

# Index

## • A •

accessories  
    complimenting, 32  
    freshening wardrobe with, 37  
    selecting men's, 40  
    selecting women's, 39  
ADA (Americans with Disabilities Act), 330  
addresses  
    on personal correspondence, 109  
    on personal correspondence envelopes, 118–119  
    on wedding invitation envelopes, 290–291  
adoption  
    babies given for, 264  
    welcoming babies, 263–264  
after-work engagements, planning clothing for, 42–43  
air, tips for travel by, 306–307  
alcoholic beverages. *See also* wine  
    consuming while traveling  
        internationally, 320  
    offering guests, 219  
    overindulgence, 201  
    tips for drinking, 17–18  
American dining style  
    versus European style, 173–175  
    using, 175–176  
American service, using, 217  
American Sign Language, 327–328  
Americans with Disabilities Act (ADA), 330  
animals, guide and service, 328–329  
announcements  
    birth, 260–261  
    engagement, 276  
    graduation, 268  
    wedding, 291–292  
answering machines  
    leaving messages on, 129–130  
    recording greeting for, 130

apologies  
    extending for work problems, 90  
    tips to making, 33–34  
    writing, 115–116  
Application Service Provider (ASP), 137  
arrivals  
    guidelines for event, 229–230  
    guidelines for hotel, 309–310  
artichokes, dining on, 181–182  
assertiveness  
    with courtesy, 28  
    versus rudeness at work, 88–89  
assistive computer technologies, 330  
athletic clubs/groups, finding new friends through, 68  
attachments, sending e-mail, 141  
attitude, at work, 13  
awareness, importance to etiquette, 24

## • B •

babies. *See also* children  
    B'rith Milah ceremony, 265  
    giving and receiving gifts, 262  
    sending birth announcements about, 260–261  
    unhealthy/with disabilities, 263  
    visiting new, 261–262  
    welcoming adopted, 263–264  
baby showers  
    determining guest list, 258  
    gifts and clothing for, 260  
    overview, 258  
    planning and sending invitations, 259  
babysitters, tipping, 345  
bachelor/bachelorette parties, 294  
bacon, dining on, 182  
baptisms, attending, 264–265  
bar/bat mitzvahs, celebrating, 266  
bargains, considering clothing, 37  
bars, tipping at, 343

- bathroom, family considerations when using, 56–57
  - belching, dealing with, 47–48
  - bellhops, tipping, 309, 346
  - beverages. *See also* wine
    - consuming while traveling internationally, 320
    - offering guests, 219
    - overindulgence of alcoholic, 201
    - tips for drinking alcoholic, 17–18
  - birth announcements, 260–261
  - birthday gifts, thank you notes for, 248
  - black tie dress, 43
  - blended families
    - addressing and introducing members, 61–63
    - rules for well-behaved, 63
  - Blum, Marcy
    - Wedding Kit For Dummies*, 274
    - Wedding Planning For Dummies*, 274
  - body language
    - appropriate for international travel, 314–315
    - etiquette associated with, 35
    - extending apologies with correct, 34
    - guidelines for, 46
    - during introductions, 95–96
    - while dining, 169
  - boss
    - addressing at work, 152–153
    - guidelines for relating to, 84–85
  - bowls, setting, 171
  - bread, dining on, 178
  - Breslow, Susan (*Destination Weddings For Dummies*), 282
  - bridal showers, 293
  - B'rith Milah ceremony, attending, 265
  - Browne, Dr. Joy (*Dating For Dummies*), 75
  - browser, 137
  - buffets
    - planning menus, 215–216
    - tipping at restaurants, 345
  - burials, attending, 271
  - burping, dealing with, 47–48
  - business cards, exchanging, 150–152
  - business casual, dressing appropriately for, 41–42
  - business colleagues, importance of courtesy, 12–13
  - business communication, basic guidelines, 16
  - business correspondence
    - basic guidelines, 162–163
    - reasons for, 161–162
    - selecting stationery, 162
    - thank-you notes, 163–164
  - Business Etiquette For Dummies* (Fox), 42, 83
  - business events
    - conversing at, 155–156
    - following up after, 156
    - preparing for, 155
  - business world. *See also* work
    - attending to meeting details, 154
    - body contact, 150
    - handling dining, 186–188
    - importance of titles in introductions, 148–149
    - introducing oneself, 147
    - introducing two or more people, 146–147
    - remembering names for introductions, 147–148
    - standing out in meetings, 153–154
  - Butler service, serving food, 217
- C •
- Caller ID, guidelines for using, 130–131
  - calls
    - answering business, 158–160
    - answering telephone, 124
    - dealing with dinnertime sales, 125
    - dealing with prank, 126
    - ending long-winded telephone, 126
    - guidelines to placing telephone, 122–123
    - placing business, 157–158
    - screening business, 160
  - care, for clothing, 37
  - casual, understanding business, 41–42
  - casual dining, planning menu for, 213–216
  - causes, gifts to, 245–247
  - cell phones. *See also* telephone
    - basic etiquette, 127–128
    - driving while using, 128–129
    - prioritizing interruptions, 124–125

