

## BAP Meeting 11/15/2007

### Personal and Professional Success

- “You never get a second chance to make a good first impression” ~Anonymous
- Presented by Holly Thomas, Southeast Director of Recruiting - KPMG

### The Importance of Etiquette

- Manners play an important role in making a favorable impression and portraying a positive image to client
- Build self-confidence
- Avoid embarrassing moments by knowing you have the skills to conduct yourself in an appropriate manner
- Making a long lasting, good first impression

### Skits used at the Intern training for KPMG

- This skit shows an exaggerated example of a new associate who makes every mistake in the book when it comes to etiquette
- When introducing people one should introduce the lower level person to the higher level person
- Stand when you are introduced to someone
- Make eye contact
- No gum
- Firm handshake
- When you sit down to the dinner table unfold and place napkin on your lap
- Follow the lead of the host when it comes to the consumption of alcohol
- Avoid spicy and hard to eat food
- Don't get finger foods
- Don't pick up your menu until the host does
- Pass food before serving yourself when you are asked for it
- When eating bread and butter: use the knife on the butter plate to put your serving of butter on the side of your bread plate and put that knife back. Be sure to use your own knife to butter your bread. Apply butter one bite at a time
- When passing pass in a counterclockwise fashion
- Silverware should be used in an outside→in fashion. Silverware at the top of the plate is for dessert
- Avoid asking a person a question when they have just taken a bite
- If you are asked a question with your mouth full gesture that your mouth is full, swallow your food, and then answer the question
- Don't answer your cell phone
- Don't make assumptions about people you are eating with
- If your fork falls on the ground leave it and ask the server for another
- Wait for your host/hostess to start eating
- Always pass salt and pepper together
- Don't take leftovers home from a business dinner
- When you are finished put knife and fork together at the four o'clock on the plate

## Dining Tips

- Rule of b and d. Make the letters b and d with your fingers and the hand that makes the b (your left hand) is the side you look to on the table for your bread plate. The letter d stands for drink and that is where your water glass is (on the right)
- Unfold napkins as soon as you sit down. Pick up menu after the host
- What to order- don't get the most expensive item on the menu
- Eat bread in individual bites
- When passing food do not serve yourself first
- Who pays?- Host always pays
- When in doubt follow the lead of the host
- Avoid controversial topics in dinner conversations
- Don't smoke

## Voice Mail

- Answer phone with an appropriate greeting
- Ensure your outgoing message is professional
- Check your messages regularly and return calls within 24 hours

## Email

- Limit email use to business use only
- Ensure that you are sending message to the right recipient. Big firms have lots of employees with the same name make sure that the email address is right
- Write in appropriate business format
- Refrain from using text language

## General Information

- Know where your going... be on time
- Ensure that only approved firm applications are on your firm issued computer
- Refrain from use of headphones at work
- Cell phones should be on silent and used only for business purposes during business hours
- Don't get too casual/comfortable with the client or with your senior, manager, or partner
- Ask appropriate questions

## Questions

- Do men need to stand when women leave?
  - No. This is a social thing that depends on where you are and not really a business thing
- What should you do if you have something in your mouth that you don't want to swallow?
  - Pick up your napkin and act as if you were wiping mouth and then ask your server for another napkin

- Before entering try lots of new foods. Don't always go to places on business dinners that offer food that you eat on a regular basis
- How do you eat meat?
  - Cut only one piece at a time
  - Use small motions when you are cutting food
- Is it ok to switch hand with your knife and fork?
  - Yes switching is okay
- What should you do if you spill something on yourself?
  - Excuse yourself and do what you can in the rest room
- Do you always have to cut food with a knife even if a fork will get the job done?
  - No, you can use your fork
- What should you do if there is no salt and pepper on the table?
  - Don't ask for it. Chef may be offended
- How do you know when you can leave?
  - Follow the lead of the host