



Introduction

Society's ways and means have changed so dramatically over the past few decades that the rules and guidelines of etiquette have changed too. There are simply more people, so getting along with others can be more difficult than it was before. Whether apartment or backyard neighbors, practicing courtesies is increasingly important. The impact of a discourteous neighbor can be greater than it was in a less populated time because we tend to live closer together.

There are more of us in the work force than ever before too, with a general tendency toward less formality and subsequent confusion as to how to address one another and the rights and wrongs of socializing with and entertaining business associates.

Manners are sometimes based on safety. At-home good telephone manners of yesteryear have become unwise today; the chapter on telephone manners updates what to say and how to say it, so you can better protect yourself and your family.

As we come of age and expand the number of people we know socially and through business, we are faced with difficult times of loss and grieving. As with so many other aspects of etiquette, the guidelines help

us get through these times and give us the ways to know what to do and to be of assistance to others.

Good manners have always been based on common sense and thoughtfulness, and that hasn't changed. New situations, however, often give us experiences we have not faced before. This book has been designed to answer the questions these situations present, whether host, guest, manager, employee, traveler, invitee, or invitor. Included are the up-to-the-minute answers to the questions I am asked most often by men and women alike. From everyday good manners to special celebrations, there are times when our instincts tell us what to do, but there are other times when we just aren't sure. This book is arranged in such a way that it is easy to reference your question and find the most current solution to new-decade etiquette dilemmas. When times are so rushed, it is very nice to have ways to smooth the paths between people and establish pleasant relationships. Think of etiquette not as a strict set of rules, but as a code of behavior, based on kindness and consideration. Manners are the tools that help us live by that code.



Everyday Manners

Q. *What are the rules for making introductions? Are there forms that should be avoided?*

A. The overall rule is that one person is always introduced to another. This is achieved either by the actual use of the word *to*—"Mr. Welch, I'd like to introduce you to Mr. Arthur"—or by saying the name of the person to whom the other is being introduced first, without using the preposition *to*. An example of this is: "Mrs. Andreas, may I introduce Mr. Hearne."

In addition to the overall rule, there are three basic rules:

1. A man is always introduced *to* a woman.
"Mrs. Griffiths, I'd like you to meet Mr. Jardine."
"Jill, this is my cousin, John Marshall."
"Mr. Wilcox, may I introduce you *to* my mother, Mrs. Boothby."
2. A young person is always introduced *to* an older person.
"Dr. Stanhope, I'd like you to meet my daughter, Lily Schumann."
"Aunt Lorraine, this is my roommate, Gianetta Donegan."

3. A less important person is always introduced *to* a more important person. This rule can be complicated, since it may be difficult to determine who is more important. There is one guideline which may help in some circumstances: Members of your family, even though they may be more prominent, are introduced *to* the other person as a matter of courtesy.

"Mr. Conover, I'd like you to meet my stepfather, Governor Heard."

"Mrs. Jamison, this is my aunt, Professor Myers."

The easiest way not to slip up is to **always** say the name of the woman, the older person, or the more prominent person first, followed by the phrase, "I'd like you to meet . . . " or "this is . . . " or "may I introduce . . . ". If you inadvertently say the wrong name first, correct your slip by saying, "Mr. Heath, I'd like to introduce you to Mrs. McGregor."

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vers.
Yes, there are forms to be avoided:

Don't introduce people by their first names only.

Always include a person's full name.

When phrasing your introduction, avoid expressing it as a command, such as "Mr. Bonner, shake hands with Mr. Heath," or "Mrs. Digby, meet my cousin, Barbara."

Avoid calling only one person "my friend" in an introduction. It implies that the other person isn't your friend.

When you introduce yourself, don't begin by saying, "What's your name?" Start by giving your own name: "Hello, I'm Joan Hamburg . . ."

Do not repeat "Mr. Jones . . . Mr. Smith. Mr. Smith . . . Mr. Jones." To say each name once is enough.

Do not refer to your spouse as "Mr. Jansen" or "Mrs. J." in conversation. Rather, refer to him or her as "my husband" or "my wife" in situations where first names are not being used.