- chain letters, on Internet, 140  
Champagne, 200  
character, building with civility, 25  
charities  
  donating in memory of, 272  
  gifts to, 245–247  
children. *See also* babies; teens  
  addressing and introducing step and  
    foster, 62–63  
  attending weddings with, 284  
  basic etiquette rules for, 53–54  
  benefit of routines, 55–56  
  gifts for new siblings, 262  
  giving gifts among family, 65  
  including/excluding in invitations,  
    210–211  
  modeling civility for, 55  
  planning buffet foods, 216  
  selecting gifts, 242  
  setting positive example for, 52  
  sharing in household chores, 56  
  staying positive with, 342  
  talking about disabilities/illnesses/  
    injuries with, 333–334  
  teaching etiquette, 337  
  teaching forgiveness, 54  
  teaching gift etiquette, 245  
  teaching good grooming/dressing, 339  
  teaching good table manners, 341  
  teaching home cleanliness/care, 340  
  teaching respect, 338  
  teaching respect for all cultures, 342  
  teaching sharing, 339  
  teaching to be good guests/hosts, 341  
  teaching to meet and greet properly,  
    340–341  
  teaching to speak and listen  
    courteously, 338  
  teaching to welcome guests, 57–58  
  telephone guidelines for, 131–132  
  thank-you notes for gifts, 250  
  traveling with, 305  
  value of using civility and courtesy with,  
    29–30  
chopsticks, eating with, 182–183  
chores  
  family sharing household, 56  
  teaching children/teens about, 340  
christenings, attending, 264–265  
civility  
  benefits of, 25  
  building character and self-esteem with,  
    25–26  
  daily expressions of, 30–31  
  defined, 24  
  importance of, 10  
  speaking with within families, 55  
  value of using with teens, 29–30  
cloakroom attendants, tipping, 344  
closing phrase, of personal  
  correspondence, 111  
clothing  
  for after-work engagements, 42–43  
  assessing existing wardrobe, 36–37  
  for baby showers, 260  
  for baptisms, 265  
  for bar/bat mitzvahs, 266  
  for B'rith Milah ceremony, 265  
  business casual, 41–42  
  casual outside of office, 42  
  for confirmations, 267  
  considering, 35–36  
  cruise line dress code, 308  
  designating on invitations, 211  
  dressing for lasting impressions, 27  
  giving as gifts, 242  
  for graduation ceremonies, 269  
  guidelines for adding new, 37–38  
  guidelines for men, 39–40  
  guidelines for women, 38–39  
  for international travel, 311–312  
  messages conveyed by, 40–41  
  mourning, 272  
  for quinceañeras, 267  
  semiformal versus formal, 43  
  teaching children/teens about, 339  
  for traveling, 305  
  for work, 13  
clothing services, selecting wardrobes  
  with, 38  
cocktail lounges, tipping, 343

- colleagues, addressing at work, 152–153
- color
  - assessing wardrobe, 36
  - buying new clothing for, 37
  - gender issues with selecting personal correspondence stationery, 107
  - selecting flattering, 38, 40
- common sense, courtesy as, 26–27
- communication
  - guidelines for business, 16
  - guidelines to Internet use, 15–16
  - guidelines to polite conversation, 13–14
  - guidelines to written correspondence, 14
    - during international travel, 312–315
    - with one-sided relationships, 72–73
    - people with hearing impairment, 326–327
    - telephone etiquette, 15
- community service organizations, finding new friends through, 68
- complaints, work, 85
- compliments
  - giving and receiving, 31–32
  - starting conversations with, 97
- condolences
  - expressing after death, 271–272
  - writing letters of, 116–117
- confidence
  - giving and receiving compliments
    - indicating, 32
    - presenting with, 28
- confirmations, celebrating, 267
- congratulations
  - as conversation topic, 98
  - writing notes of, 115
- content, of personal correspondence, 110
- Continental dining style
  - versus American style, 173–175
  - using, 176–177
- continuing education, finding new friends through, 68
- conversation
  - asking questions to start, 96–97
  - avoiding killers and taboo topics, 98–100
  - at business events, 155–156
  - finding topics of, 97–98
  - guidelines to social introductions, 94–96
  - importance of listening during, 101–102
    - including personal information, 100–101
    - initiating, 94
    - keeping positive and polite during, 28
    - lost art of, 93–94
    - offering compliments to start, 97
    - polite, 13–14
    - polite topics for social events, 233
    - politely exiting, 103
    - starting at social events, 231–232
    - starting with compliments, 32
    - suggested topics, 98
    - teaching children/teens courteous, 338
    - tips for guest of social events, 232
    - using prompts during, 102
    - watching for signs of ending, 102–103
- copying practices, on Internet, 139
- cork, checking wine, 196
- correspondence. *See* business correspondence; personal correspondence
- costs
  - considering wine, 193
  - of gifts, 242
  - sharing within families, 57
- courtesy
  - as common sense, 26–27
  - creating serene environment, 29
  - daily expressions of, 30–31
  - etiquette rules that show, 10
  - extending to business colleagues, 12–13
  - extending to family, 11–12
  - extending to friends, 12
  - to members of opposite sex, 73–75
  - rules for international travel, 311
  - toward spouses, 51–52
  - value of using with teens, 29–30
- co-workers, guidelines for relating to, 85–86
- criticism, openness to at work, 89
- cruelty, avoiding in conversation, 103
- cubicles, dealing with at work, 86
- cultural events, as conversation topic, 98
- cultures, teaching children/teens to respect different, 342. *See also* international travel
- current events, as conversation topic, 98
- cutting in line, dealing with, 33



