

Global Business & Social-Dining Etiquette Exam

When do good guest manners begin?

(page 1)

- a. The minute you receive an invitation
- b. When you arrive at the event
- c. As soon as you see the host
- d. As soon as you begin eating or drinking

Once you receive an invitation your first obligation is to send a response. (page 1)

- a. Within a day or two
- b. A week before the event
- c. Two weeks before the event
- d. A month before the event

RSVP means to respond only if you are going. (page 2)

- a. False
- b. True

Utensils are placed in the order of use from the outside in. (page 5)

- a. True
- b. False

The knife blade always faces towards the plate. (page 5)

- a. True
- b. False

It's okay to utilize a used utensil for more than one course. (page 6)

- a. False
- b. True

The bread plate is at the top left or right of a dinner plate. (page 6)

- a. Left
- b. Right

What is a salt cellar? (page 9)

- a. A very small individual salt dish with a tiny spoon
- b. A large underground cellar where salt is stored
- c. A grinder with rock salt that you turn to sprinkle salt on your food: it sits on the table
- d. A large grinder with rock salt that a server grinds to season your food, it is not left on the table

At a formal dinner, you have a menu card which lists the items to be served except for (pg. 9)

- a. The sorbet or intermezzo
- b. The dessert
- c. The wines offered with each course
- d. Chefs' tasting sample at the beginning of the meal

In BUSINESS situations, the seating arrangement around a table is all about (page 12)

- a. Rank
- b. Alternating by gender
- c. Grouped by department in a company
- d. Grouped by tenure at the company

The highest-ranking guest or the guest of honor sits (page 13)

- a. To the host's right
- b. At the head of the table
- c. In the middle of the table
- d. To the host's left

The second highest ranking guest or the guest of honor's spouse sits (page 13)

- a. To the host's left
- b. To the host's right

- c. On either side of the highest-ranking guest or the guest of honor

It's okay to move place cards at a table if you want to sit next to someone else.

(page 19)

- a. False
- b. True

When it's time to leave an event, you may leave (pages 21-22)

- a. When it's time to leave: thank the host in person, and then follow up with a written thank-you note or phone call the next day.
- b. At any time: no need to tell anyone.
- c. At any time: the last person you converse with let them know you are leaving.
- d. Towards the end of the event: no need to tell anyone because most people are leaving.

At a BUSINESS meal, if you are the person who did the inviting, one of the savviest etiquette tricks in the book is to (page 23)

- a. Take care of the bill before it arrives at your table
- b. Have an appetizer already ordered and served when you sit down
- c. Pick a wine in advance and have it poured as soon as you sit down
- d. Choose how many courses the table will be having, and order for everyone in advance, no need for a menu

At a BUSINESS meal, which item is false?

(page 24)

- a. It's okay to keep eye- or sunglasses on the table.

- b. Don't place your cell phone on the table and then glance at it every time it pings or vibrates
- c. Silence your device, and keep it out of sight until you leave the restaurant.
- d. Keep personal items, such as your handbag, car keys, and eyeglasses, off the table.

At a BUSINESS meal, if you leave the table momentarily, place your napkin on (page 24)

- a. Your chair, rather than displaying it on the table
- b. To the right of the plate
- c. To the left of the plate
- d. Either on your chair or the table

At a BUSINESS meal, when you finish your meal, place the napkin (page 24)

- a. Neatly to the left of your plate
- b. Neatly to the right of your plate
- c. Neatly on your chair
- d. Anywhere, if it is neatly folded

At a BUSINESS meal, after the main course (pages 24-25)

- a. Don't order coffee or dessert unless your companion does, too.
- b. It's okay to order coffee, but not dessert, unless your companion does, too.
- c. It's okay to order coffee and dessert if your companion does not.
- d. Order desserts for the entire table to share. Each person takes what he/she likes and places it on his/her dessert plate.

In a business setting in the United States and Canada, all are true about a handshake except (pages 29, 36-37)

- a. A man offers his hand first before a woman extends her hand.
- b. Gender doesn't play a role; a man or woman may offer a hand first.
- c. The older woman offers her hand first.
- d. Establish and maintain eye contact with the other person for the duration of the handshake, and accompany it with a warm smile.

You always stand when you're introduced or are introducing other people to each other. (page 37)

- a. True
- b. False

You're expected to shake hands in the following situations: (pages 36-37)

1. **When meeting someone and when saying goodbye.**
 - a. True
 - b. False
2. **When renewing an acquaintance.**
 - a. True
 - b. False
3. **When someone enters your home or office.**
 - a. True
 - b. False
4. **When greeting a host and being introduced to people.**
 - a. True
 - b. False
5. **When meeting someone you already know outside your work or home.**
 - a. True
 - b. False
6. **When ending a transaction or leaving a business or social event.**
 - a. True
 - b. False

At an event with placecards, women sit as soon as they find their places; men stand at their places until the hostess is seated or the host signals them to be seated. (page 39)

- a. True
- b. False

At an open-seating event, such as a dinner at a business conference, assume the host responsibilities yourself; find an open table in a desirable location early on; and invite others to join you. (page 41)

- a. True
- b. False

If tables have already started to fill, look around the room for one that has some open seats, and ask if you may join those already there. (page 41)

- a. True
- b. False

When meeting others at a restaurant, the maître d' will lead the way to the table. If you have invited just one person to dinner, allow your guest to go ahead of you.

