



WHAT'S YOUR ETIQUETTE I.Q.?

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We are all faced with annoying or embarrassing circumstances in our everyday living. It can be a challenge to come up with the best way to handle these events. Read through the following situations and check what you feel would be the best solution.

1.

You are in a restaurant having lunch with your best friend. Her boss stops by your table to mention something about the office to her. She starts to introduce you, but cannot remember your name. What should you do?

- a) Stare at her and wait until she gets out of her predicament.
- b) Laugh at her and tell her boss that she never remembers anything, let alone names. Then introduce yourself to her boss.
- c) Smile, shake hands with her boss as you say, "Hello, my name's Ann Wilson. Terry and I have been friends for years. I consider myself lucky to have her as my friend."
- d) Smile and quietly say your name to Terry. Then turn and greet her boss with a pleasant smile and hand shake as she introduces you.

2.

You have been invited to a friend's house for dinner. The meat served is tough. While trying the cut the meat, your knife slips and the meat ends up on the tablecloth. What do you do?

- a) Hope nobody noticed and slip it under the table to the dog.
- b) Laugh and complain about the tough meat. Then offer your own recipe for cooking meat.
- c) Leave it on the tablecloth and hope no one notices.
- d) Quickly pick it up and place it on the edge of your plate if it is a smaller piece. If it is a large piece, assure any who comment that it will taste just fine anyway and eat it if the hostess does not offer a replacement.

3.

You have been standing in line at the grocery store and somebody cuts in front of you. You're in a hurry because you need to get home, fix dinner and go on to a meeting that evening.

You have been waiting somewhat patiently, but the line has been moving slowly . . . and now this! What should you do?

- a) Glare at her and bump her with your grocery cart whenever you get an opportunity.
- b) Loudly talk to the other people standing in line about how nervy she is and that she must think that she's better than the rest of you!
- c) Say "Pardon me, we've all been waiting and are in a hurry, too. Please go back to the back of the line and wait your turn."
- d) Say nothing. Quietly get angry and vow never to come back to this store.

4.

Your teenage son has a couple of friends over to study for a test scheduled for the next day. The music from his bedroom is loud enough that you are having trouble hearing the television.

- a) Yell at him to turn that music off before you come in and shut it off yourself!
- b) Pound on his bedroom door and tell him to turn down the music.
- c) Knock on the door before entering. Ask him to please turn the music down (or better yet, off) while studying. Offer to make them sandwiches to eat during a music break in an hour or two.
- d) Rather than fuss at him in front of his friends, turn up the television and hope for the best.

5.

You have gone to a very nice restaurant for a meal. The food is disappointing, and the service is terrible! You have finished your meal, and the bill has been delivered . . . finally. It is time to decide about a tip! What do you do?

- a) Give the correct 15%-20% and decide never to return.
- b) Leave no tip at all.
- c) Leave two cents.
- d) Leave 15% for the waiter since you have decided that he was trying and then let the manager know about the poor food and kitchen service on your way out.

ETIQUETTE FOR EVERYDAY LIVING:

Answers to Quiz

The questions on “What’s Your Etiquette I.Q?” are intended as a way to start discussion on the various situations that we have in our daily lives. There may be more than one correct answer, depending on the situation and the people involved. Answers that are best for most situations are given below.

1.

- a. This makes your friend uncomfortable. What if she can’t remember your name and doesn’t know what to do about it?
- b. This is a put-down to your friend. You may have lost a friend.
- c. This may be appropriate, especially if your friend starts to introduce you but is obviously embarrassed at not remembering your name. A smile and a compliment to your friend can help ease over the situation.
- d. In most cases this is probably the best answer. Smile, shake hands and add a pleasant “How do you do?,” and Terry will consider *herself* lucky to have *you* as *her* friend.

2.

- a. Surely you’re joking! The dog will be begging for more!
- b. This is a put-down to your friend. Your friendship may cool.
- c. Probably someone *will* notice before the meal is over. Besides, the spot on your hostess’s tablecloth may become worse if the meat is left there.
- d. Best answer in most cases. You don’t need to eat the small piece that is placed on the edge of your plate, but quietly go ahead and eat the rest of your meal. If it is a large piece, however, remember that the hostess may have prepared just enough servings to go around and not have a replacement to offer. It’s also a good idea to quietly and quickly blot the spot on the tablecloth as you rescue your meat.

3.

- a. This may be tempting, but it’s a no-no!
- b. This is usually non-productive and makes you look unpleasant, too.

c. Often the best solution to the problem, especially if it’s not clear where the line starts and ends. If it’s obvious that she is deliberately cutting in, be polite, but firm. (It’s thoughtful to suggest that someone with just one item go on ahead of you in line *if* no one else is behind you and you have a full shopping cart.)

d. This is counter-productive. Besides, the store may be the most convenient one for you.

4.

- a. Usually this is not effective, and it’s also a put-down in front of his friends.
- b. This may be all that is needed. Use a moderate tone of voice and be considerate. Remember to say “please” and “thank you.”
- c. Often the best solution because you have made a personal, polite request and offered them an alternative.
- d. This is non-productive and just makes things uncomfortable for other family members.

5.

- a. This answer *may* be a possibility. However, the waiter and management will probably continue with unsatisfactory service unless their customers make an effort to complain about it. You would probably not leave as large an amount as 20% if this is your option.
- b. Non-productive unless you let the waiter know that you have been displeased with the service. Otherwise, they’ll just be mad at you and think that you were rude for not leaving a tip.
- c. This may be an option. Depending on the circumstances a better solution may be to leave a 10% instead of 15% tip.
- d. Depending on the situation, this may be the best solution. The circumstances may be beyond the control of the waiter. However, do not leave a tip if the waiter is deliberately hostile and rude. Simply report it to whoever is in charge when you leave. This may be the manager, owner, captain or maitre d’. Remember, too, to praise the waiter for excellent service . . . both to the waiter and to the person in charge.

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