE

If a gift is sent from a family, send a thank-you note to the parents and mention the children in the context of the note.

A letter hand-delivered by a third party should not be sealed unless it is private or confidential.
October 11

Guests / Meals

ENTERTAINING

When an invitation is extended for an overnight stay with meals, the host should ask the guests what kinds of food they can or cannot eat.

A host should never ask a guest during or after a meal why a particular food that was served was not eaten.

October 12

Overnight Guests

ENTERTAINING

Be specific but tactful when inviting overnight guests. Say when you want them to arrive and how long they should stay.

A guest should stay no longer than the time agreed upon when the invitation was accepted. This is generally no longer than three days.

October 13

Titles: Ms., Miss., Mr., Master

FORMALITIES

“Ms.” can be used to address a woman, married or unmarried, in business or social situations. Using “Miss” with a female’s name is optional until she is a teenager.

“Master” used with a male’s name is optional until age eight. After age eight, no title is used until the age of 18, when he becomes a “Mr.” (always abbreviated). Never use “Ms.” before a man’s name to address a married woman (Ms. John Smith).

October 14

Wedding

GIFTS

A secondhand item or antique may be given as a wedding present when it is accompanied with a note explaining why it is a treasure.

Do not “recycle” a gift that you simply want to “unload.” Make sure that the person receiving it would like to have it.

October 15

Wedding

GIFTS

Wedding and shower gifts must be returned to the donors (not the stores) if the wedding is called off or the marriage ends abruptly. A brief note of explanation should be included.

Monogrammed presents do not need to be returned unless they are family heirlooms; these must be returned to the respective families.
October 16

**Overnight Guest**

**GUEST GUIDES**

If you stay with someone longer than a weekend, take your hosts to dinner or cook dinner for them. Do the shopping and cleaning up.

*Do not expect your host to pay for your tickets, restaurant meals, and public transportation.*

---

October 17

**Overnight Guest**

**GUEST GUIDES**

Before leaving your guest room after a visit, remove the sheets from the bed. Place them, folded, on a chair (or in the laundry room of a friend) and replace the bedspread. Ask what to do with the towels.

*Do not leave a dirty bathtub or sink. Clean them after every use. Don’t use your host’s washcloths for cleaning the bathroom fixtures.*

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October 18

**Standing Up**

**INTRODUCTIONS**

When convenient, a man or woman should stand when greeting an older person, for introductions, or to show respect for religious leaders, persons of rank, etc. A man should stand when a woman comes into the room for the first time and should remain standing until she leaves or is seated. A host or hostess should stand when guests arrive (even family members).

*Elderly or infirm people do not need to stand under these circumstances. A man does not need to stand up when a woman is introduced at a distance.*

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October 19

**Accepting Invitations**

**INVITATIONS**

If you accept an invitation to a party, you must go. If an emergency situation arises, call your host or hostess immediately. Call or write the next day to offer your apology if you failed to show up.

*Do not accept an invitation if you are sick or so depressed that you cannot be cheerful. Do not accept if the party theme is against your principles.*

---

October 20

**Declining Invitations**

**INVITATIONS**

If you decline an invitation you are under no obligation to reciprocate.

*Do not make lame excuses for declining if you don’t wish to receive another invitation from someone. Simply thank the person and say that you will be busy. A hostess should never ask why someone is declining an invitation.*
October 21  Live Performance  RECREATION

Applaud at the end of each act and at the end of a live theatre performance. You may also applaud the first time the star appears on stage. Spontaneous applause may follow an outstanding monologue.

Do not take drinks or refreshments to your seat at a live performance unless they are openly allowed. Remove and discard your trash when you leave.

October 22  Seeing Friends  RESTAURANTS

It is polite for a man and permissible for a woman to stand up whenever male or female friends stop to speak at a restaurant table. When a man needing an introduction approaches, only the man he knows should rise to shake hands. Other diners may stay seated.

A man or woman does not rise if he or she is seated on the far side of the table or if it would be disruptive to do so.

October 23  Sharing Food Items  RESTAURANTS

If you and another diner agree to sample each other’s food, pass your clean fork and/or plate to the other person, who will use it to transfer the items. Do this before eating.

If you choose not to order an item from the menu, such as dessert, don’t ask for samples from those who do. Do not place a forkful of food in another diner’s mouth. Don’t help yourself to something on another person’s plate.

