

Etiquette Quiz

1. True or False: When greeting someone for the first time, a cupped handshake (in which your left hand covers the normal handshake) is a good way to show sincerity and interest.
2. True or False: At an interview or meeting, it is generally necessary for me to stand only when a woman walks into the room (regardless of my gender).
3. True or False: At job fairs – and other professional settings – when I receive a business card from someone, I should take the time to really read the card before sticking it in my pocket or briefcase.
4. True or False: I should always turn off (or silence) my cell phone and beeper before heading into any interview or business meeting.
5. True or False: In dining situations, my drinks are on my right and my bread plate is on my left.
6. True or False: When at meetings at which people are wearing name tags, the best place to put your name tag is on your right chest/shoulder area.
7. True or False: During an on-site interview, when dining out, I always rest my soup spoon and butter knife on the saucer or plate rather than on the table.
8. True or False: No matter what type or level of job I am applying for, I always go out of my way to greet the receptionists and secretaries with sincerity.
9. In the business arena
 - a. Only men should stand for handshaking and all introductions
 - b. Only women should stand for handshaking and all introductions
 - c. It is not necessary for men or women to stand for handshaking or introductions
 - d. Both men and women should stand for handshaking and all introductions
10. In the business arena, it is necessary for a man
 - a. To pull a chair out for a woman
 - b. To stand when a woman leaves the table
 - c. To pay for a woman's meal
 - d. All of the above
 - e. None of the above
11. If you have to introduce two people and you can't remember one person's name, you recover by saying
 - a. "Do you know one another?"
 - b. "I can't remember your name. Will you introduce yourself?"
 - c. Nothing and hope they will introduce themselves.
 - d. "It's been one of those days. Please tell me your name again."
 - e. Nothing and doing nothing. After all, you don't want to embarrass yourself or others.
12. You enter a coworker's office or cubicle to chat and she's on the phone, so you:
 - a. Leave a note saying you need to speak with her and try to get her at another time
 - b. Stand in the doorway and wait for her to get off – it'll save you the time of having to come back later when she'll probably just be on another call

- c. Insist that she speak with you immediately – it’s important and you don’t have time to wait around
13. Your boss, Ms. Alpha, enters the room when you’re meeting with an important client, Mr. Beta. You rise and say, “Ms Alpha, I’d like you to meet Mr. Beta, our client from San Diego.” Is this introduction correct?
14. A toast has been proposed in your honor. You say “Thank you” and take a sip of your drink. Are you correct?
15. You’re at a dinner and champagne is served with the dessert. You simply can’t drink champagne yet know the host will be offering a toast. Do you:
- a. Tell the waiter, “No champagne”
 - b. Turn over your glass
 - c. Ask the waiter to pour water into your champagne glass instead
 - d. Say nothing and allow the champagne to be poured
16. You’re at a table in a restaurant for a business dinner. Midway through the meal, you’re called to the telephone. What do you do with your napkin?
- a. Take it with you
 - b. Fold and place it to the left of your plate
 - c. Loosely fold it and place it on the right side
 - d. Leave it on your chair
17. You’re invited to a reception and the invitation states: “7:00 to 9:00 PM.” You should arrive:
- a. at 7:00 PM
 - b. anytime between 7:00 PM and 9:00 PM
 - c. between 7:00 PM and 7:30 PM
 - d. go early and leave early
18. The waiter’s coming toward you to serve wine. You don’t want any. You turn your glass upside down. Are you correct?
19. When you greet a visitor in your office, do you:
- a. Say nothing and let her sit where she wishes
 - b. Tell her where to sit
 - c. Say “Just sit anywhere”
20. You’re invited to dinner in a private home. When do you take your napkin from the table and place it on your lap?
- a. Open it immediately
 - b. Wait for the host to take his napkin before taking yours
 - c. Wait for the oldest person at the table to take his
 - d. Wait for the acknowledged head of the table to take hers before taking yours

Etiquette Answers

1. **False.** Your handshake is an important first impression. A cupped handshake is often viewed as condescending. Avoid limp, clammy, sweaty handshakes in favor of a firm, not hard, handshake. It should last long enough to say each other's name in greeting. A firm handshake communicates confidence, interest and respect.
2. **False.** Regardless of your gender, you should always stand when someone walks into the room, regardless of their gender. When someone enters the room, you should rise if you are seated, smile, extend your hand and greet the person with a firm handshake.
3. **True.** It is seen as quite rude when a person who receives a business card quickly puts the card away. You should show respect for the person who gave you the card by reviewing it for a few seconds, perhaps even using that time to remember the person's name. Then thank the person for the business card and put it away.
4. **True.** If something is happening in your life that is so important that you need to be available 24/7, perhaps the best solution is to postpone the interview. At a minimum, you should turn all your electronic equipment's sound off, utilizing the vibration mode if you have it. But most etiquette experts actually suggest turning off all beepers and phones before any business meeting.
5. **True.** You will always find your drinks – water glass, wine glass, and other glasses – to your right and your bread (and perhaps salad) to your left.
6. **True.** During the handshake (using your right hand), the other person's eyes naturally follow your right arm up to make eye contact, and just enough time to allow another glance at the name on your name tag.
7. **True.** Once used, dining utensils should never again touch the table.
8. **True.** There are two issues here. First, sincerity is always the strongest form of communication – and people respond well to it. Second, while often some of the lowest paid employees of an organization, the receptionists and secretaries play key roles in the organization and can offer assistance in numerous ways, so it's best to treat them with the respect they deserve. Also, they often report back to their bosses about how you behaved and treated them. And, there is always one who might, just accidentally, misplace your file.
9. Answer: **D**
10. Answer: **E**
11. Answer: **D**
12. Answer: **A**

13. **No.** Introduce the more important person first. You should address your client and say, “Mr. Beta, I’d like you to meet our Vice President of Development, Ms. Alpha.”
(Alternative answer – introduce the client as the more important person.)
14. **No.** If you do, then you’re toasting yourself
15. Answer: **D.** It’s more polite not to call attention to the fact that you can’t drink champagne.
16. Answer: **D.** Leave it on your chair. Definitely don’t put it on the table – what if you have crumbs on it?
17. Answer: **A, B, or C.** It’s terribly impolite to arrive early.
18. **No.** Don’t call attention to your dislike of your host’s chosen beverage.
19. Answer: **B.** Indicating where your guest should sit will make her feel more comfortable.
20. Answer: **B, C, or D.** Just don’t grab it first unless you’re playing one of these roles.

Information compiled from www.jrl-engineering.com; www.etiquetteexpert.com; www.emilypost.com; and www.gradview.com