



## The Handshake

The handshake is the core of the business greeting in America. The handshake, when initiated and how delivered, has a great deal to do with the perception you leave with the other person. This is the opportunity to assert yourself, establish your presence and be remembered. The person who extends their hand first can be perceived to have the advantage. A firm, confident grip says you are being direct, taking initiative and establishing control.

### Anatomy of a Great Handshake

- Make eye contact
- Smile
- Always stand or rise to the occasion – men and women both
- Offer hand at a slight angle with the thumb up
- Connect web to web with the other person's hand
- Shake from the elbow, not the wrist or shoulder
- One or two smooth pumps

### Handshake Moments

- Being introduced
- Arriving and greeting your host – when saying goodbye to the host
- Meeting someone at lunch or in his or her office\*
- Welcoming someone to your office or home
- Beginning a meeting
- Congratulating someone
- Consoling someone

\*When visiting another person's office, it is proper to allow them to initiate the handshake. If they do not after a moments hesitation, you should extend your hand and initiate the handshake.

### Handshake Don'ts:

- Wait for a woman to extend her hand first, gender is not an issue in business.
- Use a bone crusher or limp dead fish handshake.
- Extend your hand with the fingers drooping or curved down. By doing so the other person will most likely grab your fingers, which you don't want to happen.
- Use the two hand handshake (consoling or glove handshake). This is rarely appropriate in business. Using both hands suggests that you are trying to overpower or patronize.



## **Basic Dining Tips**

- ◇ Knives and spoons are found on the right of the place setting, forks and napkins on the left. Use silverware from the outside in.
- ◇ Solids on the left – bread plate and salad plate, if preset  
Liquids on the right – water glass, wine glass, etc.
- ◇ When eating bread or rolls, tear it in bite size pieces with your fingers. butter one piece at a time and eat before buttering another piece.
- ◇ Do not season food before tasting.
- ◇ Pass the salt and pepper together.
- ◇ Should you leave the table during the meal, place the napkin on your chair.
- ◇ Never place a utensil you've been using directly on the table, place it diagonally on your plate.
- ◇ Do not talk with your mouth full or chew with your mouth open.
- ◇ Keep your elbows off the table when eating. The same goes for purses, briefcases, cell phones, blackberries, etc.
- ◇ If you ordered soup, leave your spoon on the serving plate, never in your soup bowl. Always spoon soup away from you.
- ◇ If you drop a piece of silverware on the floor, don't try to retrieve it. Ask the waiter for another.
- ◇ Should you bite down on a piece of gristle, bone or an olive pit, don't call attention to it; remove it with your fork or your fingers and put it on the side of your plate. Remember something is taken from the mouth the way it went in.
- ◇ If food becomes stuck in your teeth, do not try to remove it at the table. Excuse yourself and remove the food privately in the restroom.
- ◇ At the end of the meal, place the napkin to the right of the place setting in loose folds. Do not meticulously refold the napkin.



## Person to Person Introductions

- **First rule:** The most important person, or person of higher status or greater importance in that setting is mentioned first.  
Examples:
  - Introduce someone from your company to a client by saying the clients name first.
  - Introduce someone from your company to a visitor from another company by saying the visitor's name first.
  - Introduce a junior executive to a senior executive by saying the senior executive's name first.
- **Second rule:** It is always wise to err on the side of formality when making introductions. To be more formal, use the person's last name and Mr. or Ms. Rank is important in business. Regardless of what you call your boss in your office, when in public address him or her as Mr. or Ms. Getting the title correct is also very important.
- **Third rule:** Look at each person in turn when making the introduction.
- **Fourth rule:** Make sure you provide some information regarding each person. It helps to put each at ease and provides a basis for beginning a conversation. Job titles or job responsibilities are always good information to pass on and gives some basis for additional conversation. Of course, if you know each person well enough to add information about shared interests, you can set the stage for conversation.
- **Fifth rule:** It is much more important to make introductions than to avoid making introductions or leave people to introduce themselves, even if you don't get the order of introduction completely correct.

## Proper Response to an Introduction

- ❑ Stand up – men and women alike should stand when greeting someone
- ❑ Give the person your attention by taking a step or two toward the person or lean toward him or her, always make eye contact and smile
- ❑ Shake hands
- ❑ Greet the person and repeat his or her name
- ❑ When you move on, say “Goodbye” or “I enjoyed meeting you” or “I look forward to seeing you again” and shake hands again