## date

- choosing wedding, 278–279
- on personal correspondence, 109

## dates (social outings)

- accepting or declining invitations, 78–79
- basic expectations, 79
- defined, 75–76
- ending relationships, 82
- guidelines for good behavior, 79–80
- inviting someone on, 77–78
- meeting people for on Internet, 76–77
- overview, 75
- paying for, 80
- proper phone etiquette after, 81
- sharing personal information, 81–82
- traditional ways of meeting people for, 76

*Dating For Dummies* (Browne), 75

## death

- appropriate mourning clothing, 272
- attending events following, 270–271
- expressing condolences after, 271–272
- notices of, 270
- reasons for events around, 269
- sending flowers and making donations in event of, 272

## dessert

- dining on, 180–181
- wines with, 196

## destination weddings, 282

*Destination Weddings For Dummies* (Breslow), 282dining. *See also* menu planning

- American versus European style, 173–175
- on artichokes, 181–182
- on bacon, 182
- banquet style, 179
- bread course, 178
- business meals, 186–188
- with chopsticks, 182–183
- dessert, 180–181
- entree, 180
- excusing oneself while, 169–170
- on fish with bones, 182
- handling mishaps during, 189–190
- on peas, 184

## on pitted foods, 184

## planning menu for casual, 213–216

## planning menus for sophisticated, 216–217

## posture and body language, 169

## on poultry, 184

## reasons for manners during, 168

## requesting advice during work events, 89–90

## salad course, 179

## seasoning food at table, 173

## on shellfish/mollusks, 185

## sorbet/intermezzo course, 180

## soup course, 178–179

## on spaghetti, 186

## on sushi/sashimi, 186

## table settings, 170–174

## teaching children/teens appropriate

## behavior, 341

## tips for, 17–18

## using American style, 175–176

## using European style, 176–177

## using fingerbowls, 180

## using napkins appropriately, 168

## when to eat, 168–169

## while traveling internationally, 317–320

## disabilities

## appropriate terminology, 321–322

## basic rules for dealing with, 323

## dealing with issues of at work, 329–330

## guide and service animals guidelines, 328–329

## hearing impairment, 326–327

## mobility impairment, 323–324

## speech impairment, 328

## talking to children about, 333–334

## tips for dealing with, 21

## vision impairment, 324–326

## welcoming babies with, 263

## diversity, celebrating, 25

## divorce

## addressing envelopes to partners of, 119

## handling issues at wedding

## ceremony/reception, 301

## wedding invitation issues, 288

## doctors, addressing envelopes to, 119

## documents, organizing travel, 305

## dogs, guide and service, 328–329

doormen, tipping, 309  
 dress codes  
   cruise line, 308  
   purchasing accordingly, 38  
 drinks, dividing among family, 57  
 drivers  
   dealing with maniac, 33  
   using cell phones, 128–129

## • E •

eating. *See* dining  
 elders  
   with limited mobility, assisting, 59–60  
   showing respect to family, 58–59  
 e-mail. *See also* Internet  
 extending date invitations, 78  
 guidelines for business, 160–161  
 informality in work, 142  
 issuing invitations, 209–210  
 potential permanence of, 136  
 sending attachments on, 141  
 sending birth announcements, 261  
 using all uppercase letters, 141–142  
 writing appropriate, 140–141  
 emotion, displaying when traveling  
   internationally, 315  
 empowerment, through good manners, 28  
 engagements. *See also* weddings  
   announcing to family/friends, 275–276  
   breaking off, 277  
   celebrating, 20  
   choosing ring for, 274–275  
   history of ring for, 275  
   overview, 274  
   parties for, 292–293  
 English service, serving food, 218  
 entertaining  
   advantage of planning, 204  
   appropriate guest behavior, 18–19  
   checklists of tasks, 205–208  
   choosing service methods, 217–218  
   deciding type of event, 204  
   dining and drinking tips, 17–18  
   ending parties, 221  
   general menu planning, 212–213  
   greeting guests, 218–219  
   issuing invitations, 208–212  
   maintaining friendships through, 71

mingling with guests, 220  
 offering drinks, 219  
 overview, 203  
 planning casual dining menus, 213–216  
 planning guest list, 205  
 planning sophisticated dining menus,  
   216–217  
 purposes of, 17  
 seating guests, 220  
 semiformal/formal events, 221–226  
 suggested holidays/events for, 206  
 tips for get-togethers, 18  
 entertainment, family considerations for, 57  
 entree, dining on, 180  
 envelopes  
   addressing for personal correspondence,  
     117–119  
   filling and addressing wedding invitation,  
     290–291  
   inserting foldover notes, 108  
   inserting half sheets, 108  
   for personal correspondence, 106  
 environment, creating serene, 29  
 errors, correcting others' on Internet, 142  
 European dining style  
   versus American style, 173–175  
   using, 176–177  
 events. *See also* entertaining; *specific events*  
   necessitating gifts, 240–241  
   suggested for entertaining, 206  
 Ewing-Mulligan, Mary (*Wine For Dummies*),  
   191  
 ex-spouses, addressing and introducing, 62  
 extended family. *See* family  
 eye contact  
   in conversation, 101–102  
   when traveling internationally, 315

## • F •

fabrics  
   assessing wardrobe, 37  
   choosing men's clothes, 40  
 family  
   addressing and introducing members of  
     blended, 61–63  
   addressing grandparents appropriately,  
     58–59  
   announcing engagement, 275–276