October 24  Eating Styles / Utensils  TABLE MANNERS

Continental or American eating styles are both proper in America. Both styles may be used during a meal.

If you drop an eating utensil on the floor of a restaurant, ask your waiter to bring another.

October 25  Utensils  TABLE MANNERS

Cut and eat one bite of meat or food at a time. Bring a fork or spoon up to your mouth, then lean slightly forward as you put the food into your mouth. All excess fat may be cut away from a piece of meat before eating.

Don’t make gestures with utensils (forks, knives, or spoons) or move them around in the air to make a point. Do not engage in conversation while holding a fork full of food in midair. Place your fork on your plate and finish speaking before you resume eating.
October 26  

**Utensils / Food “Pushers”**  

**TABLE MANNERS**

To eat small bits of remaining food on your plate, you may use a piece of bread as a food “pusher.” You may also hold your fork in your right hand and push food onto the upturned tines with your knife, held in your left hand.

*Never use your finger to push food onto a fork or utensil. Never wipe a bowl or dish with your fingers. Never lick your fingers at the table.*

October 27  

**Conversations**  

**TELEPHONE**

When talking to someone who won't let you get off the line, interrupt and say, “I must go now to (answer the door, etc.). Let’s talk some more later.” Then say goodbye and hang up.

*Do not make someone wait for an expected call from you. If necessary, call to tell the person you must delay the conversation but will call back later. Give a probable time, if possible.*

October 28  

**Time of Call**  

**TELEPHONE**

Identify yourself when you reach the person you have called. Ask if it is a convenient time to talk. Consider the time zone when placing a long distance call.

*Do not call before 9:00 a.m. (10:00 a.m. or 11:00 a.m. on weekends) or after 9:00 p.m. unless you are told to do so or it is an urgent or emergency situation. Don’t call people at dinnertime or during their favorite TV shows.*

October 29  

**Restaurants / Departure before Service**  

**TIPPING**

If you are meeting someone for lunch or dinner and he or she does not arrive after twenty minutes, call. After waiting thirty minutes, you may leave or order for yourself.

*Do not leave a restaurant where you received any kind of service without leaving a tip, such as 50 cents for coffee and not less than $1.00 for food. If you leave a restaurant after being seated and before ordering, tip the waiter as much as you would have paid for a drink or beverage.*

October 30  

**Public Transportation**  

**TRAVEL**

When using public transportation, keep your voice down when talking or using a cell phone. Turn down the volume on audio devices. Keep newspapers, maps, packages, etc. within your space.

*Do not apply make-up or nail polish, eat loudly, or lean against other passengers on buses, subways, airplanes, etc.*

October 31  

**Public Transportation/Conversation**  

**TRAVEL**

If a person sitting next to you on a bus, train, airplane, etc. wants to engage in extensive, personal, or impersonal conversation and you do not, excuse yourself by saying, “I’m sorry, but I must work (think, study, rest, read, plan, meditate, etc.).”

*Conversation with fellow riders is not expected. It is not necessary to greet seatmates on an airplane. You may engage in polite conversation when refreshments or meals are served.*
November 1  

**Dress / Concerts**  

**APPEARANCE**  

Business attire or “church” clothes are appropriate at concerts, operas, and other live performances.

*Formal wear should not be worn to plays and concerts except for private theatre parties requesting “black tie.”*

November 2  

**Business Social Events**  

**BUSINESS**  

Invitations to large company dinners or events in someone’s home should be extended to spouses of employees. An employee may accept the invitation but decline for the spouse.

*It is not necessary to bring spouses to business events. An employee should not ask to bring an uninvited spouse to a business lunch or dinner.*

November 3  

**Weddings**  

**CEREMONIES**  

Wait until after the bride and groom dance at their wedding reception before getting on the dance floor.

*As a guest, do not propose a toast at a wedding reception until all willing members of the wedding party have finished or unless you have been asked to do so.*

November 4  

**Gentlemen**  

**COMMON COURTESY**  

A well-mannered man offers special treatment to a woman, such as opening a door, helping her with her coat and hanging it up, carrying her packages (if his hands are free), and offering his arm when she is walking in high heels or wearing a long gown.

*A woman should never refuse to carry packages, open a door, or extend for a man the same courtesies well-mannered men do for women.*

November 5  

**Gentlemen**  

**COMMON COURTESY**  

A well-mannered man precedes a woman when assistance may be needed, such as going down a steep ramp or slippery stairway, getting on a crowded elevator, going through a revolving or heavy door, or passing through a crowd (with her hand in his).

