

**GRADE 11**

# **GLOBAL ETIQUETTE HANDBOOK**

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**DR. SHWETA SINGH  
& LLOYD D'SOUZA**

## **PREFACE**

With the world growing smaller each day, it is imperative that every child be aware and practice good etiquette that is internationally acceptable. Etiquette is a very important aspect of society life and reflects upbringing and culture. We can even go to the extent of saying that the practice of good etiquette by everyone eventually renders law redundant.

When we started writing this book, we had but one intention in mind; to make the world a better place with the use of good etiquette. The book is written in a very easy to understand manner to make sure everyone reading this book learns easily.

We hope you enjoy this book and learn from it, as much as we have enjoyed bringing it to you.

Dr. Shweta Singh & Lloyd D'Souza

Almost an adult! So much learnt so far and still a long way to go. Happy Learning!

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# CHAPTER 1

## SENSE OF RESPONSIBILITY

Although growing up comes with its fair share of freedom, it also brings with it responsibility. Let us see how we can grow up to be responsible adults.

- ✓ At the home front, understand you are grown up enough to help in the housework or daily chores or cooking or laundry. Parents have done that for us since we are born. Now as we grow up, it is our responsibility to make their lives easy.
- ✓ Take care of younger siblings. It will give some breathing space to your parents.
- ✓ Pocket money is a luxury and not a necessity. Save the money given to you. Growing up will make you understand the difficulties with which your parents earn that money given to you. Don't just blow it up on things not essential.
- ✓ As a student you have to start taking responsibility for your actions and behaviour. Do not wait for

your parents to remind you to study. Make a time table and study on your own.

- ✓ Keep a track of school time table and make sure you have the necessary supplies needed for next day's school. It is your responsibility.
- ✓ Exam time should not turn into stress time for your parents. Preparing for exams is imperative, so do it without parent intervention.
- ✓ Complete assignments on time without parents needing to remind you. At this age your academics are your own responsibility.
- ✓ Make sure you take care of all your belongings.
- ✓ Stick to your promises, if you said you are going to do it, do it.
- ✓ Be responsible towards the environment. Do not do anything that will cause it harm.
- ✓ You now have a larger role to play in society, be someone that the younger children can look up to in everything you do.

Responsible children turn into responsible adults. It may not seem so important right now but it will mould you into a mature human being.

## CHAPTER 2

# DISCIPLINE

Discipline is one of the pillars of success. As you grow into adults it will be a mark of your character. It is discipline that helps you achieve what you dream of. Without discipline our dreams would just remain dreams. The attitude of getting up and doing what is required is called discipline.

- ✓ When you think of waking up early but the mattress is too inviting, think of the goal that you have made or the dream that you want to achieve. Is the 5 minute sleep greater than the goal? Your goal will automatically wake you up without an alarm.
- ✓ When you have homework to do but a friend calls you out, what will you do? Tell the friend that you will join him once the homework is over.
- ✓ Being on time to school or any place, is a part of self discipline.
- ✓ Excuses are the enemy of discipline. On many

occasions you will find yourself giving excuses not to wake up early or to procrastinate. At that time, remind yourself of the greater goal.

Achievements require discipline and discipline requires sacrificing some things. Those sacrifices may seem big initially but in the larger picture they are your stepping stones. Once you start seeing the changes in yourself you will realise it has been worth the effort!

## CHAPTER 3

# PERSONAL SPACE

Teenage is such a phase of life that takes you through a lot of physical and mental changes. We are stepping towards adulthood and exploring so many things. The need for personal space becomes essential. This need for personal space in turn also becomes a bone of contention between parents and children.

Children are turning older and parents are yet to accept it fully. I'm sure many of you have gone through this or are going through it.

Understand that the situation is such that neither are your parents wrong, nor are you. However, conflicts can be managed if we know how to handle them or how to put our needs across to our parents.

Read on to know more :

- ✓ Trust, the most important bond between a parent and child. If you need personal space/privacy or lesser interference from your parents, then it is your job to build that trust. Ensure them that you

are up to nothing wrong. Not only by words but by actions. When parents trust you they will automatically give you your space.