- avoiding gossip within, 66
  - basic etiquette rules for children, 53–54
  - courtesy toward spouses, 51–52
  - creating harmony with routines, 55–56
  - elders with limited mobility, 59–60
  - gift giving within, 244–245
    - during holidays, 65
  - importance of courtesy, 11–12
  - interacting with aunts, uncles, and cousins, 60–61
  - keeping in touch with distant, 63
  - living with mixed generations, 59
  - rules for well-behaved blended, 63
  - scorekeeping within, 65
  - setting positive example for children, 52
  - sharing household chores, 56
  - sharing life events and big news, 64
  - sharing responsibilities and resources within, 56–57
  - speaking with civility, 55
  - teaching forgiveness within, 54
  - teaching respect for extended, 58
  - visiting distant, 64
  - welcoming guests, 57–58
  - family style, serving food, 217
  - fashion trends
    - avoiding extreme, 36
    - combining with classics, 37
    - at work, 38
  - faxes, guidelines for business, 160–161
  - financial matters
    - asking for wedding gift money, 298
    - of bachelor/bachelorette parties, 294
    - with dating, 80
    - with friendships, 72
    - planning weddings, 277–278
  - fingerbowls, using, 180
  - finish position
    - of utensils in American-style dining, 175, 176
    - of utensils in European-style dining, 177
  - first impressions, speed of, 10
  - fish
    - with bones, 182
    - shellfish/mollusks, 185
    - sushi/sashimi, 186
  - Fisher Kaiser, Laura
    - Wedding Kit For Dummies*, 274
    - Wedding Planning For Dummies*, 274
  - fit, assessing wardrobe, 36
  - flame wars, avoiding, 138
  - flaming, using appropriately, 137–138
  - flatware. *See* silverware
  - flowers
    - donating wedding to place of worship, 281
    - sending during mourning period, 272
  - foldover notes, selecting for personal correspondence, 108
  - food. *See also* dining; *specific foods*
    - choosing wine to complement, 193–194
    - dividing among family, 57
    - seasoning at table, 173
    - trying foreign, 318
  - forgiveness, within families, 54
  - formal dress, versus semiformal, 43
  - formal events
    - appropriate dining behavior during, 225–226
    - choosing appropriate equipment for menu, 223
    - creating seating arrangement for, 224
    - hosting, 221–222
    - planning, 222–223
  - Fox, Sue (*Business Etiquette For Dummies*), 42
  - French service, serving food, 217
  - friendships
    - announcing engagement among, 275–276
    - ending, 72–73
    - handling financial differences, 72
    - guidelines for maintaining existing, 69–70
    - importance of courtesy, 12
    - keeping in balance, 70–71
    - maintaining through entertaining, 71
    - ways of developing new, 68–69
  - funerals, attending, 270–271
- **G** ●
- gender
    - business casual for men, 41–42
    - business casual for women, 42
    - dressing guidelines for men, 39–40
    - dressing guidelines for women, 38–39
    - grooming guidelines for men, 45–46
    - grooming guidelines for women, 45
    - guidelines for courtesy with men for women, 74–75

gender (*continued*)

- guidelines for courtesy with women for men, 75
- introductions done by, 94–96
- monogramming stationery, 108
- selecting half sheets for personal correspondence, 107
- women seeking dating, 76

gestures

- appropriate for international travel, 314
- avoiding with vision impairment, 324–325
- of international greetings, 316

get-togethers, tips for, 18

gifts

- baby shower, 260
- baptism, 265
- for bar/bat mitzvahs, 266
- bridal shower, 293
- bringing new babies, 261
- bringing to hosts/hostesses, 231
- for B'rith Milah, 265
- to charities and causes, 245–247
- for confirmations, 267
- cultural issues around, 243
- determining necessity of, 240–241
- at engagement parties, 292
- exchanging general, 251
- exchanging wedding, 299
- expressing thanks for general, 247–248
- within families, 244–245
- giver and recipient responsibilities, 239–240
- giving and receiving new baby, 262
- giving as tips, 345
- giving wedding, 297
- for graduation ceremonies, 269
- houseguests bringing, 235
- logging wedding, 298–299
- for new siblings, 262
- opening, 244
- of personal time, 247
- presenting, 243–244
- for quinceañeras, 267
- re-gifting, 252–253
- returning after engagement termination, 277
- returning to gift giver, 252
- returning to store, 251–252
- returning wedding, 299

for second weddings, 302

- selecting, 241–242
- thank-you notes for birthday, 248
- thank-you notes for children's, 250
- thank-you notes for monetary, 248–250
- thank-you notes for wedding, 299
- tips for giving and receiving, 19
- turning down, 253–254
- to wedding party, 299–300
- wrapping, 243

glassware

- setting, 172–173
- for wine, 198–199

godparents, role of, 264

golden rule

- common sense of following, 26–27
- following, 9
- international travel version, 311

good news, as conversation topic, 98

gossip

- avoiding family, 66
- avoiding general, 28

graduations, celebrating, 267–269

grammar, on Internet, 141

grandparents

- addressing appropriately, 58–59
- living with, 59

greetings. *See also* handshakes;

introductions

- gestures of international, 316
- teaching children/teens appropriate, 340–341

grooming

- guidelines for good, 44
- guidelines for men, 45–46
- guidelines for women, 45
- teaching to children/teens, 339

guest lists

- determining baby shower, 258
- determining graduation ceremony, 268–269
- determining wedding, 284–285
- planning for entertaining event, 205

guests

- behaving appropriately, 18–19
- bringing gifts, 231
- greeting, 218–219
- guidelines for arriving to events, 229–230
- guidelines for mingling, 231–232

handling uncomfortable situations, 233–234  
 mingling with, 220  
 offering drinks to, 219  
 recognizing party's end, 234–235  
 responding to invitations, 228–229  
 seating, 220  
 sending thank-you notes, 236–237  
 teaching children to welcome, 57–58  
 teaching children/teens to be good, 341  
 tips for conversation, 232  
 tips for house, 235–236  
 welcoming to formal/semiformal events, 225