*A man does not precede but follows a woman when getting on or off an empty elevator, stepping on an escalator, and going through a door, narrow aisle, or theatre row.*
November 6  
**Personal Property**  COMMON COURTESY

Keep backpacks, large purses, or bags close to your body when moving through stores, aisles, or crowds.

*Do not keep found items unless you have exhausted all methods of locating the owner. When possible, turn them in to security officers, store managers, or individuals you can trust to return the articles.*

November 7  
**Personal Property**  COMMON COURTESY

You may leave your coat at your seat during a theatre intermission or at a buffet restaurant. You may leave belongings in your seat on a tour bus when you get off for brief periods.

*Do not leave a purse, laptop, briefcase, expensive article of clothing, or other such item in an unsecured area.*

November 8  
**Personal Property / Umbrellas**  COMMON COURTESY

When sharing an umbrella, the taller of the two people should carry it.

*Do not open an umbrella until you step outside. Shake it outside, away from people. Never place a wet umbrella on a car seat.*

November 9  
**Topics**  CONVERSATION

To establish and continue dialogue in a conversation, find a topic of mutual interest (current events, food, sports, hobbies, family, friends, etc.), maintain eye contact, and ask questions or seek opinions. Listen attentively.

*Don’t monopolize a conversation. Don’t steal another person’s story. Don’t “jump in” with your remarks before someone has finished a sentence.*

November 10  
**Thank-You Notes**  CORRESPONDENCE

A handwritten thank you note sent to a couple can begin with Dear Mr. and Mrs. Smith, Dear Mary and John, or Dear Mary with mention of the other person in the body of the letter. See examples of content, next pages:

*One person should never sign a letter or note for two or more people. The person doing the writing should sign his or her name only and refer to the other person(s) in the body of the letter.*
November 11  Thank-You Notes / Gifts of Money  CORRESPONDENCE

Handwritten thank-you notes must be sent to donors for contributions or gifts given in your name.

*Traditionally, a thank-you note for money or a gift certificate would not include the amount. It is better to tell how the money will be used or spent.*

November 12  Host / Overnight Guests  ENTERTAINING

Make sure that all comforts are provided for overnight guests. Tell them about water heater problems, smoking policies, location of needed items, etc. If possible, spend a night in your guest room before visitors come to check the temperature, conditions, etc.

*Hosts should not give up their master bedroom for guests.*

November 13  Visitors in the Home  ENTERTAINING

When a guest visits a member of a family, everyone encountered in the home should greet the guest and then go on with their activities.

*The family member should not entertain a guest in a room where conversation will interrupt others’ activities (reading, TV). They should go to another area.*

November 14  Titles / Ms., Mrs.  FORMALITIES

A divorced woman becomes Mrs. or Ms. (Mary Smith). She may choose to return to the use of her maiden name if her children are grown and/or the ex-husband and new wife live in the same town.

*The “Mrs.” is never used with the ex-husband’s name if a couple is divorced. The old rule of taking the woman’s maiden name with the married name (Mrs. Jones Smith) is obsolete.*

November 15  Wedding Gift Tables  GIFTS

Enclosure cards with gifts on a wedding gift table are optional although most brides choose to remove them.

*Check amounts are never revealed on a gift table. They lie with signatures showing and a glass cover over all of them, or acknowledged on cards that read “Check, Mr. and Mrs. Banks.”*
November 16

Respect for Property

GUEST GUIDES

Ask before changing anything in a person’s home. Get permission to use a computer, electrical equipment, or any item not located in the guest room.

Do not put feet on furniture, coffee tables, sofas, chairs, etc. Do not encourage or allow your host’s pet to jump on furniture unless permission has been granted.

November 17

Guests / Shoes

GUEST GUIDES

Wipe your shoes before entering a person’s home. Rinse off the sand from your bare feet before entering a beach house.

Guests should not be asked to remove their shoes before entering a home. If there is need to protect a floor, paper slippers should be provided to put over over their shoes.

November 18

Titles

INTRODUCTIONS

Use titles with names if both people will use them or if the introduced person will properly use it. Younger generations should use titles when speaking to older persons introduced for the first time.

Do not use your title when you introduce yourself or your spouse to an adult. You may use your title with a child, someone who will work for you (i.e., a housekeeper), or a salesperson.

