



Etiquette

FFA.OH.6.5

Time Needed:

Activity 1 – 15 minutes
Activity 2 – 20 minutes

Materials:

Computer with Internet (if video scenarios are chosen)
Projector (if video scenarios are chosen)
Public writing surface
Writing utensil
Flip charts
Markers

Objectives:

1. Define “etiquette.”
2. Identify rules of etiquette.

Content Outline

1. Define “etiquette.”
 - a. Conventional requirements as to social behavior; proprieties of conduct as established in any class or community or for any occasion
2. Identify rules of etiquette.
 - a. Etiquette is used all around us:
 1. Meeting people
 2. Dining
 3. Using the phone
 4. Using e-mail/Internet communication
 - b. Common etiquette practices include the following:
 1. Show respect to others.
 2. Remove hats by males in public buildings.
 3. Refrain from the use of cell phones in public.
 4. Excuse oneself when leaving an individual or group.
 5. Dress appropriately for the occasion.

Activity 1 –

1. Show videos of proper and improper etiquette and ask students to determine the good and bad things in each video.

Or

2. Use the following scenarios and ask students to identify the good and bad etiquette that is portrayed.

Scenario 1:

Jamie just started a new job as an administrative assistant for a law firm. After being shown around the office and introduced to the staff, Jamie began her first day of work. She settled into her desk, logged into her e-mail and then the phone rang, “Hello, this is Jamie. How may I help you?”

1. What was correct about the way that Jamie answered the phone? (*i.e., stated her name, was polite, asked how she could help*)
2. What was incorrect about the way that Jamie answered the phone? (*i.e., failed to mention the law firm’s name first, so the person on the other end was not sure if the correct number was reached*)

Scenario 2:

Brad just received the call that he will be provided an opportunity to interview for the Food Safety Program Manager position. His interview would be tomorrow at 10 a.m. at the downtown office.

Brad shows up for his interview at 10:05 a.m., wearing khaki pants, a dress shirt, tie and sports coat. Brad is greeted by the receptionist and informed that they have been expecting him and is shown to the interview room. Brad calmly walks into the room and introduces himself to each member of the interview team, then takes his seat. The interview begins with this: “Tell us about yourself.”

Brad says, “I am single. I have two dogs, Scooter and Brutus...” When Brad is finished telling about his personal life, he is asked to share about his professional life.



1. What items in this scenario did Brad do correctly? *(i.e., dressed appropriately, introduced himself to each interview team member, remained calm, etc.)*
2. What items in this scenario should Brad have done differently? *(i.e., showed up early or called to say that he was going to be late, when asked to tell about himself, he should leave out personal information such as status, dogs, etc. Employers are looking for professional experiences and work ethic.)*
3. What could Brad have done the night before in order to be better prepared for his interview? *(i.e., mapped out the route and how long the drive would take so he show up early/on time for the interview, think through the interview process and prepare some potential answers to common interview questions such as, "Tell us about yourself.")*
3. Share with the class that examples of good and bad etiquette have just been identified.
4. Define "etiquette."
 - a. Conventional requirements as to social behavior; proprieties of conduct as established in any class or community or for any occasion

Activity 2 –

Before you begin this activity create posters or areas on the public writing surface that have the following headers: Phone, E-mail, Dining, Interviews, Meeting New People

1. Provide the following information:
2. Identify rules of etiquette.
 - a. Etiquette is used all around us:
 1. Meeting people
 2. Dining
 3. Using the phone
 4. Using e-mail/Internet communication
 - b. Common etiquette practices include the following:
 1. Show respect to others.
 2. Remove hats by males in public buildings.
 3. Refrain from the use of cell phones in public.
 4. Excuse oneself when leaving an individual or group.
 5. Dress appropriately for the occasion.
3. Place the following posters around the room or create areas on the public writing surface with these headers:
 - a. Phone
 - b. E-mail
 - c. Dining
 - d. Interviews
 - e. Meeting New People
4. Allow students seven minutes to carousel around the room writing proper etiquette tips on each of the posters or within the appropriate areas on the public writing surface.
5. As a class, review the content that students have written. Provide any corrections and additional tips as needed.

Additional Resources:

FFA.OH.6.5.ASSESS

LifeKnowledge Lessons – <http://ffa.learn.com/lifeknowledge>

MS.20	Understanding Common Etiquette
MS.21	Travel and Dining Etiquette



Name: _____

Date: _____

Class: _____

Etiquette 101

List three etiquette rules for the phone.

1. _____

2. _____

3. _____

List three etiquette rules for e-mail.

1. _____

2. _____

3. _____

List three etiquette rules for dining.

1. _____

2. _____

3. _____

List three etiquette rules for interviews.

1. _____

2. _____

3. _____

List three etiquette rules for meeting new people.

1. _____

2. _____

3. _____