Etiquette

“The customary code of polite behaviour in society or members of a particular profession or group” - Oxford Dictionary

The customs or rules governing behaviour regarded as correct or acceptable in social or official life
Manner

- A way in which a thing is done or happens - answers the question ‘How’

- “A person’s outward bearing or way of behaving towards others” - Oxford Dictionary

- It is an attitude of a person that sets of his/her traits. (An arrogant, haughty or pompous manner)
Why etiquettes and manners so important in state functioning?

- To maintain decorum and order of precedence
- To extend due courtesies and respect
- To observe the state functioning according to the order laid down
- To present civilized behaviour, which helps in enhancing the image of hosts, country and its people
- Helps in supporting for the substantive outcome in order to fulfilling the national interests
Personal Hygiene

- Hair cut
- Nail cut
- Cleanliness
- Brushing teeth/ care for bad breath
- Avoid foul smell/ body odor
- Clean and Pressed dress etc.
Address

- Rt. Honourable, Honourable
- His Excellency/Her Excellency
- Sir/Madam

Royal Address:

- His Imperial Majesty
- His Majesty
- His Highness
- Your Holy Highness
- Commencing with “Your Majesty”, “Your Highness”
For Religious Leader

- Most Holy Father
- Most Venerable
- Venerable
- Reverend

Head of the UN and other International and Regional organizations:

- His Excellency
Greetings

- **Handshake**: firmly with men and softly with women
- Should not use both hands or grab while shaking hands
- Always the senior extends hand for shake up. In case of women, a man should give hand if she extends her first.
- Refusal to shake hands is the signal of disapproval
- Understand the culture of the guests
- If the guests are from Muslim countries, women avoid shaking hands with men
- Introduction of the members; juniors are always presented to seniors
- Should always stand up while receiving and seeing off guests
Presentation of Nepali culture as welcome gesture

- “Namaste”
- Offering flower bouquet or garland or khada
- “Panchakanya” (should not use under age or minor girls)
Greetings by
canchakanya
Greetings Contd..

- See off at the exit of the room, may accompany the guests up to the car if he/she is of appropriate counterpart
- Generally, the meeting should be held with the counterpart of equal rank
- Start the meeting with warm welcome, if it is in Nepal e.g. welcome to my office/ welcome to Nepal/Its my pleasure to welcome you at my office
Cultural sensitivities and gestures

- Most people are cultural sensitive and dealings with people should bear in mind of cultural sensitivities.
- Know before the local cultural sensibilities of the persons whom you are meeting
- Being unaware of the local customs and culture may invite odd situation and embarrassment to the host and guest all together
- For example:
Cultural sensitivities and gestures

- “OK” signal with touching fingertips of thumb and elder finger gives another connotation zero in France and Belgium, money (bribe) in Japan, an obscenity in Arabic countries etc.
- Raising two fingers (middle and elder) is two in America but Victory in German, to Greek it means “go to hell”
- Japanese consider touching body part as impolite
- Putting business card into trouser pocket may been as offensive in Japan.
- In South Asia, shaking head horizontally is “yes” but Europeans think it as “may be yes-may be no.”
Culture:
- Not to show the soles of their shoes to the hosts
- Crossing legs before the VIP or hosts is also regarded as bad behavior
- Sometimes humor, even in good sense, because of language, may turn into bad humor that may spoil the meetings
- Be polite and use the correct phrases to convey the messages
- One should not wear shoes into a mosque, temple or synagogue or places of religious settings
VIP Visits:

- State, Official, Working, Informal or Private visits
- State Visit: it is the most formal visit with pomp and state honour.
- Preparation begins couple of months ahead of visit, sometimes in a year advance
- Meticulous plan and preparation. Conduct a full scale recci (Reconnaissance)
- Arrival and Departure Plan, accommodation and daily schedules for the VVIP and his/her spouse
- Security plan
- Official and social functions
- State banquet and Receptions
- Honour
State Visit