November 19

Responding

INVITATIONS

Respond within two to four days after receiving an invitation, or by the time requested. If longer time is needed, call your hostess to explain the reason.

You are not obligated to respond to a general invitation from a business unless it is requested or you are a faithful and valued client. You do not have to respond to a wedding invitation to the church service only.

November 20

Live Performance Tickets

RECREATION

A host may lead or follow his guests to the entrance of a performance. He should identify the members in the group and give the tickets to the gatekeeper. He then leads the guests to the usher, who will show them to their seats.

Do not talk, rattle programs, or unwrap candy or cough drops during live performances.
November 21  
*Live Performance/Seating*  
**RECREATION**

When two couples attend a performance, the women follow the usher first, followed by the men. They should be seated together with the men on the ends. When a large mixed group of men and women is seated together, a woman leads down the row, followed by male, female, etc. with a male sitting on or near the aisle. The order should be determined before going to the seats.

*Do not expect to be seated if you arrive after the beginning of a performance or after the house lights go down after intermission.*

November 22  
*Trash Items*  
**RESTAURANTS**

Discard the paper from packaged food items (i.e., jelly containers, butter wraps, sugar packs, straw wrappers, etc.) on the butter plate, a saucer, or under the edge of your plate. Keep the table as litter-free as possible.

*Do not leave trash items, including paper napkins, piled on your dinner plate. At a fast food restaurant, wipe the table with clean napkins; then throw away all trash.*

November 23  
*Waiter Call*  
**RESTAURANTS**

When service is needed at a restaurant, catch the eye of your waiter and raise one finger pointing up. You may ask another server who passes by to find your waiter for you if he or she is out of sight.

*Do not whistle, clap your hands, or snap your fingers to get attention. Do not address a server as “Sir.” You may call out “Waiter,” “Waitress,” “Miss,” or “Ma’am,” or use the person’s name if known.*

November 24  
*Serving Yourself*  
**TABLE MANNERS**

When serving yourself, take small portions of food the first time. If offered, you may accept or refuse second helpings. It is quite all right to eat everything on your plate.

*Do not take food directly from a serving dish and eat it. Put it on your plate first. Never use your own silverware to get servings of food. Do not use serving utensils (sugar spoon, butter knife) for your individual use; use your own.*

November 25  
*Serving Utensils*  
**TABLE MANNERS**

When taking a serving of food from a dish or platter, use the serving spoon to spoon out the portion and the serving fork to steady it on the spoon, if necessary. When finished, replace the serving fork and spoon side by side on the side of the platter or the bowl.

*Do not cut off portions or scoop off sauces or toppings when getting food from serving dishes.*
November 26  
**Sitting at the Table**  
**TABLE MANNERS**

Mind your posture and body language at a dining table. Keep both feet on the floor or cross them at the ankles. 

*Do not prop your feet on the chair rungs or table legs or cross your legs or wrap them around anything under the table. Do not remove your shoes. Sit back in your chair but not enough to lean it backwards.*

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November 27  
**Voice Mail Messages**  
**TELEPHONE**

When you leave a message on an answering machine, include your name, time, message, and your telephone number in case the person checks messages when out of town. 

*Your recorded greeting does not need to include instructions. Keep it short, clear, and inoffensive: “Browns’ residence. Please leave a message.”*

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November 28  
**Tipping / Guest**  
**TIPPING**

If you find that your host has grossly undertipped at a restaurant you frequently use, you may discreetly leave more money at the table as you leave. 

*If you are being treated to dinner at a restaurant, you need not offer to leave the tip. Allow your host the privilege of paying for the entire meal.*

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November 29  
**Public Transportation Seating**  
**TRAVEL**

Offer a seat on a bus or commuter train to a disabled or feeble person, a pregnant woman or one with an infant, or someone carrying a large load of groceries, etc. A polite younger person should offer a seat to an older one. 

*You do not need to offer your seat to an able-bodied person. It is first-come, first-served seating in a bus or commuter train.*

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November 30  
**Public Transportation**  
**TRAVEL**

When stepping off a bus or commuter train, look behind you to see if anyone needs assistance. Allow people to get off a bus or subway before getting on. Keep to the right as you depart or board. 