(page 41)

- a. True
- b. False

If you are hosting multiple guests, follow immediately behind the maître d', ahead of your guests, so that you are ready and waiting at the table to help guide them to their seats. (page 41)

- a. True
- b. False

If the host does not indicate where to sit, the guest should ask before seating himself. (page 42)

- a. True
- b. False

Always place a napkin on your lap with the folded edge closer to your knees. (page 49)

- a. True
- b. False

Never place a knife, fork, or spoon that you've been using directly on the table. (page 54)

- a. True
- b. False

The only fork that is placed to the right of a dinner plate is an oyster fork. (page 7)

- a. True
- b. False

Glasses are always to the right of your plate. (page 8)

- a. True
- b. False

When you are simply resting, as opposed to finished with your meal, your knife should be placed as follows: (page 53)

- a. The tip of the knife should be situated at approximately twelve o'clock.
- b. The tip of the knife should be situated at approximately three o'clock.

To indicate that you are finished with your meal when dining American style (page 53)

- a. Move your fork to the left of the knife, on the right side of the plate, so that the

- tines are at twelve o'clock and the bottom of the handle is at four o'clock.
- b. Move your fork to the right of the knife, on the left side of the plate, so that the tines are at twelve o'clock and the bottom of the handle is at eight o'clock.

When done with their meal, some Continental diners prefer to (page 53)

- a. Cross their utensils, fork tines down, in an "X" formation, with the fork and knife intersecting at the center of the plate.
- b. Cross their utensils, fork tines down, in an "L" formation, with the fork and knife.
- c. Cross their utensils, fork tines up, in an "X" formation, with the fork and knife.
- d. Cross their utensils, fork tines up, in an "L" formation, with the fork and knife

American style, when you pause to take a sip of your beverage or to speak with someone, place your knife along the upper edge of your plate, and put the fork below, at about the three o'clock position. (page 54)

- a. True
- b. False

Continental style, when you pause to take a sip of your beverage or to speak with someone, place your knife and fork on your plate near the center, slightly angled in a V and with the tips of the knife and fork pointing toward each other. (Tines may be up or down.) (page 54)

- a. True
- b. False

When soup or dessert is served in a cup, a deep bowl, or a stemmed bowl set on

another plate, place your utensil on the underplate when you finish. (page 55)

- a. True
- b. False

If the bowl is shallow and wide, more like a plate, then leave the spoon in the bowl, not on the underplate. (page 55)

- a. True
- b. False

The person closest to the bread should lift the basket; turn to the person to his or her LEFT; and, while continuing to hold the basket, offer that person some bread.

(page 59)

- a. True
- b. False

The individual who first picks up the bread basket must not take any bread for him- or herself yet, because doing so would appear greedy. (page 59)

- a. True
- b. False

When taking bread from a basket, it is okay to take more than one piece. (page 59)

- a. False
- b. True

Once the first person has been offered bread, the one who is holding the basket may then, and only then, serve him- or herself before passing to the RIGHT. (page 59)

- a. True
- b. False

From the point of the bread basket going in the correct direction, when a person receives the basket, that individual takes a piece for him- or herself and then passes the basket to the RIGHT. (page 59)

- a. True
- b. False

No one should start eating the bread until everyone has been served. (page 59)

- a. True
- b. False

The person closest to the butter bowl will lift it and bring it closer to his or her bread plate to take some butter. Then, he or she passes it to the RIGHT. (page 60)

- a. True
- b. False

If the butter comes wrapped, it is at this point that you would unwrap it and use your knife to scrape the entire pat onto your plate. The wrapper should then be folded once or twice into a small, tidy square, and placed on your bread plate.

(page 60)

- a. True
- b. False

When it is time to eat your bread, dip it in butter, and place it in your mouth to tear a piece off. Then, place the rest of the bread back on any plate you like. (page 61)

- a. False
- b. True

The way to eat your bread is to tear off a bite-sized piece over your bread plate.

(page 61)

- a. True

b. False

The only way to butter your bread is to only butter the piece of bread you are about to eat and then place it into your mouth.

