Business dining is not about the Food!
Nightmare Table Setting

The formal place setting with cutlery, numbered in order of use.
Typical Table Setting
"b" is for bread
"d" is for drinks
Work from the outside in
Napkin Knowledge

- Napkin in lap ASAP
- Wiping mouth
- Eating soup
- Leaving the table
- When finished
Soup’s on
Bread: break it; don’t fake it
European (Continental) vs. American Styles
American Style

- Fork in left hand
- Knife in right hand
- Knife used for cutting only
- Switch fork to right hand
- Hands in lap when not in use
Continental Style

- Knife in right hand
- Fork stays in left hand
- Knife used as pusher
- Tines face down
- Hands stay above table
Bonne Appetit!

Bon Chance!
Silent Service Code

• Not finished yet:
All done
Just Desserts
FAQs

• Allergic?
• Don’t like the food?
• Finish your plate?
• Bring drinks to table?
• Spills?
• Tableside telecommunications?
FAQs Continued

- Nose-blowing?
- Inedibles?
- Passing food?
- Elbows?
- Leaving the table?
- Problem with service?
- Declining alcohol?
Still More FAQs

• Share food?
• Thank wait staff?
• When to stand? Is chivalry dead?
• Where to sit?
• Lipstick?
• Business cards?
• Thank-you notes?
Top 10 Dining Mistakes

1. Misuse of silverware and napkin
2. Texting at the table
3. Leaving lipstick stains
4. Not breaking bread
5. Seasoning food before tasting it
Top 10 Dining Mistakes

6. Poor posture
7. Eating or dining too fast
8. Picking teeth at the table
9. Talking with your mouth full
10. Putting handbags or briefcases on the table.
Table Talk

- Small talk = BIG SKILL
  - Everybody has a story to tell
  - Listen, don’t just hear
  - Don’t fear to admit what you don’t know
  - Don’t monopolize conversation
  - Be inclusive
  - No pretentions
Table Talk Taboos

- Sex
- Religion
- Politics
- Ethnic jokes
- Vulgar language
- Mean-spirited gossip
Dining for Dollars

It’s not about the food!
It’s about the relationship