*Do not leave trash or food scraps when you get off. You may leave your newspaper for others to read.*
December 1  

**Formal Dress**  

**APPEARANCE**

“Black tie” dress for men means a tuxedo with a formal white dress shirt, cummerbund, and bow tie. Women may wear cocktail dresses or formal gowns of any length unless ball gowns (to the floor) are specified. Wear dressy shoes.

“Black tie” events are not held before six o’clock in the evening. Men or women should not wear wristwatches with formal attire.

December 2  

**Social Events**  

**BUSINESS**

Send a thank-you note to the couple’s home address after a business dinner or party at the home of your boss and the spouse.

*Do not be the first to invite your boss to a social event unless you have been with the company a long time or you socialize with him. You do not return a business lunch or dinner from your boss or whenever you have been entertained as a client.*

December 3  

**Weddings**  

**CEREMONIES**

Congratulate a groom when he becomes engaged or gets married. It is not improper to congratulate the bride, but it is better to wish her happiness.

*Don’t use another person’s wedding or reception to announce your own engagement or other big news.*

December 4  

**Smoking**  

**COMMON COURTESY**

Use an ashtray to put out a cigarette. A subtle “No Smoking” policy is in place when ashtrays are not available in restaurants, homes, offices, or public places.

*If smoking is permitted during a meal, a diner should put out a cigarette when the first course is served. He or she should not smoke again until after dessert, even if a dinner party host is smoking.*

December 5  

**Smoking**  

**COMMON COURTESY**

The considerate smoker will always ask a nearby person, “Do you mind if I smoke?” A nonsmoker may ask someone not to smoke at all. The smoker should respect the person’s wishes.

A “No Smoking” sign should not be posted in a person’s private home. A guest who smokes must refrain from smoking in a nonsmoker’s home. A guest should never ask a person not to smoke in his or her own home.
December 6

Waiting in Line

COMMON COURTESY

If there is a lull in a cafeteria line, you may go ahead of others, saying, “If you don’t mind, I’ll move ahead,” as you do. If you forget something, wait patiently for a break in the line before asking for or reaching in for your item. Say, “Excuse me,” to people nearby.

Do not invite friends to join you in a checkout line when other people are waiting behind you. If friends are to join you in a line, tell other people as they arrive that others will be coming.

December 7

Waiting in Line

COMMON COURTESY

When standing in a supermarket checkout line with a full buggy and the person behind you has only two or three items, be kind and let him go next.

Do not go through an express line with more items than stated. Do not leave for a forgotten item after your groceries have been placed on the checkout counter.

December 8

Offensive Vocabulary

CONVERSATION

The overuse of “you know,” “uh, huh,” “like,” or “okay” is irritating to a listener. Leave such “fillers” out of your vocabulary.

Profanity does not impress people. It should never be used within earshot of persons not in your conversation, in the presence of children, in the workplace, in public, or near strangers.

December 9

Thank-You Notes

CORRESPONDENCE

Handwritten thank-you notes for wedding presents should be written by a bride or groom within three months after the wedding.

Wait no more than a week to write a thank-you note to anyone who does something nice for you (lends an item, writes references, returns lost item, gives time, speaks to a club, does a favor, etc.).

December 10

Thank-You Note / Hostess

CORRESPONDENCE

Write a note to your hostess following a formal dinner party. If you are a friend or houseguest allowed to go to a party with an invited friend, write a note to the hostess afterwards.

Sending a thank you note to your hostess or host after an informal party or other function is not mandatory but a nice thing to do. If the party was given in your honor, sending a thank you note is a must.
December 11

Unexpected Guests

ENTERTAINING

When an unexpected guest arrives, ask him to join you, make himself at home while you attend to necessary unfinished business, or reschedule a better time to visit.

A host does not have to alter plans to accommodate an uninvited guest or feel obligated to answer a doorbell when no one is expected.

December 12

Unexpected Guests

ENTERTAINING

If an uninvited guest drops by when you are watching a favorite television show, extend an invitation to watch it with you until the show is over.

The television should not be turned on when invited guests are present unless it is a program everybody wants to see (i.e., the Super Bowl, Kentucky Derby, an awards show, etc.). A guest should not turn on a television before asking the host for permission.

December 13

Professional Titles

FORMALITIES

Titles with doctors, dentists, and others in the medical field, male or female, are always used when these professionals are introduced or addressed.

Traditionally, men or women with academic titles (Ph.D., Ed.D.) or honorary doctoral degrees do not use them in social settings. If in doubt when introducing people with doctorates, use the titles out of respect.