Q. Are there occasions when first names aren't used? What are they?

A. Yes, there are. When meeting someone in the following categories, first names may not be used except by specific request:

- A superior in one's business
- A business client or customer
- A person of higher rank (a diplomat, a public official, a professor, for example)
- Professional people offering you their services (doctors, lawyers, etc.). In turn, they should not use your first name unless you request them to.
- An older person

Q. Is it necessary to specify my relationship to someone when introducing family members?

A. No, it is not necessary, but it is helpful to include an identifying phrase. This provides a conversational opening for strangers. Since you courteously give

precedence to the other person when introducing a family member, the identifying phrase comes at the end of the introduction: "Mrs. Cottrell, I'd like you to meet my daughter, Deborah."

Q. How do you introduce your live-in partner?

A. Although you usually identify family members as such, you needn't identify boyfriends, girlfriends, or live-in companions with their relationship to you. Saying his or her name is sufficient.

Q. Should children introduce their parents by using first names?

A. It depends upon to whom they are making the introduction. One should always use the name that the newly introduced pair will use in talking to each other. If you are introducing your roommate to your father, he would, of course, call your father by the title "Mr." If you are introducing your roommate's father to your father, you would use your father's full name: "Mr. Davies, may I introduce my father, Franklin Palmer."

Q. How should stepparents be introduced?

A. There is nothing derogatory or objectionable in the terms *stepmother* or *stepfather*, and the simplest form of introduction, said in the warmest tone to indicate an affectionate relationship, is: "Mrs. Hibbing, I'd like you to meet my stepfather, Mr. Brown." Even if you call your stepfather by his first name, he should be introduced to your peers or younger persons as "Mr. Brown," not "Jack."

Q. *What should a newlywed call his or her spouse's parents?*

A. There is no definite answer to this question. The choice of names is purely personal. The parents, simply because they are older, should take the initiative and suggest a name that their new daughter-in-law or son-in-law should call them if there is awkwardness or if he or she is still calling them "Mr. and Mrs." If the parents do not make the first move, it is perfectly all right to ask them what they'd like to be called, since "Mr. and Mrs." sounds too formal.

Q. *What names should children use when addressing their parents' friends?*

A. They should call them "Mr." or "Mrs." unless their parents' friends have requested that they call them by their first names or by nicknames.

Q. *How should ex-family members be introduced?*

A. If the introduction is very casual and it is not likely that any of the people involved will see each other again, no explanation is necessary. If the new acquaintanceship is likely to continue, it is important to explain the relationship as clearly as possible. A former mother-in-law would say, "I'd like you to meet Mary Dunbar. Mary is John's (or my son's) widow and is now married to Joe Dunbar." Had Mary been divorced, the mother-in-law would say, "Mary was John's wife and is now married to . . ." Mary's introduction of her former mother-in-law will be, "This is Mrs. Judson, Sarah's grandmother," or "my first husband's mother."

Q. *How do you address correspondence to a married couple who use different surnames? Would the form of address differ if they were not married?*

A. Correspondence to a married couple with different names should be addressed so that both names appear on the same line:

Mr. Jonathan Adams and Ms. Angela Blake

If the couple is unmarried, the names should be on separate lines:

Ms. Susan Amber

Mr. Howard Cole

Q. *How should a married woman sign letters, with her business name or married name? Does it matter if the letter is for business or social purposes?*

A. If a woman has continued to use her maiden name in business after marriage, she would sign correspondence with the name she is known by professionally, or her maiden name. Her personal correspondence would be signed with her married name, since it is likely that is how she is known socially or in her community.

If a woman has legally retained her maiden name at marriage, all correspondence, whether business or social, would be signed with her maiden name, which is her legal name.

Q. *Does a married woman's name differ from the form a widow uses?*

A. No, a woman who is currently married and a

widow generally use the same form, "Mrs. James Scott." A widow may use her first name if she wishes, but in that case she may be mistaken for a divorcée, and most older women prefer to continue using their husband's name.

Q. What name does a divorcée use?

A. A divorcée does not continue to use her husband's first name and is addressed as Mrs. Celia Dwyer, not Mrs. Philip Dwyer.

Q. How are professional women addressed in social situations?

A. A woman who is a medical doctor, a dentist, etc., is addressed by, and introduced with, her title, socially as well as professionally.

Q. My husband is named after his father and uses the suffix "Jr." after his name. We are naming our son after my husband's uncle. Do we attach a suffix after his name, and if so, would it also be "Jr."?

A. Yes, he may receive a suffix after his name, but a child named after his grandfather (whose name is different than the child's father's), uncle, or cousin is called "2nd," not "Jr." Were your son to be named after his father, who is named after his own father, the suffix would be "3rd."