- Welcome Programme on arrival
- The Chief of Protocol boards the plane and escorts the VVIP to receiving end
- Red carpet
- Receiving the guest depends according to the Protocol of the receiving country: To be received by the most senior rank of the government
- Presentation of Guard of honour, 21 gun salute
- Receive by the Senior Officials and Diplomatic Corps
- Proceeds to the State Guest House/ Hotel
- Wreath laying ceremony
- Civic reception
State Visit

- State banquet
- Bilateral meetings
- Courtesy call on by the prominent personality and members of the government
- Departure plan
- Guard of honour
- Seen off by the most senior member of the government
- The protocol should not leave the airport until the VVIP’s plane cross the border of Nepal
Official Visits

- Guard of honour is presented but not the gun salute
- Importance is given for bilateral meetings
- Departure plan follows the same as the arrival
- A separate schedule of visit should be prepared for the spouse of the visiting VIP
Bodyguard with arms and ammunition:

- A body guard of the Head of the State may bring arms with him.
- The security of the visiting VVIP rests upon the receiving country. However, carrying the guns and other communication equipment should be settled prior the visit by the advance team.
- The arms carried by the bodyguard should be registered at the custom office of the entry point and allowed to carry with him/her.
- If the bodyguard is carrying the gun, it should not be displayed publicly.
Exchange of Visiting Cards

- Always carry visiting Cards in a case
- Do not draw visiting cards from wallet
- Follow the local tradition while giving away the cards (use two hands in most of East Asian countries)
- Do not put business card into trouser pocket
Receiving and Seeing off Guests

- Consider the protocol of the visiting dignitary
- Consider the local practice
- As a host, extend warmth and respect towards guest (to show special relationship)
- Receiving at the entrance
- Seeing off from the exit gate
Prior Appointment for a meeting

- A meeting should be requested and fixed consulting the convenience of both the parties
- The list of the leader and other participants should be provided in advance
- If someone keeps you waiting for more than fifteen minutes, it is either disorganized or a form of power-play. Keeping someone waiting is an effective way of reducing his/her status and enhancing the status of the person who is making him/her waiting.
Arrangement of meetings

- Confirmation of meeting, time, and venue
- Confirmation of number of participants
- Table layout for:
  - Meeting with counterpart
  - Bilateral meeting
  - Multilateral meetings
- Seating arrangement
- Name tag, paper and pen, drinking water, Microphone setting etc.
- Tea/coffee
Seating arrangement

- Rectangular desk: common for bilateral meetings
- Round table: Common for brief meetings in a small number. To give everyone equal importance. However, next to the host in the right and left enjoy more prominence.
- Square table: usually arranged in the library or canteens
- Seating arrangement with placement by name card and designation
Order of Precedence:

- The Congress of Vienna, held in 1815, had settled, once and for all, the thorny problem of ambassadorial precedence. Up to this time, Ambassadors were ranked according to the “power” of the nation they represented.
- Congress of Vienna decided that ambassadors would henceforth rank according to the time they presented their credentials in a country without regard to the size or power of the country represented.
- The Ministry of Home Affairs prepares the Order of Precedence
- The present order of precedence is given in Annex
- Those who are not listed in the order of precedence are invited in the formal occasion, their seat is arranged according to their merit and stature in the public life
Meeting and Conversation

- Recall the earlier meeting if held before
- Start and end with very positive note
- Never say “No” while responding/reacting to a proposal/Idea expressed by the counterpart
- May use the language as “we will give thought to the matter/we will get back on the matter in due course, we will hold consultation and come back with our appropriate response and so on and so forth”
- During the meeting, only the leader speaks, other to listen unless the leader ask to clear some points
Meeting and Conversation

- Host begins the conversation with welcome note
- Always carry a note book and pen for note taking
- If a women is carrying a hand bag, she should hang it at hand. Should not put on shoulder
- Accompanied bag should be placed either under the table or besides your chair. It should not be put on table
Conversation:

- Avoid persistent interruption
- Keep level of voice at medium; louder voices during conversation is unpleasant and irritates the listener
- Avoid fast talking: maintain the pace of talking; fast talking confuses the listener
- Try to be soft spoken
- Looking at wrist watch indicates that given time is over
Invitation Cards

- Mention purpose of the invitation (event)
- Proper address followed by name
- Reception/Lunch/Dinner
- Time/Date
- Venue
- RSVP
- Dress: Casual/Formal/Informal
Dress Code

- White tie dinner: It is a most formal dinner popular in Britain, the guests should wear white bow tie with decoration.
- Black tie dinner/tuxedo suit (bow tie) with black suit: It is a formal dinner and common in Europe
- Dark blue suit is common in diplomatic parleys
- Should avoid checkered coat
- White shirt is preferred
Dress code Contd..

- National dress
- Lounge suit: Dark combination (brown is generally not worn)
- For women-either combination suit or national attire
- Smart Casual: with tie and coat combination
- Casual: with gentle color pant and shirt/should consider the local weather condition
- Colourful dress/jeans in picnic/outings
Dress code Contd..

- **Shoe**: Good quality leather shoes, generally laced on formal occasion
- Women should try to avoid long pencil heel shoe. Heel shoe is preferred but moderately (2 inch).
- Preferred black colour
- **Socks**: generally preferred black colour
- **Coat button**: while standing, the coat should be buttoned and unbuttoned while seating. If the coat is of two buttons leave the lower button undone
- If coat is three buttoned, the middle one should be buttoned
- **Black belt**
Dressing For women

- Facial work
- Clothing should be freshly pressed
- Well groomed nail with matched colour polish
- Wear minimal make-up and jewelry
- No chains or necklaces showing
- Minimum number of finger rings
- Avoid wearing several earrings for multiple piercings
- Matching colour hand bag
- For pleasant smell of the body, use antiperspirant/deodorant. Use of perfume (at the evening party)
- A natural neutral make up gives the impression of more intelligence and confidence of women
Decorations and awards:

- Decoration medals are worn on the left breast pocket of the uniform coat or jacket and are pinned or sewn from the wearer’s right to left in order of precedence of the medal.

- Miniature medals are one-half the size of the original and are worn by men and women officers with formal and semiformal winter and summer uniforms.

- Miniature service medals may be worn on the left lapel of civilian evening cloths.

- Awards and decorations are only worn on special occasions. Usually the invitation reads dress code and decoration.
Official Reception, Luncheon and Dinner

- Official reception, luncheon and dinner are held for special occasions
- The dress code as mentioned in the invitation card should be followed
- Usually tidbits and light snacks along with soft and hard drinks are served at the reception
- Should spent about an hour at the reception
- Luncheon and dinner may have elaborated menu served
- Before the beginning of the dinner for about half an hour the drinks are served
Official Reception, Luncheon and Dinner

- Official dinner proceeds according to set timetable and programme
- The host and chief guest may propose toast
- In a given time the host and hostess should receive chief guest and other invitees at the main entrance
- After the dinner, the guests should be seen off by the host
- The guests should thank the host and hostess for the invitation and serving tasty foods
Social functions

Hosting, attending, Lunch/dinners

- Sending out invitations well in advance with date, time, venue, and dress code clearly indicated in the card
- Seeking RSVP/sending RSVP (to ascertain number of guests for seating arrangement)
- Number of guests for Veg/Non-Veg
- Type of lunch/dinner
- Selection of Menu
- Unless categorically invited aged and children should not join the formal occasion
Menu

- **Table d’hote Menu:**
  - Table of the host, Fixed menu
  - Set menu for platter service (4 to 5 courses normal). There could be elaborate menu courses

