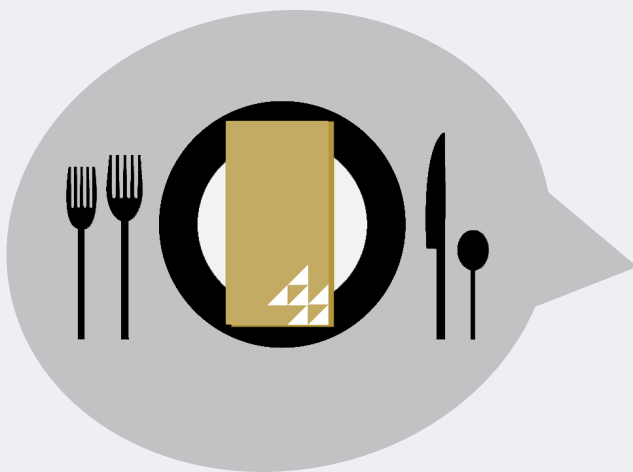




INTRODUCTION MANNERS

- Smile and help make conversation
- Always stand when meeting or greeting someone
- Use firm handshakes with one to two pumps
- Keep hands out of pockets and uncrossed
- Use titles like Mr. and Ms., if meeting for the first time
- Remember names
- Maintain eye contact
- Keep a distance of about 1 to 2 feet between you and the individual



WORKPLACE MANNERS

- Dress conservatively. It's always better to be over rather than under-dressed
- Over prepare. Bring anything you think you might need (additional paperwork, clothes, materials, etc.). It's better to have it and not need it than the alternative
- Avoid gossip and foul language
- Address conflicts with a calm temperament
- Keep a clean and organized workstation
- Allow others to contribute to conversations
- Listen



TABLE MANNERS

- Place napkin on lap when first seated
- Wait for everyone to be seated and served before eating
- Take queues from your host and the environment (i.e. eat at their pace, follow their lead)
- Use silverware furthest from the plate first and work your way in
- Use napkin to keep your hands and face clean
- Maintain good posture, and eat slowly. Keep noise at a minimum
- Don't speak with your mouth full