Q. My family has chosen to shorten our very long surname to a more manageable one. How can we let everyone know we've done this?

A. The quickest and simplest way is to send out formal announcements:

*Mr. and Mrs. Brian Malinowsky
Announce that by Permission of the Court
They and Their Children
Have Taken the Family Name of
Malin*

Q. *I often forget people's names and am at a loss to introduce them to others. How can I make introductions under these situations?*

A. There is nothing you can do but introduce the friend who has joined you to the person whose name you've forgotten by saying to the latter, "Oh, do you know Janet McCall?"

Hopefully the nameless person will be tactful and understanding enough to announce his own name. If he doesn't, and your friend makes matters worse by saying, "You didn't tell me *his* name," it's even more embarrassing. The only solution is to be completely frank, admit you're having a mental block, and ask them to complete the introduction themselves.

Remember the feeling, however, and when you meet someone who obviously doesn't remember your name, or might not remember it, offer it at once. Say immediately, "Hello, I'm Julie Hopewell, I met you at the Anderson's last Christmas." Never say, "You don't remember me, do you?" which embarrasses the other person and puts him or her on the defensive.

Q. *What can I say when introduced besides "how do you do?"*

A. Whether you say "how do you do" or "hello"

when introduced to another, follow with the person's name, which adds respect and helps commit the name to memory. Your tone of voice indicates degrees of warmth, and if you are introduced to someone you have wanted to meet, you can follow "How do you do, Mr. Struthers" or "Hello, Mrs. Jenson" with "I'm so glad to meet you—Jerry Ernst speaks of you all the time!" or whatever may be the reason for your special interest. If you are introduced and left standing with the person you've just met, of course you would attempt further conversation. A positive comment on the occasion, the food, or even the weather are all safe and noncontroversial openers.

Q. How do I correct my host or hostess when I've been incorrectly introduced?

A. It is only sensible and kind to correct the error immediately, but not with annoyance. If possible, make light of it so as not to embarrass the host or hostess. All you need say is, "I know it's confusing, but my name is Light, not Bright," or "Just so you can find me in the phone book, I'm June Smith, not Jane Smith."

Q. I never know whether or not to shake hands. Are there any guidelines to help me judge this situation?

A. Yes, there are guidelines, but they are flexible and if someone is not aware of them, the guidelines should be overlooked and the proper response made.

For example, strictly speaking, it is a woman's place to offer her hand or not to a man, but if he should extend his hand first, she must give him hers.

Technically, it is the place of a man to whom another is being introduced to offer his hand first, but the gesture is usually simultaneous.

Adults offer their hands to children first. Really, the guidelines for shaking hands follow the guidelines for introductions: A woman offers her hand first; an older person initiates a handshake with a younger one; and the more important person, or the one to whom someone is being introduced, is the first to offer his or her hand.

Q. Under what circumstances does a man rise when introduced to a woman? Do women stand when being introduced? Does it matter if the situation is social or for business?

A. A man should rise when a woman comes into a room for the first time and remain standing until she is seated or leaves the vicinity, or unless she says, "Thank you, but please sit down, I'm leaving in just a moment," or words to that effect. He does not jump up and down every time a hostess or another guest goes in and out.

When a client, whether woman or man, goes to a man's office on business, he should stand up and receive him or her, offer a chair, and not sit down until after the client is seated. When the client rises to leave he stands, escorts the client to the door, and holds the door for him or her. Neither a man nor a woman rises for a secretary or co-worker in the office.

A woman receiving a male client in her office may remain seated, but generally follows the same guide-

lines as given above for a man receiving clients in his office. She would definitely rise for a much older woman.

In a restaurant, when a woman greets a man in passing, he merely makes the gesture of rising slightly from his chair and nodding. If she pauses to speak for a moment, he rises fully and introduces her to others at his table.

Both the host and hostess always rise to greet each arriving guest. Members of the host's family, including young people, also rise as a guest enters the room, with the exception of a child who is sitting and chatting with an adult. He or she may continue the conversation, seated, unless the guest is brought over to be introduced, in which case the child should stand up instantly.

A woman does not stand when being introduced to someone at a distance, nor need she rise when shaking hands with anyone, unless the person is much older, very prominent, or is someone with whom she wants to go on talking. A woman should not jump to her feet for a woman who is only a few years older than she, since rising indicates, among other things, respect for age. The gesture, although well meant, would more than likely not be well received.

