

Corporate Grooming:

1. Personal Hygiene:

Personal hygiene includes self-upkeep and maintenance. This includes many aspects of self-discipline, habits and daily chores.

1.1. Need & importance

Personal hygiene is the essence of all basic grooming requirements. Grooming has its roots embedded in it. It is important as it helps one to establish himself / herself the required self-confidence, positivity, and body language.

1.2. Daily bath

It is important to have daily bath. As per survey conducted by the Times Group, it was seen that 1 out of 4 men admitted to not having a bath on daily basis. Daily bath keeps oneself clean and raises huge confidence. It keeps away body odor and takes away tiredness and boredom. One should:

- Use a good quality soap – check for skin types and requirements
- An antibacterial soap is preferred
- Use medicated soap if necessary (with the advice of a dermatologist)
- Use the soap effectively – cover all body parts well and scrub with a body scrub (advised)

1.3. Dental Care

Brushing teeth twice daily is the very basic of dental care, but that is the minimum that needs to be done. Some other important aspects to investigate are:

- The toothpaste used – any toothpaste is suggested provided it has fluoride
- Gums and teeth whitening is not the job of a toothpaste
- Any toothbrush is good enough to have brushing done effectively. Make sure the procedure is done for at-least 3 – 4 minutes by covering all teeth and all angles in brushing
- Use a dental floss whenever necessary – as toothbrushes may not be able to remove all the plaque / foreign material in the teeth
- It is advised to people in public speaking to carry a mouth wash or mint spray (regular sips of water can help mouth wet and keep away dryness responsible for bad breath)
- Professional teeth cleaning at-least once in 6 months is also advised to people in public spaces

1.4. Nail care

Fingers and fingernails are another important part of the body that play a very important role in communication. Let it be a exchange of commodity like a pen or even stirring a coffee in a one on one meeting in a coffee shop or it may be a presentation, the fingers always attract attention.

- Keep the finger nails clean and trimmed
- Look for signs like fungus or cracks in the nails – may indicate medical conditions and would require attention of an expert
- Do get manicure done to improve the appearance of the fingernails
- Women, if covering nails with nail paint, the nails should be fully covered (nail paint should not be chipped off)
- Men & women who have non-glossy nails (those which attract dust and dirt and look unclean) should cover nails with colorless nail paints

1.5. Body odor

Body odor & especially underarms odor is a challenge in hot and humid climates. Most deodorants fail in such situations or they do not last for a long time. It is necessary to take care of personal hygiene to avoid this. Plus a few considerations need to be looked into

- Avoid using harsh chemicals including novice ideas on social medias like toothpaste at underarms
- Lemon is a SOS in case of underarm odors but should not be everyday commodity (Use it only in case of emergencies) as it may harm the sensitive skin at the underarms
- It is advised to use any calamine solution at the underarms to avoid development of bacteria responsible for the body odor
- A light fragrance body spray / deodorant should be used (avoid very sharp smelling ones as they may not be acceptable by all)

1.6. Taking care of hair on chest, ears & in nose

Hair on the chest is a biological growth commonly seen in men. It should be trimmed / shaved / removed as per the convenience and comfort of individual. It should be made sure that the hair on chest does not come out of one's clothing worn or from top of the open area at the neck above the first button. It is also advised to have innerwear (vest) worn below a shirt to prevent the hair come out.

Hair growth on an in the ear is also seen more in men (Although not so common). It is advised to get it permanently removed rather than shaving as it may leave an unpleasant look after a few days of shave.

Hair growth in nose is common for both the genders. It should be trimmed with a tool (manual / electric). This is necessary as one has a great face value that can be created by smile, but the same can be destroyed by hair popping out of nose when one smiles. It should be kept in mind by men keeping moustache, that moustache does not hide the hair coming out of nose (moustache can be easily distinguished from the nasal hair)

1.7. Shaving / trimming for men

It is the choice of men to shave / to keep a beard (or only moustache) in most of the professions). Whatever may be the requirement of the profession or personal choice, men should stick to the requirements of both styles of grooming.

Incase men decide to shave (or if the profession asks for it – most service-related industries ask for it), the habit should be to do it on daily basis.