- ✓ Aggression – This is surely a turbulent phase with all the hormones acting up and your parents not understanding you. This, however, gets worsened if you show aggression with your parents. Deal with situations calmly. Do not react to every ‘NO’ that you hear from parents. Silence works wonders in situations of conflict. When the anger has subsided, talk calmly to your parents and make them understand your point of view. It works!
- ✓ Understanding – We teenagers often complain about our parents not understanding us. Have we really tried to understand them? Do we not know that our parents love us unconditionally and they just want us to be safe? Their ‘intrusion’ into your privacy or their not allowing you certain things is not because they hate you. It is only because they care. They do not want you to harm yourself or get into unwanted mess, so they constantly worry. As mentioned earlier, understand them and their love for you and build that trust. Assure them that you won’t break their trust.
- ✓ Friends – Most parents are worried about the kind of company that you are keeping and the friends you hang out with. One of the ways you can build trust between parents and yourself is to introduce them to your friends. Call them over, let them

interact with your parents. It will make things a lot easier for you.

- ✓ Just as you expect others to give you space, you should offer the same courtesy to others. Do not unnecessarily interfere in matters that do not concern you.
- ✓ If the elders are having a discussion or argument, do not try to interfere, it can just make matters worse.
- ✓ If you have a friend who is secretive about a certain topic, do not probe, if they want to share it with you, they will in their time.
- ✓ Do not try to keep a tab on what's going on in others' lives.

These are just a few points to start off with. You can figure out more ways to build a strong bond with parents during your teenage journey.

## CHAPTER 4

# SOCIAL MEDIA ETIQUETTE

Social media has become like Oxygen today. Earlier people used to wake up to the sounds of birds, now they wake up to pings on social media!

We use Social Media for almost everything in life, for communicating to expressing our feelings to making new friends.

Here are some rules to keep in mind with respect to social media:

- ✓ Remember that you are speaking to another human even if it is through a screen. Do not forget your politeness and manners.
- ✓ Writing text in all capital letters equals to shouting on the Internet. Use it sparingly and only to stress certain points.
- ✓ Whatever you post is available for the world to see, so be careful, you may attract unwanted attention.

- ✓ Do not post when you are emotional, either angry or sad. Chances are you may regret later. Data on the internet can be retrieved even after deleting.
- ✓ Do not use social media as a means to vent out your feelings. Feelings are best kept private or shared personally with a close friend.
- ✓ Do not post/forward/share unverified information that you receive from others. Make sure the information is helpful and genuine first.
- ✓ If you're posting pictures/videos of someone else, ask permission. It is rude to post without consent.
- ✓ Relationships are best kept private. The whole world does not need to know your relationship status. It is stressful to keep updating social media sites about relationships and their statuses. It may seem nice but it is only gossip for most people. Try not to make a gossip out of your personal life.
- ✓ Bullying is definitely not appreciated, online or offline. Do not be a cyber bully. Your whereabouts can be traced even if you are behind a screen. Be careful. Treat everyone with respect.
- ✓ Most important, your real-life friends are the jewels you need to treasure. Do not become slaves to screens. It is absolutely ok to go without Social Media for a few days and connect with the real world, play games in real life instead of games on screens. When you go back to the digital world you will find nothing has changed, just new things to scroll and see.

## CHAPTER 5

# INTRODUCING PEOPLE

As you will be interacting more with adults and also be out in the professional space in time, an art worth learning is the art of introducing people. In the professional/formal world or even in personal spaces it helps to know the etiquette. The way you introduce two people will determine their views about each other and will help break the ice. It will also help them initiate conversation.

Introducing people needs the knowledge of only 4 pointers :

- ✓ Stand up while introducing people. It is rude to be seated during introductions.
- ✓ Always introduce the older/higher ranking person first to the younger/lower ranking person.
- ✓ Introduction should start as “I would like you to meet Mr./Ms. (older person), followed by “This is Mr./Ms. (younger person).
- ✓ The most important part after the name is their

occupation/designation or their relation to you.  
Make sure you put it across in such a way that they  
feel good and not offended or belittled.