**A la Carte Menu**

- From the card
- Choosing from menu

**Buffet**

- Display of items
- Choose according to your taste
Menu

- For state and official dinner or luncheon, menu to be served is placed on the dining table.
- The insignia of the Government shall be printed on the top of the menu.
- While serving the foreign guest, preference should be given to the local national menu. If it is not possible in entirety, certain items be included.
- The number of courses being served indicates the importance of the dinner. Usually 5 to 7 courses are served, but in an elaborated dinner the courses may go 18 above.
Toasts:
- Either the wine or Champaign is served for toast
- Raise your glass
- After toast, should not keep glass without sip
- Water glass should not be raised for toast
- Non-alcohol drinkers can raise juice glass
- There may be numbers of toasts, do not make empty of your glass
Toast
ATTENDING PRIVATE DINNER AT RESIDENCE:

- The invitees should follow the dress code as stated in the invitation card or make confirm through phone call
- Be conscious of the religious or cultural aspect of the host
- Carry a gift (Usually liquors/ alcohol), fruits, cakes alike can also be carried on
- Guests should be receive and seen off from the main entrance and exit with utmost respect
- Invitees should thank the host and hostess for the invitation and sumptuous dinner
- If to follow the conventional way, the invitee should send a bouquet of flower to the host the next day
State Dinner:
Social functions contd..

- Pre-dinner drinks: whisky, gin, sherry (sweet/dry wine). Juice, red wine, white wine, soft drinks
- Limit yourself for the drink. Over drink may loosen your tongue and body imbalance, which may invite yourself in an embarrassing situation.
- Drink at the formal dinner: Fish/chicken-white wine/ red meat-red wine
- Sweet wine or Champaign
- After dinner: usually brandy, cognac are served
- The order of precedence should be strictly maintained in the official dinner/reception
Table Manners

- Arrangement of plates, knives, forks, spoons and glasses
- Side plates are kept at the left hand side
- Forks/knives are to be used from outside-in
- Use of Napkin towels
- Usually meals are served from the head table
- Start eating after the host and chief guest start eating
Table Manners contd..

- Generally short speech/remarks are made at the official banquet/dinner/luncheons
- Even in informal settings, short remarks are made
- Dessert
- Tea/coffee
- See off the guests
Table seating arrangement

- Precedence, based on one’s official position or military rank, should be the determining factor of seating arrangements for all official functions.
- The host and hostess may sit either at opposite ends of the table.
- At an official dinner where there are guests without protocol ranking, the seating may be based on personal or scholastic achievement, mutual interests, social prominence, age, and closeness of the friendship.
- For more than two tables, the host and hostess each take a table.
Table seating arrangement

- For a function requiring a large number of round tables, the host and hostess must avoid being seated in the center of the room where their back would be facing their guests.

- Avoid seating a woman at the end or outer edge of a table. It is sometimes necessary to place two women together.

- While engaged couples are always seated together, one should avoid seating a man and his wife together.
Use of Napkin

- Place a napkin on lap
- Do not flap a napkin on the air
- Do not wipe face by napkin
- Use a napkin only for blot on mouth
- Do not wipe the silverware by napkin
- Place napkin on the chair if to leave the table for any reason
- Place napkin on left after finishing the meal. Do not fold it.
Avoid the following actions

- Placing handbag/purse on the table
- Gesturing with your knife or spoon. Waved around too illustrate some point
- Putting food into mouth with a knife
- Talking with mouthful of food
- Wiping mouth with hand when holding a knife or fork
- Reaching across the guests to get a dish instead asking for passing it to you
Avoid the following actions

- Playing with the cutlery
- Wiping face with the napkin
- Applying lipstick at the table
- Rude joke
- Do not begin a meal until the host gives welcome
- Do not eat off other’s plate
- Do not pick at your teeth or put your fingers in mouth
- Do not say “I don’t like this, or I hate that”
Avoid the following actions

- Do not mix food together
- Do not pick up utensils or napkin dropped on the floor instead ask for another
- Do not tilt or rock your chair. Maintain good posture
- Do not dunk food in your drink or soup
- Do not touch your hair at the table or no tapping nose with finger
- Don't slurp while taking tea/coffee
Use of perfume