December 14

Titles / Ministers

FORMALITIES

Titles are always used with ministers (i.e., Father, Pastor, Rabbi, Reverend, etc.). A social invitation to a minister with a doctorate degree would be addressed to “The Reverend Dr. (and Mrs.) Carl Smith.” Call him Dr. Smith.

If present, a minister or rabbi should be the guest asked to say the blessing for the meal. Do not call upon any person to bless the food unless he or she has previously agreed to do so.

December 15

Wish Lists

GIFTS

If asked, tell someone what gift you would like in general terms; a gift certificate from a particular store, something for your kitchen, hobby, or collection, etc.

Requests for money, registry locations, or “wish lists” for individual or group gifts should never be included with written invitations to weddings, birthday parties, etc. However, shower hostesses may include a list of gift suggestions with the invitations.
December 16  
**Uninvited Guest**  
**GUEST GUIDES**

When an invitation is received, explain to your hostess if you have a babysitting problem, are entertaining a houseguest, or are involved with someone not included in the invitation. The hostess can then withdraw the invitation or insist that the person come.

*Do not ask your hostess if you can bring a good friend or houseguest to a dinner party. Never take an uninvited date, guest, or child to a party or wedding without previously consulting the hostess. Do not take offense if you request is denied.*

December 17  
**Unexpected Visitor**  
**GUEST GUIDES**

Friends, relatives, neighbors, and definitely strangers should call first before making drop-in visits to friends, relatives, neighbors, strangers, sick people, new mothers, etc.

*If you are an unexpected visitor, do not ring a doorbell more than twice or walk around the house looking for the owners if no one answers the door.*

December 18  
**Wrong Name**  
**INTRODUCTIONS**

If you are having trouble pronouncing someone’s name, ask for help. If someone introduces you by the wrong name or mispronounces your name, simply say, “I’m sorry. My name is Belinda, not Brenda.” If introduced by the wrong title you may make the correction: “It’s Ambassador, not Senator.”

*Never laugh or make wisecracks about a person’s name.*

December 19  
**Wedding Invitations**  
**INVITATIONS**

Invitations to a large wedding should be mailed at least one month or as much as eight weeks in advance, depending on local custom. Separate invitations should be sent to each member of a family over the age of 21.

*Invitations to wedding receptions do not count as paybacks for dinner parties.*

December 20  
**Live Performance**  
**RECREATION**

When attending a live concert, sing along or hum with performers only when invited to do so. If participation is allowed, keep your voice lower than the performer’s.

*Do not hiss, boo, groan, call names, make rude comments, or clap when you disapprove of a performance or act.*
December 21  Live Performance / Disturbances  RECREATION

Quietly leave an audience if you experience prolonged sneezing or coughing. Return at a time that will not disrupt others.

Do not put your feet in your seat or on the back of the seat in front of you while sitting in an audience. Keep your handbag and large items under your seat. Never throw anything in the audience or toward the stage.

December 22  Waiter Service  RESTAURANTS

When you finish your meal you may hand your plate to a waiter if he or she has to reach over other diners to get it.

Do not stack the dishes at your place. Your waiter, however, may do so when he or she clears the table.

December 23  Lingering / Makeup  RESTAURANTS

Before rising to leave a table at a restaurant, a woman may discreetly touch up her lipstick when she is with a small group of good friends. Hair combing must be done in the ladies’ room.

Do not linger more than two to five minutes at your table if other diners are waiting to be seated.

December 24  Toothpicks  TABLE MANNERS

You may discreetly ask your hostess for a toothpick after a meal.

Toothpicks, fingernails, fork tines, dental floss, and other objects should never be used at a table - or in the presence of others - to dislodge food between the teeth. Excuse yourself to the restroom.

December 25  Utensils  TABLE MANNERS

At a formally set table, utensils are placed in order of use for each course. Choose the ones from the outside first and work toward the plate as the meal progresses. Watch your hostess to see what she does if you do not know what to do.

If the table has been set incorrectly, do not comment or rearrange flatware or dishes.
December 26  
**Utensils**  
**TABLE MANNERS**

A table is set with the dinner and butter knife blades towards the plate. Once the knife is used, place it on the top right side of the plate with the sharp edge of the blade pointed towards you.