## • H •

habits, making etiquette, 24  
 hair  
   grooming guidelines, general, 44  
   grooming guidelines for men, 45–46  
   grooming guidelines for women, 45  
 hair salons, tipping at, 346  
 half sheets, selecting for personal correspondence, 107–108  
 handbags/purses, selecting, 39  
 handshakes  
   business greetings, 149–150  
   with introductions, 95–96  
   teaching children/teens appropriate, 341  
 headings, on personal correspondence, 111  
 hearing impairment, appropriate behavior toward, 326–327  
 help, offering to people with vision impairment, 325–326  
 high-tech gadgets, using with consideration, 144  
 holidays  
   dealing with family, 65  
   suggested for entertaining, 206  
 home cleanliness/care, teaching to children/teens, 340  
 honesty, accepting or declining date invitations, 78  
 hospital, visiting sick/injured people, 332–333  
 hosting. *See* entertaining

hosts, teaching children/teens to be good, 341  
 hotels, arriving at, 309–310  
 houseguests, tips for, 235–236  
 HTML (HyperText Markup Language), 137  
 HTTP (HyperText Transfer Protocol), 137  
 humor, dealing with conversation  
   faux pas, 100  
 hygiene, maintaining good, 44

## • I •

illnesses/injuries  
   responding to serious, 331  
   talking to children about, 333–334  
   tips for dealing with, 21  
   visiting people with, 332–333  
 image consultants, selecting wardrobes with, 38  
 impressions  
   making lasting, 27–28  
   speed of first, 10  
 indigestion, dealing with, 47–48  
 ink, for personal correspondence, 106  
 in-laws, addressing, 60–61  
 intermezzo course, dining on, 180  
 international travel. *See also* travel  
   appropriate clothing, 311–312  
   communicating during, 312–315  
   courtesy during, 311  
   eating and drinking during, 317–320  
   meeting and greeting during, 315–317  
   overview, 310–311  
 Internet  
   common vocabulary, 137  
   copying practices, 139  
   correcting others' mistakes, 142  
   courtesy, 134  
   creating birth announcement  
     Web sites, 261  
   engagement/wedding Web sites, 276  
   etiquette considerations, 133  
   finding new friends through, 69  
   grammar and language usage, 141  
   guidelines to communicating, 15–16  
   issuing invitations, 209–210  
   junk mail and chain letters, 140  
   keeping in touch with distant family, 63  
   maintaining respect, 139

Internet (*continued*)

- potential permanence of
  - correspondence, 136
- remembering human element, 134
- safety, 143
- seeking dating, 76–77
- sending e-mail attachments, 141
- sharing information, 139
- staying on topic, 138
- using all uppercase letters, 141–142
- using clarity, 135
- using flaming appropriately, 137–138
- using own voice, 136
- using restraint, 135
- writing appropriate e-mails, 140–141
- Internet Service Provider (ISP), 137
- interruptions, handling, 33
- introductions
  - of extended family, 60
  - guidelines to social, 94–96
  - handshakes with business, 149–150
  - making in business world, 146–149
  - making with newcomers at work, 87
  - teaching children/teens appropriate, 340–341
- invitations
  - assembling, addressing, and mailing
    - wedding, 290–291
  - to baptisms, 265
  - for bar/bat mitzvahs, 266
  - designating guest attire, 211
  - e-mail and Internet, 209–210
  - extending for social date, by e-mail, 78
  - formal wedding, 285–286
  - graduation, 268
  - including reception cards with wedding, 288–289
  - including/excluding children and significant others, 210–211
  - nontraditional wedding, 287–288
  - oral, 209
  - printed, 208
  - for quinceañeras, 267
  - requesting RSVPs, 212–213
  - requesting RSVPs with wedding, 289–290
  - responding to, 228–229

- sending baby shower, 259
- wedding, 283–284
- wedding, divorce issues of, 288
- ISP (Internet Service Provider), 137

## • J •

- Japanese, initiating business card
  - etiquette, 151
- jewelry
  - keeping women's simple, 39
  - selecting men's, 40
- journal, keeping etiquette, 24
- junk mail, on Internet, 140

## • K •

- KISS (Keep It Simple and Sophisticated),
  - dressng for business casual, 42
- knowledge, sharing on Internet, 139