- Usually perfume is used for dinner party
- Should avoid using strong smelled perfume
- Use of perfume with particular label for male and female: “Homme” for male
- Do not use perfume while attending meetings
Use of Eyeglass

- Avoid the use of sunglass while in indoor meeting.
- Avoid the use of sunglass/color glass while meeting senior officials, at meetings, conferences and bilateral conversations.
- Avoid the use of colour changing eyeglass during bilateral meetings.
- Person who wear dark sunglass is seen as suspicious, secretive and insecure.
Body posture

- Upright position/alert
- No crossed legs in front of VIPs/dignitaries
- No leaning against the sofa
- Always keep the guests at the right side of the host
- Do not put elbow on table
Body language

- You will not get a second chance to make a first impression.
- Your approach, handshake, and overall body language will largely leave a mark of impression.
- Avoid talking for a long period.
- Maintain eye contact while speaking. Eye contact should be normal and natural. Strong and longer contact may create problems.
Gifts

- Exchange of gifts is common practice in diplomacy
- The kind of gift carries symbolic value
- While presenting gifts cultural sensibilities of the host should be taken seriously. A gift of clock to Chinese will be embarrassing to the host
- Exchange of gifts during official visits
- Exchange of gifts during formal meetings
- Carrying gift when you are invited for dinner or lunch
  - Usually edible items are carried
  - Whisky/wine/beer/juice/cake/sweets etc.

Appreciate the host and hostess for their invitation and cuisine served
Selection of gifts:

- Gifts carries symbolic value
- A careful consideration should be paid while selecting gifts,
- Misjudged gifts may create wrong message and embarrassment and break the cultural sensibilities: such as presenting a “clock” as a gift to a Chinese VIP.
Miscellaneous

- **Tie pin** may be used as per user’s wish
- **Handkerchief** at the top pocket of the coat should match the tie
- **Topi** generally does not go with suit
- Put your all pens into inside pocket of your coat
Miscellaneous contd..

- Use the fork with your left hand and knife with the right
- Should not make unpleasant sound while using knife and fork
- Do not touch nose, ear or hair while seating in the formal meeting/luncheon/dinner
- Placing fork and knife after meal is over
- Salad is usually folded, never cut
- Chopsticks are never to point with them, and never to stand them up in a bowel of rice. One would never share chopsticks or use your own chopsticks to pass food to another diner
Miscellaneous contd..

Do’s and don’ts:

- Stand up whenever a women enters a room. Stand up for introduction, greetings, leave taking.
- Hold door open for the lady, hold the chair for her when she sits or raises from table.
- Help the lady in and out of her long coat.
- Be polite and always appreciative.
- Give preference to your seniors.
Dos and don’ts

- Avoid coughing, scratching or blowing your nose
- Never speak with your mouthful or ask a question to a person sitting besides you just when the person has taken food in the mouth.
- Do not chew with your mouth open
- Sip the wine without making any noise
- Do not gargle while drinking water
- Do not burp with sound
Dos and don’ts

- Do not spread your elbows while eating and also do not put it on the table during dining
- Never tie the napkin around the neck
- Do not poke your teeth with a toothpick or fingernail
- Do not slurp your soup, gnaw at bones or lick your fingers
- At buffet, do not pile food on your plate
- Do not cut the bread, but break
Culture

- Respect the local culture, custom, rituals and religious lines
- Muslim people do not drink
- Attention on menu and food stuffs
- Entry and exit of certain specific places
- Local tradition that bears special reverence etc.
Telephone Etiquette

First impression is created based on initial conversation

Tips:

**Calling:**

- If you dial a wrong number politely apologize
- Speak slowly (100/125 words per minute)
- Start conversation by identifying yourself
- Address the person appropriately: Mr/Mrs/Sir/Madam/Title as like, Professor, Doctor
- Do not take initiative of calling by first name
- Pay attention to Language/Grammar etc
Telephone Etiquette