(page 61)

- a. True
- b. False

An amuse-bouches is served at the (page 61)

- a. Beginning of the meal
- b. After dessert

An amuse-bouches is a (page 61)

- a. Bite-sized appetizer, compliments of the chef, as a preview of what is to come
- b. Bite-sized dessert compliments of the chef, as a thank you for coming
- c. Bite-sized food item to cleanse your palate before the main course is served

When passing food around the table, you pass (page 63)

- a. To the right (counterclockwise)
- b. To the left
- c. To the center of the table for another person to take if he or she desires

If you are starting a dish, hold it for the person on your right who serves himself. Then he holds the platter for the person on his right, etc. You will be the last one served when the dish goes full circle.

(page 63)

- a. True
- b. False

Salt and pepper are usually passed together. (page 63)

- a. True

b. False

Dishes with handles should be passed with the handle toward the person receiving them. (page 63)

- a. True
- b. False

If a dish is beyond your reach, ask someone to pass it to you instead of reaching for it. (page 64)

- a. True
- b. False

At a restaurant, once a utensil hits the floor, it is off-limits to you. Instead of picking it up yourself, you must signal a member of the waitstaff to bring you a replacement.

(page 67)

- a. True
- b. False

Hot tea: after steeping, let the bag drip briefly into the cup as you remove it and place it on a saucer or plate (no squeezing it with your fingers or the string). (page 84)

- a. True
- b. False

During passed tray service, it is okay to take the hors d'oeuvre directly from the tray to your mouth. (page 86)

- a. False
- b. True

When taking two or more hors d'oeuvres during passed tray service or a buffet table, (page 86)

- a. Use one of the small plates provided; a single can be held on a napkin
- b. Use a napkin or a plate. Either is okay.

At a formal dinner or Business meal, regardless of how many people are at your table, either wait until everyone is served, or begin when your host invites you. (page 87)

- a. True
- b. False

At a dinner party, it's the host or hostess's prerogative to give the first toast (page 91)

- a. True
- b. False

The person proposing the toast stands, or raises a glass and (page 92)

- a. Asks for everyone's attention
- b. Clinks the glass with his spoon
- c. Either asks for everyone's attention or clinks the glass with a spoon, or both

The honoree who is being toasted (page 92)

- a. Doesn't rise or drink the toast, but he should acknowledge the gesture with a smile or nod
- b. Rises but doesn't drink the toast
- c. Doesn't rise but drinks the toast

When giving a prepared toast (page 92)

- a. Keep whatever you say short, positive, and to the point: you want the spotlight to be on the toasted, not you.
- b. The toast may be long: it is up to you.
- c. The toast may be negative: it depends on what type of event you are attending.

Before a dining interview, all is correct except (page 95)

- a. Shake hands only once.
- b. Shake hands twice, at the beginning of the interview and at the end.

- c. Shake hands with everyone at the interview.

When sending thank-you notes after a dining interview (page 97)

- a. Write to each person who interviewed you.
- b. Write to just one person, the main person with whom you interviewed, no need to send thank you-notes to everyone who interviewed you.
- c. A thank-you note is not necessary for a dining interview because you thanked them at the end of the meal.

When dining out during an interview, with an important client, on a first date, or as someone's guest and there is leftover food on the table (page 101)

- a. It is best not to request a doggie bag.
- b. Ask others at the table if they want to take food home. If not, ask the server to wrap it up for you to take home.
- c. It is acceptable, at any time, to only take home food that is on your plate.

Writing a thank-you note should be done within (page 105)

- a. 24 hours of receiving a gift or attending a business event.
- b. No more than 3 days after receiving a gift or attending a business event.
- c. No more than a week after receiving a gift or attending a business event.

The best thank-you note is short and sweet. Two to three lines is a perfectly acceptable length; you don't need to write several paragraphs. (page 105)

- a. True
- b. False

In Muslim populations, avoid using the left hand when eating or handling a business or calling card. (page 109)

- a. True
- b. False

In Japan, during the greeting or during the conversation, don't insist on too much eye contact. (page 110)

- a. True
- b. False

In Japan, don't point to persons or objects with your index finger; this gesture is rude.

(page 111)

- a. True
- b. False

A handshake with a touch on the elbow or forearm is ok in all but (page 108)

- a. Thailand
- b. South America
- c. Spain
- d. Italy

Making direct eye contact can be considered impolite or aggressive in all but (page 107)

- a. Canada
- b. Africa
- c. Asia
- d. Latin America

In Japan, don't express affection in public, except to small children. (page 111)

- a. True
- b. False

In Japan, don't grip the hand too tightly, and don't expect a "strong" handshake in return. If no hand is offered, imitate the bow

you receive in depth and frequency. Keep your arms straight, and let the palms slide down your thighs while lowering your torso. (page 110)

- a. True
- b. False

In Japan, you can lift the bowls containing rice (as well as soup) to your mouth with your left hand, in order to eat the rice and soup more efficiently. (page 114)

- a. True
- b. False

NUMBER CORRECT: _____

NUMBER INCORRECT: _____