## • L •

- language
  - on Internet, 141
  - learning for international travel, 312–313
- language gap, dealing with at work, 90
- Lasky, Michael, JD (*Online Dating For Dummies*), 77
- letters. *See* personal correspondence
- life events. *See also specific events*
  - importance of celebrating, 20
  - sharing with distant family, 64
- lines, dealing with cutting, 33
- lip reading, 327
- listening
  - importance during conversation, 101–102
  - with serious illnesses/injuries, 331
  - teaching children/teens courteous, 338
- location, choosing wedding, 278–279
- loss. *See* death
- loyalty, with friends, 70
- luggage
  - airline rules for, 307
  - planning for sea travel, 308
- lunch counters, tipping at, 345

## • M •

main body, of personal correspondence, 110

makeup, using appropriately, 45

maniac drivers, dealing with, 33

manners

- importance of, 23–24
- taking pride in, 9–10

married couples, addressing envelopes to, 118–119

McCarthy, Ed (*Wine For Dummies*), 191

meetings

- attention to details of work, 154
- cell phone–call etiquette, 128
- standing out in work, 153–154

men

- business casual for, 41–42
- dressing guidelines, 39–40
- grooming guidelines, 45–46
- guidelines for courtesy with women, 75
- monogramming stationery, 108
- selecting half sheets for personal correspondence, 107

menu planning

- for casual dining, 213–216
- choosing appropriate equipment for formal/semiformal, 223
- choosing service methods, 217–218
- overview, 212–213
- for sophisticated dining, 216–217

messages, clothing conveying, 40–41

mingling

- guidelines for guests, 231–232
- guidelines for hosts, 220

mobility impairment, appropriate behavior toward, 323–324

mollusks, dining on, 185

monetary gifts

- asking for wedding, 298
- thank-you notes, 248–250

monogramming

- foldover notes, 108
- half sheets, 107

## • N •

nails

- grooming guidelines for men, 46
- grooming guidelines for women, 45

names

- remembering for business introductions, 147–148
- using correctly during international travel, 316–317
- using in introductions, 94–95

napkins, using appropriately, 168

National Organization on Disability (NOD), 330

neatness, addressing envelopes with, 119

needs, asking for, 28

neighborhood groups, finding new friends through, 68–69

netiquette. *See* Internet

network (computer), defined, 137

networking, at work, 89

newcomers, showing respect at work, 87

niceties, importance of, 32

NOD (National Organization on Disability), 330

nonverbal cues, first impressions based on, 10. *See also* body language; gestures

notices

- birth, 260–261
- death, 270
- engagement, 276
- graduation, 268

nuisance calls, dealing with, 126

## • O •

occasions, semiformal versus formal, 43

olives, dining on, 184

*Online Dating For Dummies* (Silverstein and Lasky), 77

online invitation services, 209, 210

## • P •

packaging, importance of personal, 10–11  
 pantyhose, selecting, 39  
 peas, dining on, 184  
 pens, for personal correspondence, 106  
 pepper, adding at table, 173  
 personal correspondence. *See also*  
   business correspondence  
   apology notes, 115–116  
   condolence letters, 116–117  
   congratulations notes, 115  
   extending date invitations by, 78  
   formatting, 109–112  
   guidelines, 14  
   magic of, 105  
   necessary tools, 106–107  
   phrasing, 112  
   refusing gifts, 253–254  
   selecting stationery, 107–109  
   thank-you notes, 113–114  
 personal information, including in  
   conversation, 100–101  
 personal presentation, positive, 10–11  
 personal safety  
   Internet considerations, 76  
   women maintaining, 75  
 personal shoppers, selecting wardrobes  
   with, 38  
 personal space, appropriate for  
   international travel, 315  
 pet care, sharing within families, 57  
 photographs  
   time for wedding, 283  
   at tourist attractions, 310  
 phrasing, written correspondence, 112  
 pitted foods, dining on, 184  
 plate service, using, 217  
 plates, setting, 171  
 polite conversation, guidelines to, 13–14  
 politics, avoiding as conversation topic, 99  
 postscript, on personal correspondence, 112  
 posture  
   while dining, 169  
   messages conveyed by, 46  
 poultry, dining on, 184  
 practice, of etiquette, 24  
 prank calls, dealing with, 126  
 presentation, positive personal, 10–11

printed invitations, 208–209  
 private space  
   respecting friends', 70  
   respecting need for in families, 59  
 professional shoppers, selecting  
   wardrobes with, 38  
 prompts, using during conversation, 102  
 punctuality  
   importance in business, 13  
   making impressions, 28  
 purses/handbags, selecting, 39

## • Q •

queasiness, dealing with, 48  
 questions, starting conversations with,  
   96–97  
 quinceañeras, celebrating, 267

## • R •

reception cards, including with wedding  
   invitations, 288–289  
 receptions  
   following funerals, 271  
   planning wedding, 281–283  
 recipient address, on personal  
   correspondence envelopes, 118–119  
 re-gifting, 252–253  
 rehearsal dinners, 294–295  
 relationships. *See also* dates; family;  
   friendships  
   ending, 82  
   guidelines to work, 84–87  
   importance of courtesy, 12  
   positive work, 84  
   value of, 67  
 religion, avoiding as conversation topic, 99  
 religious organizations, finding new friends  
   through, 68  
 requests, guidelines for making, 28  
 respect, teaching to children/teens, 338  
 rest position  
   of utensils in American-style dining,  
     175, 176  
   of utensils in European-style dining, 177  
 restaurants  
   cell phone–call etiquette, 127–128  
   tipping at, 343–345

restroom attendants, tipping, 344  
return address, on personal  
    correspondence envelopes, 118  
rights of passage, ceremonies celebrating,  
    265–269  
routines, creating family harmony, 55–56  
RSVPs  
    requesting for weddings, 289–290  
    requesting on invitations, 212–213  
    responding to, 228–229  
rudeness  
    versus assertiveness at work, 88–89  
    dealing with, 33–34  
rules, basic etiquette for children, 53–54  
rushed, acting during meetings, 154  
Russian service, serving food, 217