*Don’t place the tip of a knife or fork on the edge of the plate with the rest hanging over on the table. Do not place a used utensil on a tablecloth, table, or placemat if you can avoid doing so.*

December 27  
**Voice Volume**  
**TELEPHONE**

Speak with a normal voice into the telephone mouthpiece. Cover the mouthpiece when you call someone to the telephone or relay a message. Hold the receiver away from you when you cough or sneeze.

*Do not talk loudly when someone near you is trying to talk on the telephone. Never listen in or eavesdrop on another person’s telephone call. Never make comments or ask about a telephone conversation that you overheard.*

December 28  
**Wrong Number**  
**TELEPHONE**

When you dial a wrong number say, “I’m sorry, please excuse me,” before hanging up, even to an answering machine. You may ask, “I am trying to call 555-1234. Have I reached that number?”

*You should not give your name, number, or any personal information to strangers on the telephone. If you answer a wrong number, don’t respond to questions like “Who is this?” You may ask instead, “To whom do you wish to speak?” “What number did you call?” or “Who is calling?”*

December 29  
**Valet Parking/Concierge**  
**TIPPING**

Tip $2.00 to $5.00 for valet parking when the car is brought to you. Tipping the same amount to the valet who takes your car is optional (but a good idea).

*It is not necessary to tip a hotel concierge for general information. If special services were rendered, a tip of five to ten dollars is appropriate.*

December 30  
**Taxicabs**  
**TRAVEL**

If you and another person hail the same cab at the same time, let him have it except in extreme medical emergencies. In this case, ask and explain the situation.

*Do not get into a cab that arrived before the one you hailed. Do not eat, drink, or litter in a taxi.*

December 31  
**Tour Guides**  
**TRAVEL**

You may tip the driver of a sight-seeing or short chartered tour bus at the end of the tour ten to twenty percent of the cost of the tour, depending on the length of the trip or whether he or she just drove or actually led tours.

*Do not talk to other passengers or make unnecessary noise during a tour leader’s presentation. Do not distract the driver or monopolize the guide’s time by asking too many questions. Do not tip tour guides at government sites such as national parks.*
APPENDIX A

(See February 19)

RSVP: Formal Responses

To accept an invitation:

Mr. and Mrs. Samuel Smith
accept with pleasure
the kind invitation of
Mr. and Mrs. Williams Jones
for Saturday, the fifth of June
at seven o’clock

To decline an invitation:

Mr. and Mrs. Samuel Smith
regret that they are unable to accept
the kind invitation of
Mr. and Mrs. William Jones
for Saturday, the fifth of June
at seven o’clock
APPENDIX B

(See April 11)

Inserting a Business Letter

Step 1

Step 2

Step 3

Inserting a Greeting Card or Note

When the receiver removes a card
he or she should see the front page

When the fold is at the top

When the fold is on the left side
APPENDIX C

(See June 26)

Leaving the Table: The Resting Position
When you leave the table but will return, place your fork and knife in the "inverted V" position. Tines may be up or down.

Leaving the Table: The Finished Position
When you have finished eating, place your knife and fork in the "10:20" position.
APPENDIX D
(See September 25)

Basic Table Setting

Formal Table Setting Guide
APPENDIX E
(See November 10)

Thank-You Notes

November 10

Dear Mrs. Williams,

What a wonderful gift you and Mr. Williams gave to Tom and me for our wedding. The down blanket is just perfect for us, especially since the weather has turned cold. We are really enjoying it. Thank you so much.

Our greatest gift was having you at the wedding. We were so glad that you could join be with us on our special day.

We hope to see you again soon.

Sincerely,
Molly

Dear Aunt Mary and Uncle Bill,

The blue vase that you sent to Tom and me for Christmas has already been put to good use. It looks wonderful on the chest in the hallway, especially with white flowers in it. Thank you so much for this beautiful gift.

We thoroughly enjoyed our holidays and hope that you did, too. We look forward to seeing you on our next trip to Dallas.

Love,
Alice

Sunday, December 28
Etiquette rules stand the test of time but should be updated as society and ways of life change.

“Do’s and Don’ts” was first published in 2003 in a page-a-day calendar format. It was updated and reformatted into a spiral-bound book in 2008. The following sources were used to compile the rules and verify the information:


Other sources include magazine and newspaper articles, seminars, internet sites, and “etiquetted” friends.

For etiquette questions not answered in this document, please consult the internet or an authority, such as the ones listed here.