TEST YOUR ETIQUETTE KNOWLEDGE

1. When someone compliments you, you should find a way to return the compliment.
   True  False

2. The proper placement for your name tag is over your heart.
   True  False

3. It is polite to ask permission before writing on someone's business card.
   True  False

4. Sending a thank-you note for a gift by email is perfectly acceptable.
   True  False

5. Where would you find your water glass?
   To the right of the entrée plate  To the left of the entrée plate

6. What should you do if someone repeatedly mispronounces your name?
   Relax, let it go, and ignore the mispronunciation.  Help that person find a way to remember how to pronounce it.

7. Whose name should you mention first when introducing your new staff nurse to your supervisor?
   Staff nurse  Supervisor

8. You should not schedule a meeting if your goals can be accomplished through email.
   True  False

9. When traveling internationally and dining at the home of your host, you can't go wrong by bringing flowers as a gift.
   True  False

10. You should be cautious using the blind carbon copy (BCC) feature because the practice can be considered deceptive.
    True  False

11. If you need to excuse yourself during a meal, you should fold your napkin and place it to the right of your plate.
    True  False

12. Talking about your children is not always a safe conversational topic when meeting people at a business cocktail party.
    True  False

13. When signing up for social media accounts, it doesn't matter whether you use your personal or work email.
    True  False

14. When networking at a nursing conference, you should pass out your business cards to as many people as you can.
    True  False

15. You should not embarrass your coworker by telling her that she has poppy seeds in her teeth.
    True  False

16. Dressing professionally is more of a challenge for women than for men.
    True  False

17. It is best to arrive 10 to 15 minutes early for a meeting.
    True  False

18. Websites are easier to create and update than blogs.
    True  False

19. Placing silverware in the finished position signals to the wait staff that your plate can be removed.
    True  False

20. If the hotel desk clerk makes your room number public, you should ask for another room.
    True  False
QUIZ ANSWERS

1. **False.** The best way to handle a compliment is to smile and say, “Thank you.” Don’t feel compelled to return the compliment. Always be sincere when complimenting someone.

2. **False.** Place your name tag on the right side of your chest so it can be easily seen when shaking hands.

3. **True.** In some parts of the world, the business card is viewed as a representation of the owner. You deface the card if you write on it without permission.

4. **False.** When you receive a gift, take the time to show your appreciation by writing a thank-you note.

5. Your water glass and all glasses and cups **to the right of the entrée plate** belong to you.

6. If someone repeatedly mispronounces your name, help that person find a way to remember the correct pronunciation. For example, “Mallon” is pronounced like “gallon.”

7. Your **supervisor’s name** is mentioned first because he or she is the senior person.

8. **True.** If people don’t need to be physically present, don’t schedule a meeting. This shows respect for people’s time.

9. **False.** Some flowers have negative meanings. For example, in Mexico, yellow flowers symbolize death. In England, white lilies are only for funerals. When traveling abroad, choosing the right host gift requires a little research.

10. **True.** Only use the BCC feature when sending emails to people who don’t know each other to protect their privacy. This also keeps all recipients anonymous.

11. **False.** During a meal, place your napkin on your chair when you excuse yourself.

12. **True.** Be sensitive to the fact that some people may not be able to have children. Don’t monopolize the conversation talking about your brilliant children.

13. **False.** It is better to use your personal account. Using your work email address may violate your workplace’s social media policy. In addition, you may receive distracting notifications about personal matters during work hours.

14. **False.** Wait to be asked for your business card. Usually, if you ask others for a card, they will ask you for your card.

15. **False.** People want to know this and will appreciate your thoughtfulness.

16. **True.** Men know they look professional when they wear a suit and tie. The leeway in defining professional dress for women leads to the potential for inappropriate clothing.

17. **False.** You can create an awkward situation if you arrive early and those in charge are still ironing out last-minute details for the meeting.

18. **False.** Blogs are easily created and updated without needing technical expertise.

19. **True.** To indicate that you are finished, place the knife and fork in the 10 and 4 o’clock position with the tops of the silverware pointed at 10 and the bottoms pointed at 4.

20. **True.** Keeping your room number private is an important safety issue, especially when traveling alone.