Shaving should be in proper strokes – do not abruptly run a razor in any direction

Use right shaving accessories – right cream that suits

Use a razor only till its life span (usually – 10 days)

Incase men decide to keep a moustache or a beard, they should do so by trimming and maintaining it on regular basis. Hair of the moustache should not be running on the lips and the beard should be trimmed not only to take care of the spread but also to keep it in shape. Men should remember that shaving daily with the right accessories does not harm the skin or the face.

1.8. Haircut for men

Men should go for haircut which is in professional look. Avoid long hair (forcing to go for hairbands), avoid ponytails, make sure to gel, and set hair well. Avoid fancy haircuts.

1.9. Hair grooming for women

Women should stick to short hair well-trimmed and maintained or long hair but well tied. Women should not allow hair to run on their face or keep it loose if too long. A bun with a net can also be used by women to keep a professional look

1.10. Hair coloring

Hair coloring is perfectly fine in any profession. Only a few points to keep in mind

Make sure the hair color suits one's skin tone

Avoid neon and conventional hair colors which do not suit any professional clothing

If such colors used on weekends or family occasions, one should get back in the original look for the next working day

It is still advised to avoid using hair color often, as it leads to health issues including cataract

1.11. Makeup

A survey indicated that women who did regular makeup ended up getting 20% better raise in their salary than women who did not. A makeup is an effective tool to enhance one's personality. One should keep in mind a few pointers:

- Women should go for light makeup (avoid instances of heavy / no makeup)
- Red is a corporate color for lipsticks and nail paints since decades, but with contemporary colors in nudes women have a large choice
- It is advised to avoid the red color on nails and lips for interviews and public speaking (nudes will be preferred)
- Enhance the face value with maintained eyelashes and eyebrows
- It is advised to both the genders to take care of black heads
- Visit to a parlor is suggested once in regular intervals for both the genders

1.12. Accessories

Men should avoid all unnecessary accessories. Women should limit accessories in a professional look. A few points can be considered:

MEN:

- Avoid hand *kadas*, too many rings (only one if married / engaged), jewelry on the nose and the ear.
- No bands on hand (including friendship and names)
- Religious strings should be kept fresh and old ones should be replaced
- Men should wear a professional / formal watch (Smart watches are allowed) – avoid sports watches and fancy watches
- Men should not wear white socks (They are sports socks) (only exception is when men have a white shirt and black trouser) (It is observed most men use white socks with black shoes – which is not a right sense of clothing). Socks need not match with the shoes / the trouser but neon and extreme contrast colors should be avoided
- Men should use bags either leather / faux leather but should avoid bags embossed with messages or characters (superheroes)

WOMEN

- Women should avoid too many rings (only one if engaged / married)
- Jewelry should be minimum and sober – avoid Indian traditional jewelry on formal clothing
- No bands on hands including name bands, religious strings to be kept fresh and changed when worn out
- A professional watch (smart watches & smart bands are accepted) – avoid sports and fancy watches
- If wearing skirts, women can wear stockings (Skin / black)
- Women should use bags / clutches either leather / faux leather but should avoid bags embossed with messages or characters (superheroes) & should also avoid clutches / bags from Indian occasion wears
- Hair clip and band should be black or the ones complimenting the costume worn – avoid fancy & traditional ones

1.13. Body piercing & tattoos

A lot of organizations are accepting tattoos as part of self-grooming – but the size is limited to maximum a credit card size and not on very visible parts of the body. Although it is suggested to avoid them as they may spoil the look in late ages (with other health implications) both men and women should be careful when taking a permanent tattoo decision. The design selected, the area on body picked up to do the tattoo, the size and the color fills all need a careful consideration.

Body piercing is a personal decision of every individual, but one should avoid wearing jewelry on the pierced areas at workplaces. Also people should take right decisions on the type of piercing decided. Huge piercing can lead to permanent displacement of muscles and leave the face value altered in later ages

1.14. Smoking, drinking & other ill habits

Although considered as a trend to show oneself modern, these are life threatening and career spoiling habits people venture into.

