

Etiquette Tips

DRESS:

Ladies, ladies remember "Rule 13" which means the maximum number of accessories. That includes any jewelry, scarves, ornate buttons, belts, shoe decorations - even your glasses. Be conservative with rings - one per hand (wedding and engagement are considered "one" [but of course]). NO perfumes or colognes. Have your sixth sense be your guide. When in doubt, choose the conservative choice.

Gentlemen, always wear pressed shirts. Never wear short sleeved shirts with a suit. Shirt cuffs should extend ½ inch below the jacket sleeve. Wear mid-calf socks (nothing looks worse than a "flash of leg".) Three buttoned suits are SAN (Sometimes, Always, Never) with the buttons when standing. Unbutton the suit when sitting down. The bottom button is never secured [civilian dress]. NO strong after shaves or colognes. Be well shaven. Undershirts have advantages: They keep the dress shirt from feeling itchy against the skin. They preserve the shirt from perspiration. They give added body to the dress shirt. Both men and women, be aware of shoes. Driving in vehicles can scuff the back of the right shoe.

HOSPITALITY: "5" is your checklist for the five senses

- 1) Seeing. LOOK people straight in the eye. Eye contact is essential.
- 2) Hearing. LISTEN to what someone is saying.
- 3) Smelling. BE CLEAN, as in grooming. No perfumes/colognes. BE CONSIDERATE when eating food in cubicles. (FYI: your desk area has lots of germs, so beware.)
- 4) Tasting. Offer a BEVERAGE to your clients [office setting] and guests [home setting].
- 5) Touching. The HANDSHAKE [firm, not limp in business setting] is the only form of appropriate touching.

CAREER BURNOUT:

Call it burnout or time to leave, do it gracefully. Request an "exit" interview with your manager. Focus on the positives of your career and employer. Extend gratitude. Control your emotions, otherwise they will control you. Maintain your professionalism no matter what. Do not burn bridges. Be cordial to everyone as you say goodbye during your last days on the job.