## • S •

salad, dining on, 179  
salt, adding at table, 173  
salt cellars, setting, 173  
salutation, on personal correspondence,  
    109–110  
sashimi, dining on, 186  
scents, guidelines for wearing, 44  
screening, business calls, 160  
sea, tips for travel by, 308–309  
search engine, 137  
seating arrangements, Chinese custom  
    for, 60  
second weddings, 302  
self-esteem  
    building with civility, 25–26  
    giving and receiving compliments  
        indicating, 32  
semiformal dress, versus formal, 43  
semiformal events  
    appropriate dining behavior, 225–226  
    choosing appropriate equipment for  
        menu, 223  
    creating seating arrangement, 224  
    hosting, 221–222  
    planning, 222–223  
senior citizens. *See also* elders  
    with limited mobility, assisting, 59–60  
    showing respect to family, 58–59  
serene environment, creating, 29  
service a la Francaise, serving food, 217  
service a la Russe, serving food, 217  
service a l'Anglaise, serving food, 218  
sex. *See also* gender  
    avoiding as conversation topic, 99  
    sharing personal information before, 81  
sharing, teaching children/teens, 339  
shellfish, dining on, 185  
shoes, selecting women's, 39  
shuttle drivers, tipping, 309  
siblings  
    addressing and introducing step and  
        foster, 62–63  
    gifts for new, 262  
signature, on personal correspondence, 111  
significant others, including in invitations,  
    210–211  
Silverstein, Judith, M.D. (*Online Dating  
    For Dummies*), 77  
silverware  
    defined, 170  
    setting, 171–172  
    for specific food courses, 178–181  
    using American style, 175–176  
    using American versus European style,  
        173–175  
    using European style, 176–177  
sincerity  
    with compliments, 31  
    with friends, 70  
    importance to manners, 27  
singles, addressing envelopes to, 119  
skin, grooming tips for, 45  
skycaps, tipping, 306, 346  
smoking  
    on cruise lines, 309  
    while traveling internationally, 320  
sneezes, dealing with, 47  
sommelier, tipping, 343–344  
sophisticated dining, planning menus for,  
    216–217  
sorbet, dining on, 180  
soup, dining on, 178–179  
spaghetti, dining on, 186  
spas, tipping at, 346  
speaking. *See* conversation  
speech impairment, appropriate behavior  
    toward, 328  
speech reading, 327  
sports, as conversation topic, 98

sports clubs/groups, finding new friends through, 68

spouses  
addressing and introducing ex, 62  
being considerate of, 51–52

staff, addressing at work, 152–153

stamps, for personal correspondence, 107

stationery  
everyday letter paper, 108–109  
foldover notes, 108  
half sheets, 107–108  
for personal correspondence, 106  
selecting for business correspondence, 162

stepchildren, addressing and introducing, 62

stores, returning gifts to, 251–252

strangers, showing respect at work, 87

styles, assessing wardrobe, 36

subordinates, showing courtesy to work, 87

sushi, dining on, 186

## • T •

table settings  
choosing appropriate equipment for formal/semiformal menu, 223  
glassware, 172–173  
overview, 170–171  
plates and bowls, 171  
utensils, 171–172

taboo topics, avoiding in conversation, 98–100

tact, with friends, 70

takeout delivery, tipping for, 345

tardiness, dealing with in business, 13

taxi drivers, tipping, 346

teens. *See also* children  
benefit of routines, 55–56  
modeling civility, 55  
sharing in household chores, 56  
staying positive, 342  
teaching etiquette, 337  
teaching good grooming/dressing, 339  
teaching good table manners, 341  
teaching home cleanliness/care, 340  
teaching respect, 338  
teaching respect for all cultures, 342  
teaching sharing, 339  
teaching to be good guests/hosts, 341

teaching to meet and greet properly, 340–341

teaching to speak and listen courteously, 338

teaching to welcome guests, 57–58

telephone guidelines, 131–132  
value of using civility and courtesy with, 29–30

teeth, keeping clean, 44

telemarketing calls, dealing with, 125

telephone. *See also* cell phones  
answering business, 158–159  
answering someone else's business, 159–160  
dealing with dinnertime sales calls, 125  
dealing with prank calls, 126  
ending long-winded conversations, 126  
guidelines for Caller ID, 130–131  
guidelines for children using, 131–132  
guidelines to answering calls, 124  
guidelines to placing calls, 122–123  
guidelines to using, 15  
handling abrupt disconnects, 126  
leaving voice-mail messages, 129–130  
placing business calls, 157–158  
prioritizing interruptions, 124–125  
proper post-date etiquette, 81  
recording voice-mail greeting, 130  
technology affecting, 121  
temperature, determining wine, 196–197

terminology, appropriate for disabilities, 321–322

text messaging  
using in place of calling, 128  
using with consideration, 144

thank-you notes  
for birthday gifts, 248  
for children's gifts, 250  
for general gifts, 248  
guests sending, 236–237  
guidelines for writing, 113–114  
importance of business, 163–164  
for monetary gifts, 248–250  
sending after business events, 156  
for wedding gifts, 299