Smoking leads to health complications not only for the people first hand but also affects people around (secondary smokers)

More complications have come in with people falling prey to multiple drugs via smoking as well

To drink alcohol or not is a big question on debate for years. Although a lot of people advise on the health benefits of alcohol and others contradict, one should not be an addicted person to it. Addiction does not only mean people drunk and uncontrollable after a drinking session, but also includes those who take every occasion as an occasion to drink and would need to drink on every weekends / holidays. Alcohol is still to prove itself beneficial to the world but has not failed to destroy families and careers. It is seen most of the children take their influence into drinking from their parents. Gutka and paan have been in Indian cultures since a long time. But apart from health implications, they have proved fatal to surroundings, self respect and also public image.

1.15. Washroom etiquettes

It is necessary to maintain a few etiquettes in washrooms as well:

- Men should use the common washroom (western WC) for urinating by lifting the seat as well
- It is advised to remove the toilet paper before using the jet spray
- Never use mobile phones in the washrooms (unless it is very necessary)
- Always flush properly after use
- Wipe the toilet seat after use
- Avoid spillage on the floor as it may be risky
- Used tissues should be thrown in trash bins

2. Power Dressing:

2.1. Introduction

Power dressing is a concept in formal grooming and dressing. It was introduced in 1980's when women were not accepted well in the corporate world dominated by men. Women came in with suits on their trousers and skirts to be taken seriously at workplaces.

2.2. Importance of right clothing

Right clothing sense is necessary in any occasion – let it be formal or social. A person who wears Sunday clothing to office on Monday is easily picked by the eyes of all as the person is not rightly groomed for the occasion. Right clothes also put in the confidence in an individual.

2.3. Weather & clothing

A wardrobe can also be divided as per seasons as well. Most commonly it can be summer clothing and winter clothing. The summer clothing having light colors and lighter fabrics whereas winter clothing of darker shades and thicker fabrics.

2.4. Business formals

Men have less choice in business formals. It stays limited to a full suit with tie and pocket square. A few places Nehru suit is also considered. Women have the choice of a blazer with trouser / skirt and also a selection of Indian sarees to be used.

Formal shirts should be bold colors (most preferred are white / sky blue) or they can be corporate stripes. Broad checks, patterns, traditional designs, etc. should be avoided for formals by men. Chinese colors should also be a no in formal clothing (unless a Nehru jacket comes on it). Trousers also have to be formals – avoid checks, baggies, jeans, six pockets etc.

Women should wear sarees which are very different from the function / traditional wear sarees. Formal sarees come in plain with borders / checks (avoid broad checks if a person is short). Apart from this, women can wear a shirt and trouser / skirt with a blazer for formals.

2.5. Business casuals

Business casuals are different from casuals. Getting into a jeans and t – shirt does not count in business formals. Avoid combinations like jeans and t – shirt, floaters, baggies, floral shirts, satin shirts, six pocketers, track pants, etc. in business casuals. Check shirts without ties with chinos, formal shoes on it, jeans with round neck full sleeves t shirts with canvas shoes, full suit sets with round / v neck t shirt inside on formal shoes, chinos with shirt sleeves folded are examples of business casuals. For women also business casuals do not mean jeans or six pocketers or 3/4th capris. They also do not mean sleeveless, deep necklines and

backless tops. Women have more choice in the Indian and western clothing for business casuals.
Women should avoid clothing like skirts shorter than knee length, skinny skirts with side cuts also.

2.6. Dressing accessories for men

Ties: - should match with the shirt (Shade darker than the shirt) / can match with the blazer (nothing to do with the shirt) / be a contrast (nothing to do with the shirt / blazer) (the last option is trickier). Tie length should be between the top and the bottom line of the belt worn on the trouser.

Anything shorter or longer is not acceptable.

Pocket squares should not be of the same piece of cloth used for tie / a complete contrast, but should compliment the shirt, the blazer and more importantly the tie.

Tie pins and cuff links should be sober and not of too much shine / huge gems / with wordings / fancy shapes

Belts should be sober and the clips should be moderate in size (huge ones are not allowed)

The belt worn should match with the color of shoes and nothing else (it is advised it should also match with the color of the wallet)

2.7. Dressing accessories for women

Scarfs – can be worn with the collar and first button of the shirt off and the neck covered with the scarf (like the airlines) / by wearing the scarf like a bow with the collar button on / on top of a closed neck blazer / only on top of a formal top / shirt. The color of the scarf should complement the color of the blazer worn or should go well with the shirt / top worn.