Q. When walking down the street are men expected to walk closest to the curb or to the buildings?

A. It used to be that men always walked between a woman and the street to protect her from runaway or obstreperous horses and splashing mud from carriage

wheels on unpaved roads. Although this need rarely exists today, the pattern of the men walking curbside has been established and still is followed. If a man chooses to ignore the curbside rule, he should always walk on the woman's left.

Q. *Does the "ladies first" rule always apply?*

A. In most circumstances, indoors or out, when a couple walks together, the woman precedes the man. There are times, however, when a man goes first:

Over rough ground, he walks beside her and offers his hand if she needs assistance.

He steps ahead of her to open a car door when she enters it.

He gets out first and holds the door for her when they arrive, unless she doesn't want to wait.

He precedes her down a steep or slippery stairway. However, he follows her up or down an escalator unless she asks him to go first to help her on or off.

He makes the gesture of stepping into a boat first, or off a bus first, to be ready to help her, unless she prefers that he not do so.

He steps into a revolving door that is not already moving ahead of a woman, but she precedes him through one that is already moving.

Q. *Are men still expected to give up their seats for women on trains and buses? What about children giving up seats to adults?*

A. A man is not expected to give up his seat unless

a woman is elderly, infirm, pregnant, or burdened with a baby or a heavy armful of any sort. Otherwise it is to be assumed that a man who has worked all day is just as tired as the women on the train or bus. Of course a man may offer his seat to any woman if he wishes, and she may accept or refuse his offer as she wishes.

Children, on the other hand, should be taught to offer their seats to older people, both men and women. Generally, youngsters are strong, they have not usually worked as hard, and furthermore, it is a gesture of courtesy and respect.

Q. Who gets off the elevator first, men or women?

A. In a crowded elevator, whoever is nearest the door gets off first, whether men or women. In elevators that are not crowded or apartment or private elevators, a woman precedes a man out the door, just as she would in any room in a house.

Q. Should a couple walk hand in hand down a crowded street? Are there any acceptable public displays of affection?

A. There is nothing wrong with walking hand in hand in public, unless doing so causes pedestrian traffic to be impeded. In this case, single file is the rule until the sidewalk is less crowded. The only acceptable forms of public displays of affection are holding hands and casual or affectionate kisses or hugs when greeting an old friend. Other physical displays of affection should take place in private.

Q. *There seem to be fewer and fewer cigarette smokers these days. How does a smoker know when and where it is okay to have a cigarette?*

A. If a smoker is in a home not visited before or with people he or she doesn't know, or in close proximity to other people, the smoker should ask, "Do you mind if I smoke?"

If they do, don't smoke. It's also important to keep in mind the places one absolutely must not smoke:

- In a church, synagogue, or during any religious service or proceeding
- In a home sickroom or hospital room
- In a doctor's waiting room or other waiting room when others are present
- When dancing
- On buses and nonsmoking sections of trains and planes
- In museums and galleries
- Inside theaters
- Inside all department stores and most smaller stores
- In proximity to infants or small children

Every year, new no-smoking laws are passed, many on a local basis. One should always consider these ordinances and when not sure, ask.

Q. *Can you offer any guidelines for apartment living?*

A. The best guideline, as with many rules of etiquette, is the consideration of others. Don't do things

you wouldn't want done to you. Don't deface property, litter, allow garbage to build up, or be insensitive about noise. Children's play may not seem loud, nor does the radio, stereo, or television set when you're in the same room with them, but those sounds carry easily from one apartment to another. Although some noise is to be expected, it is not to be expected at the crack of dawn or late at night. At these times, noise-making should be eliminated. At others, if the decibel level is very high with dogs barking, children screaming, or babies crying, sounds should be softened as much as possible by shutting windows temporarily.

Q. How should people behave at parks and playgrounds? At public beaches?

A. People should behave in public as they would in their own homes or yards, by cleaning up after themselves, not by behaving as though there was a hired staff to follow behind and restore to order what they destroy.

At the beach, there are additional considerations:

Avoid crowding. Don't choose a spot right next to someone already there.

If you have children in tow, choose a spot close to where they will play so they don't need to run past other people to get there and back, splashing water and kicking sand.

Loud radios and tape players are an intrusion on others. Wear earphones, or keep the volume so low only you can hear it.