- Stay positive
- Never shout or raise your voice
- If leaving message, ask for call back
- Provide your phone number

**Answering a Call:**

- Answer your phone promptly and politely (3/5 rings)
- Greetings
- State your name or name of your organization
- Offer your help
- Avoid saying “just a minute,” while phone on hold
Telephone etiquette

- Never speak at a faster rate than of the other person.
- Synchronize your speech patterns with that of the other person.
Telephone Etiquette

- Request for call back
- Phrases like “I don’t know”, or “I can not do that” create a wrong impression
- Do not be defensive or complaining
- While transferring the line introduce the caller to the call receiver
- After the conversation is over extend “Thanks”
- Let caller hang up first
Photography

- Women should be placed in center, if it is not an official event

- If chairs are fixed for photography, after the Chief Guest/host and VIP guests, women should be asked to sit in the first row

- Try to avoid seating placement at the right and left out-flank for women
Using a Car

- The Security or Protocol Officer seats in the front seat besides the driver.
- The VVIP should seat behind in line with the national flag.
- The other seat at the back is for the spouse of the VVIP.
- If the VIP is driving the car, his spouse should seat in the front seat and his subordinate or friends should be at the back seat.
- After the senior rides, the junior should take his/her seat.
National Flag

- House flags
- Pole flags
- Table flags
- Car flags
Flag Etiquette

- When and how to display flags on buildings and cars, each country has its own order of precedence.
- Flags are considered highly important and should never be disrespected.
- In Nepali tradition, national flag is placed in the right hand side.
- The Saudi Flag is never flown at half-mast because of its religious phrase on its flag.
Flag Etiquette

- It is the universal custom to display the flag only from sunrise to sunset on buildings and stationary flagstaffs in the open. However, when a patriotic effect is desired, the flag may be displayed 24 hours of the day.

- A flag that is flown during inclement weather or day and night should be made of material strong enough to withstand such wear and it should be replaced promptly when it begins to show of sign of wear.
Flag Etiquette

- No other flag should be placed above the national flag.
- When flags of states or localities or pennants societies are grouped and displayed for staffs, the flag of Nepal should be at the center and at the highest point.
- When flags of two or more nations are displayed, they should be flown from separate staffs of the same height.
Flag Etiquette

- If only two flags are to be displayed, the flag of Nepal, as the host flag, should be displayed in the position of honour to the right of the other flag.
- If the national flag of Nepal is to be displayed with other countries national flags, it should be arranged alphabetically in order.
- An official who displays national flags at his office should place flag at his right side.
- Official who displays national flag at his/her official car, the flag should be placed at the right side of the car.
Flag Etiquette

- Flag displaying at the conference, meeting or assembly inside the venue on floor, the flag should be placed to the right of the audience. But at the speakers’ dais or platform, it should be placed at the right side of the platform facing audience.

- It is disrespectful to deliberately allow the flag to touch anything beneath it.

- When the flag is displayed during the playing of national anthem outdoors, persons in uniform should stand attention, face the flag and salute. Person not in uniform may stand at attention. The same rule applies when the flag is displayed indoors, but the person in uniform do not execute the salute.
Respect for National Anthem:

- National Anthem and obligation of a citizen: raise from seat and face the national flag while playing national anthem. Singing with the tune would be better.
- Respect the national flag of friendly countries, and international organizations.
The National Anthem

- While national anthem is being played, all present should stand and face the music. Those in uniform should salute the first note and retain the position until the last note.
- If the flag is displayed, all present should face the flag.
- It does not apply when listening to broadcast music such as radio or watching TV in one’s home.
- It has been long-standing practice to play national anthem of a foreign visitor before Nepal.
Lastly and most importantly

Maintenance of time, punctuality and fulfillment of your commitment diligently and cheerfully

Should make a habit of seeking apology for one’s shortcoming and extending thanks for help
Thank You