Women can also go for cravats in place of scarfs

2.8. Shoes & belts

Men should either wear oxfords / derby / monk straps / brogues on formals – use loafers on business casuals – if the trousers are ankle lengths

Men should match their belts with shoes

Women should wear ballerinas (with / without heels – depending on the comfort & need) on western formals. Remember trousers / skirts ask for closed shoes like ballerinas.

With Indian formal wear to workplaces wear sandals but not the function / occasion wear.

Women need not match their shoes and belts - but belts can be matched with their costumes

For both the genders – never use floaters / slippers / function wear / traditional footwear to workplaces

2.9. Getting the lengths right

The trousers –

For men – men should go for no break / quarter break on formals with blazers

They can also go for half breaks or full breaks if they do extensive sitting in open spaces / bike riding

Ideally a trouser should just go and sit on the shoes

Shirt sleeves should be till the ankle length and should start exactly on the edge of the shoulder

The collar and the neck should have a finger distance when the collar button is put on

The blazer sleeves should also be till the half length of the shirt's cuffs

The blazer should be seen in the mirror from the front with the button on – not to be loose / too tight, from the back – no wrinkles and sitting properly on the back, the sleeves with no creases when standing straight with hands low.

Women – women should wear trousers upto ankle length. They can go for full length trousers upto the ballerinas if they are wearing a blazer on top of it. Any trouser worn for formal wear should not be shorter than 2 inches short of the ankle. All other trousers shorter than that are considered informal.

Skirts should be upto the knee lengths – not shorter than that – no cuts on the sides

Shirt sleeves should be till the ankle length and should start exactly on the edge of the shoulder

The collar and the neck should have a finger distance when the collar button is put on

The blazer sleeves should also be till the half length of the shirt's cuffs

The blazer should be seen in the mirror from the front with the button on – not to be loose / too tight, from the back – no wrinkles and sitting properly on the back, the sleeves with no creases when standing straight with hands low. The sleeves can be narrow as compared to men's blazers

3. Communication & Body language:

3.1. **Grapevine communication** – is one of the most dangerous communications in an organization. It has far reaching impacts with out any standard grounds / facts. A tadpole can become a dinosaur in grapevine communication. Hence should be used carefully and to be believed less on.

3.2. **Nonverbal communication** – body language – plays a very important role in image development – lot of aspects of body language need to be taken into consideration – like the crossed arms / crossed legs are indicators of closed mindset not open to changes. Poor eye contact as indicator of shyness / person trying to lie. The positioning of feet when one walks is also important indicator of display of confidence. One should mind his / her audience when communicating as body language has different impact on different sets of audiences.

- 3.3. **Cultural differences in communication** – it is also important to remember that cultures play a very important role in person's grooming and development. Some cultures are very open minded and have a different impact on a person's behavior compared to closed minded cultures. Oriental cultures ask one to bow in front of one another as part of greeting whereas Western cultures believe in handshakes. Indian culture is more prominent in namaskar – hence Indian corporate culture asks men to wait to extend their hands when getting introduced to women. In Indian corporate cultures women extend their hand first for a handshake (if not then men greet with a namaste).

4. Corporate Etiquette:

4.1. Introducing self

It is very important to introduce oneself in people the right way. Keep the following points in mind –

When introducing in a formal occasion – remember to use one's name with last name (and not only first name) and also to use complete sentences, and to avoid slang words. Use words like good morning (as per time of the day) / hello.

When introducing people in informal occasions – one can use only first name and keep the words limited in the sentence, slang words like hi can be used

4.2. Handshakes

Handshakes are integral part of corporate cultures. Handshakes need to be done effectively as they help in creating a perfect impression. Few points as dos and don'ts.

Do's:

One should keep straight posture

There should be a smile on one's face

A proper eye contact should be maintained between people having handshakes

The handshake should be firm

The hands should have a proper grip with a proper positioning of the thumb and the rest four fingers (with a proper gap between them)

Don'ts:

Avoid bending at waist at handshakes

Avoid informal gestures in handshakes

Do not show strength at handshakes but it should be comfort of both the people

Men should not extend their hands first in case getting introduced to a woman

4.3. Introducing people

It is important to get people introduced when they come into conversations or interaction. This is required to get the rapport developed in strangers.