thieves  
avoiding while traveling, 305  
dressing to attract, 312

thoughtfulness, building character with, 25  
 time, respecting others' on Internet, 139  
 timing, arrivals to events, 229–230  
 tipping  
   on cruise lines, 308  
   guidelines for, 343–346  
   in hotels, 309  
   while traveling internationally, 320  
 titles  
   importance in business introductions,  
     148–149  
   on personal correspondence envelopes,  
     118–119  
   using correctly during international  
     travel, 317  
 toasts  
   engagement party, 292  
   guidelines to making, 200–201  
   rehearsal dinner, 295  
   wedding, 295–296  
 tolerance, building character with, 25  
 topics  
   appropriate for international travel,  
     313–314  
   avoiding taboo, 98–100  
   finding conversational, 97–98  
   polite, for social events, 233  
 tourist attractions, visiting, 310  
 travel. *See also* international travel  
   by air, tips for, 306–307  
   hotel arrival, 309–310  
   planning, 303–304  
   by sea, tips for, 308–309  
   tips for, 20, 304–306  
   tourist attractions, 310  
   visiting distant family, 64

## • U •

undergarments, selecting women's, 39  
 unfamiliar situations, dealing with at work,  
 87–88  
 United States National Do Not Call  
 Registry, 125  
 unmarried couples, addressing envelopes  
 to, 119  
 uppercase letters, in e-mail, 141–142  
 URL (Uniform Resource Locator), 137

utensils  
 setting, 171–172  
 for specific food courses, 178–181  
 using American style, 175–176  
 using American versus European style,  
 173–175  
 using European style, 176–177

## • V •

value, etiquette rules that show, 10  
 visibility, increasing at work, 89  
 vision impairment, appropriate behavior  
 toward, 324–326  
 visitations, attending, 270  
 voice mail  
   guidelines for business, 160–161  
   leaving messages, 129–130  
   recording greeting, 130  
 vomiting, dealing with, 48

## • W •

wants, asking for, 28  
 Web sites  
   birth announcement, 261  
   engagement/wedding, 276  
   wedding registries, 297  
 wedding consultants, helping with  
   divorced parents, 301  
 wedding gifts, exchanging, 251  
*Wedding Kit For Dummies* (Blum and Fisher  
 Kaiser), 274  
*Wedding Planning For Dummies* (Blum and  
 Fisher Kaiser), 274  
 weddings. *See also* engagements  
   assembling, addressing, and mailing  
     invitations, 290–291  
   attendant gifts, 299–300  
   bachelor/bachelorette parties, 294  
   bridal showers, 293  
   celebrating, 20  
   choosing date/place, 278–279  
   considerations, 273–274  
   dealing with family objections, 301  
   designing religious ceremonies, 280–281  
   designing secular ceremonies, 281  
   destination, 282

- weddings (*continued*)
- determining guest list, 284–285
  - formal invitations, 285–286
  - giving gifts, 297
  - handling divorced parents, 301
  - including reception cards, 288–289
  - invitation process, 283–284
  - leaving time between ceremony and reception, 283
  - logging gifts, 298–299
  - nontraditional invitations, 287–288
  - planning financial details, 277–278
  - planning receptions, 281–283
  - receiving lines, 295
  - registering for gifts, 297–298
  - rehearsal dinners, 294–295
  - requesting RSVPs, 289–290
  - second, 302
  - selecting attendants, 279–280
  - sending announcements, 291–292
  - thank-you notes for gifts, 299
  - toasts, 295–296
- white tie dress, 43
- widows/widowers, addressing envelopes to, 119
- wine
- asking guest preferences, 194–195
  - Champagne, 200
  - choosing to complement food, 193–194
  - considering cost, 193
  - dessert, 196
  - examining, 196–197
  - glassware for, 198–199
  - making toasts, 200–201
  - old rules for, 195
  - overindulgence, 201
  - person selecting, 192
  - serving red, 197
  - serving with entrees, 180
  - tasting process, 197–198
  - tipping sommelier, 343–344
  - U.S. history of, 192
- Wine For Dummies* (Ewing-Mulligan and McCarthy), 191
- women
- business casual attire, 42
  - dressing guidelines, 38–39
  - grooming guidelines, 45
  - guidelines for courtesy with men, 74–75
  - monogramming stationery, 108
  - seeking dating, 76
  - selecting half sheets for personal correspondence, 107
- work. *See also* business world
- addressing individuals, 152–153
  - avoiding limelight, 89
  - dealing with cubicles, 86
  - dealing with disability issues, 329–330
  - dealing with language issues, 90
  - dealing with unfamiliar situations, 87–88
  - extending apologies, 90
  - extending courtesy to subordinates, 87
  - guidelines for relating to boss, 84–85
  - guidelines for relating to co-workers, 85–86
  - importance of courtesy, 83
  - keeping formality in e-mails, 142
  - keeping positive attitude, 86
  - positive relationships, 84
  - requesting advice during meals, 89–90
  - respect for newcomers/strangers, 87
  - wearing fashion trends, 38
- writing surface, for personal correspondence, 107
- wrong numbers, handling dialing, 123
- WWW (World Wide Web), 137
- Z ●
- zigzag dining style
- versus European style, 173–175
  - using, 175–176