Keep the following things in mind:

Introduce gentleman to lady

Introduce elder to younger

Introduce senior to junior

4.4. Telephone etiquettes

When taking calls – instead of a simple hello, greet the caller with time of the day, announce the organization and use courtesy words like “how may I assist you?”

When taking calls for someone else – after the initial greetings, inform the caller the concerned person if is busy or not on chair. Provide alternatives which ever are applicable

When forwarding a call – make sure there is no cold forward but a warm forward of the call.

Close a call- with a warm greeting and thanking the person for calling.

4.5. Email etiquettes

Check for spellings, names, words, grammar, etc. in the content (proofread before sending)

If the email attachment is huge, inform of it in the email

Be cautious of reply to all option in case of bulk emails

Do not use all upper case or all lower case in the draft

Avoid exclamations and unnecessary words.

Avoid being rude and use positive tone in emails

Avoid unorganized and incomplete ideas / sentences

4.6. Exchanging business cards

It is a normal custom to exchange business cards on meeting in a professional meet. Always offer cards in a meeting at the end of a meet and never in the beginning. Always remember that the privilege to offer a business card first (at the end of meeting) goes to the client / the senior most person in the meeting. In case the meeting has fully materialized, and cards were not asked by them, then at the end one can initiate the card exchange by requesting for the business card.

When offering business card, it should be offered in pinch of both the hands and not by one hand. The reading side should be facing the person receiving the card. The card needs to be accepted also by the pinch of both the hands. Once accepted, the acceptor should not directly put the card in holder / pocket, but should read the card, speak a couple of sentences on the card and then keep it. This helps the receiver to relate the person to the cards, as well as gives a confidence in the mind of the offeror. A practice of business cards exchange by one hand is not encouraged in todays world, although some people at the same hierarchy

in organizations (same / different) may offer and accept with one hand. If one is a junior in the conversation, he / she should always offer a card by both the hands.

4.7. Meeting etiquettes

Although there are a lot of detailed etiquettes for meetings, a small brief of following can be kept in mind:

Reach early (at-least 15 minutes)

Check for the meeting agenda so as to understand the flow and role if any
This can help a person also get ready with the relevant presentations and data if required

Meet people before the meeting, this gives a sense of comfort before the meeting begins

Speak in turns in meetings

Respect the speaker – keep away from unwanted social media attention

Remember reaching late to a meeting can be very embarrassing not only to enter but also in the entire flow of the meeting

4.8. Basic dining etiquettes

Food and beverage is integral part of every society, but the way that is it consumed can change from place to place and cultures to cultures. Here are a few etiquette to be followed by people in formal and social occasions and places when they have meals

4.8.1. Types of meals people get invited to

The various types of meals people get invited to are:

Breakfast – literally meaning breaking the fast as scientifically if one does not eat for 6 hours the body is fasting. First meal of the day and most of the hotels serve as a buffet. There is a sequence for people to eat food.

Start with a glass of juice (canned / fresh)

This should follow with cut fruits (some whole fruits are also available and can be enjoyed)

This should take to a little heavier side by going for cereals with hot / cold milk (although cold is preferred) (sugar comes separate)

These are the three initial courses after which people can pick up their choice of breakfast meals as western / Indian selection or both.

As per the western selection options are available from egg preparations (live), ham, bacon, sausages, to baked beans, sprouts, stews, etc. they all are enjoyed with breakfast breads like sliced bread, toast, croissants, brioche, etc.

If one wants to go for Indian selection- options are available with at least 2 south Indian preparations along with parathas, chole bhature, poha, puri bhaji, etc. Remember, some items like dosas may be live.

After the above one can settle down for some sweet tooth with muffins, cup cakes, danish pastries, etc. along with tea / coffee to close the meal. Most hotels provide breakfast buffet included in room rates, hence a guest has to go to the coffee shop and have the meal, if ordered in room, the hotel charges separately. Breakfast buffets are available from 7:00 am to 10:30 am for all room guests. Post 10:30 breakfast may be served, but charged even if included in the room rates.

Next meal is the brunch – which is offered on Sundays / on holidays. This is a buffet which may start in a hotel from 7:00 in morning and be on till 4:00 pm. There are no protocols to this meal as the buffet changes its looks (preparations come in and go out) as per the time of the day. One can see someone have a breakfast while other having an early lunch at the same time.

The next meal that people have in the day is the lunch. Most business lunches are not very elaborate and the dishes ordered are ones that do not take time to prepare not to consume. One should not take this as an opportunity to opt for fast food as nutrition is also an important aspect of the meal. One should treat one's guests / clients on lunch with a good menu where time consumed will be less as its important for both during the working hours. Certain foods like – time consuming foods, papadams, raw onions should be avoided in lunch. Avoid alcoholic beverages. But cultural understanding should be kept in mind, as westerners do not mind offering and consuming alcohol (wines) even when on business meetings. Try to keep the meal short and simple.

Post lunch there are occasions of tea. There are two types based on the time when they are consumed.

Afternoon tea is consumed between 3:30 – 5:00 pm and normally consists of light snack like a cup cake (scone) or a slice cake or toasts

Evening tea is the second option served between 5: 00 – 7: 30 pm and can accommodate heavy snacks like veg and non veg sandwiches, Indian fried snacks, chaats, etc. It is a common culture in the English to have tea first and then the snack for evening tea. But one can also stick to the Indian habit of consuming the snack first and then have the tea.

The next meal is a cocktail / mocktails with snacks – taken normally in a lounge / a bar. Banquets may also host such events. A cocktail will have alcohol and a mocktail will be non alcoholic. One should be sure of the ingredients used in the drink and not order as per fancy names – they can be deceiving (check with the server for the

contents of the drink). Snacks that are served with them can be eaten either with toothpicks / metal picks (to be consumed in one bite) or they can be finger snacks. Some starters can also be eaten with help of fork. Make sure to dip in the right accompaniment and use the a napkin offered with the drink to wipe your fingers, lips and to use it as a base for the drink.

Lastly one can enjoy a cocktail and dinner. One should here remember that there may be two different venues used for this. Cocktails may be served in the bar and the dinner in the restaurant. Bars normally do not serve dinners in star hotels. Dinner is the meal one can relax and order all the time consuming food, try adventurous foods and also savor different flavors at ease.

One should remember every meal has a sequence and a good diner will adhere to it.

4.8.2. Various eating venues

One can eat at the following common venues:

Staff cafeteria – this is the most casual eating place and requires minimum protocols. One should be comfortable to eat with a fork and a spoon / knife in this venue

EDR (Executive Dining Room) – This is a dining room created for executives and may have the similar food as staff cafeteria but cutlery and crockery may be placed on the table with a napkin and a glass for water. The looks are similar to a grade II restaurant

Fast food – as the name suggests people serve here fast and guests are expected to eat fast. They normally have cramped seating and table space. The origin of this is attributed to American style coffeeshops. The difference is fast foods are normally themed around a similar / one product whereas American coffee shops offer wider variety. Avoid such venues if one has to open a laptop or files to talk to people.

Italian coffee shops – the Italian coffeeshops are themed around coffee (coffee is their main product to offer). Barista and CCD are examples of the same. These are very ideal for meetings and presentations as they would not mind a guest using their table for multiple purposes along with coffee ordered with them.

Fine dine restaurants – these are restaurants that may be themed or multicuisine but have elaborate menu offering and large table set ups. Such restaurants are costly and widely used to treat people.

It is necessary to follow a lot of protocols as a diner in such restaurants. Most of the food is served with style and the restaurants charge for that.

4.8.3. Food accompaniments

Although it is impossible to discuss all the foods with their respective accompaniments, a diner needs to remember the following basics. Diner should first and foremost understand the type venue – authentic or fusion. If fusion a lot of combinations are possible -like a Western sandwich with an Indian green chutney but the same may not be possible if it is an authentic outlet.

Indian snacks – tamarind chutney and green chutney, pickle tray if lunch or dinner

Italian pastas and pizzas – garlic bread / toast & dried herbs

Chinese – Chinese condiments

Western burgers / sandwiches – tomato ketchup, mustard paste

4.8.4. Styles of eating food

There are basically two styles of eating food –

Standing – where the guest eats the food standing in a dining area – like a banquet. This is also further divided as

Fork food – food is eaten with the help of fork in one hand and the plate in another. Food served is normally comfortable to be eaten with the plate in one hand and the fork in another when the guest is standing. Some places may provide tall tables for the benefit of elderly.

Finger food – here the food is eaten with bare hands (fingers) and not cutlery is offered. Normally used in banquets for snacks to be picked up in case of cocktail parties

Sitting style is the next style of eating food – here the guest eats the food by sitting in one place. This is further divided in two types as

Sit down – where the guest is seated on a table and the waiter / server does all the service right from the opening of napkins to service of food and giving the bill. This is the costliest of the lot and mostly seen in grade A and fine dine restaurants

Sit down buffet – this is where a guest picks up food from a buffet and then sits at a restaurant table. Most of the food is picked up by the guest and some portions (like roti) is served by the waiter along with drinks (if any) and water.

4.8.4. Holding glasses

As a guest one should remember there are three types of glasses.

1. Glass with a base and a bowl - this glass is a normal glass offering a flat base and a hollow space to fill in the liquid. There are

no rules for a guest to hold this glass. A guest can hold this glass anywhere

2. Glass with a base, a stem and bowl on top of the stem – like a wine or a champagne glass. For this the guest has to remember that this glass can be picked up only by holding the stem. Holding the glass directly is not allowed as it can affect the temperature of the drink served in it.

3. Glass with a handle – normally seen with beers – where beers are also affected with hands touching the glass and affecting the temperature.

4.8.5. Cutlery & crockery on table & how to use it

Cutlery is the equipment used by a guest to cut the food and eat.

Crockery is the equipment given on the table made of glass or chinaware in which food is served

Holloware includes all those which are hollow and have capacity to hold liquids or semi solid food items

If a guest sits on a table then all that comes with the count of 4 and on the left hand side of the guest belongs to that guest. For example – fork and side plate.

All that comes with the count of 5 and on the right hand side of the table also belongs to the same guest. For ex. – knife, spoon, glass.

A guest may have 4 – 5 glasses on his right hand side, but the guest need not worry as only one glass is filled at one time and he / she has to lift only one glass at a time (with a particular food) and sip. Once the food is removed the glass will also be removed and the next one filled.

With the food there are two styles of eating – the continental style and the American style.

Continental style – the fork is held in the left hand with the prongs facing downwards, the index finger on the neck of the fork for force and guidance and the tail in the base of the palm. The knife is held in the right hand with the index finger on the neck for force and guidance and the tail in the base of the palm. Food is held by piercing the fork in the part to be eaten and cut with the knife in the right hand. The food is then lifted with the left hand (fork) and eaten.

American style – the fork and knife is held in the same manner as continental style. After cutting, the knife is left on the plate, the fork is turned in the right hand like a pencil and then the food is eaten with the fork in the right hand.

If a guest needs to take a break in between, the guest will keep the fork and knife in the plate as held in the hands position. If the guest has finished food then the guest indicates by keeping the knife and the fork in a 4:20 position if the plate is taken to be a clock.

One should remember that all food that is served in a plate is to be eaten with a fork and a knife. A spoon is needed if any food comes in a bowl. The spoon is held in the right hand (remember – a guest should only use maximum 2 cutlery in hand to eat one type of food)

4.8.6. Table etiquettes

- It is bad manners to keep / use a mobile phone on dinner table
- It is bad manners to keep any accessories / car keys / wallets, etc. on dinner tables
- When asked for condiments – please pass both the salt and pepper together (although someone has asked to pass only salt / pepper). It is considered bad manners to pass only one
- When passing food items make sure food is held with both the hands – it is a safety precaution plus respect to the food
- One should always reserve a table when inviting guests
- When entering a restaurant make sure that all the guests have reached and then escort all the guests together into the dining area. In case a guest is late, inform the hostess to bring the guest to the respective table.
- Once at the table the host sits last (even if the host is a lady). All the ladies sit first, then all the gentlemen and then the host.
- All food orders need not be placed at one time – order starters and soups if any first, then order the main course and lastly the dessert
- One should match the speed of the slowest diner on the table.
- Eat with mouth closed and never speak when food is in mouth
- Time between the ordering of food and delivery of food on the table is a good time for conversations, once food is on the table the attention should be to enjoy the food. Compliment the food.
- The host always pays the bill and it is the quality of service experienced that decides the amount of tips to be given
- When toothpicks are offered, use them by keeping a hand on the mouth to block the view of the open mouth