In personal introductions you can be a little innovative  
and introduce people. However, rule number 4 still holds  
true.

## CHAPTER 6

# DINING ETIQUETTE

We have already learnt about table manners in our previous grades. Now since we are older teens close to adulthood, let us add to the knowledge.

- ✓ Cell phones should be in your pocket/purse/handbag and not on the table.
- ✓ Napkins should be gently opened and placed on the lap and not flicked open.
- ✓ Ladies handbags should preferably be kept on the floor or hung on hooks provided on the chairs, but never on the dining table.
- ✓ Once food is served, wait for the host to start and then follow.
- ✓ Taste the food before adding seasoning or salt to it. Adding seasoning before tasting is being rude to the host if it's dinner at home.
- ✓ Bread should be broken into bite-sized pieces and each piece buttered separately.
- ✓ Soup is always eaten, not drunk. Fill the soup spoon only to half it's capacity and do not blow into the

soup. Sip the soup from the side of the spoon. Do not slurp. The soup spoon goes back only on to the soup plate.

- ✓ If someone asks to pass salt, pass the pepper as well. Salt and pepper are always passed together.
- ✓ Food is passed from left to right.
- ✓ Cutlery once taken from the table never goes back to the table. It has to be placed only on the dinner plate.
- ✓ The dining table should not be used as a vanity area. Vanity can be addressed in the restroom.
- ✓ Loosely fold your napkin and keep it on your chair if you want to be excused. Cross the cutlery on the plate so that the server knows you will be back.
- ✓ While eating keep elbows off the table.
- ✓ If cutlery falls down, pick it up and ask the server to get you a clean one.
- ✓ Do not spit food on your napkin or even into your plate. Remove it slowly into your spoon and keep it at the edge of your plate.
- ✓ Needless to say, never eat with your mouth open or make sounds while eating.
- ✓ When you're done, cutlery should be kept parallel on your plate. It will signal the server to clear the table. Napkin should be loosely folded and kept to the left side.
- ✓ Do not leave the table until all are done eating.
- ✓ Last but not the least, do not check your phone. Answer calls only if it is urgent.

## CHAPTER 7

# POISE

Poise is nothing but grace and elegance in whatever you do. It is a trait that involves both verbal and non verbal elements. You might have noticed that some people have a certain sense of style and manner in which they carry themselves that makes everyone admire them – that is poise.

How do you do it?

- ✓ Poise comes from confidence. Know yourself well and be happy and proud of who you are. Accept yourself for exactly who you are. Love yourself and understand that others can love you only if you love yourself. So, the first step is to love and accept yourself as you are.
- ✓ Be confident wherever you are. Remember, no one is perfect and the people you are scared of, may have made as many mistakes as you. So chin up and face the world.
- ✓ Posture is one of the elements which helps in

making you look confident. Keep an upright posture while sitting or standing. Walk with confidence, upright and self-assured.

- ✓ Be polite to people. Make them feel comfortable in your company. Respect everyone irrespective of their age or designation.
- ✓ Do not allow yourself to get angry easily. Even if something upsets you, talk about it to the person in a calm and composed manner.
- ✓ Smile. You are never completely dressed if you don't wear a smile. It adds to grace without any effort.

## CHAPTER 8

# SHARING EXPENSES

Money is an important part of everyday life. Money is also one of the common causes for relationships going sour. It is imperative that you do not burden someone else with your expenses.

At this age it is likely that you will go out with your friends for a treat or party. Keep these points in mind about sharing expenses:

- ✓ Offer to pay for yourself if you are out for a meal. If the person hosting insists that they will pay, then it's ok to accept.
- ✓ If you are sharing a meal with someone at the school canteen, make sure you pay your part and share the meal equally.
- ✓ If you are contributing for a gift for a classmate, pay up your part promptly and get confirmation that the payment has been received.
- ✓ If you are going to go out with friends, make sure you split the travel expenses equally.

- ✓ If someone is not able to pay up their part and you can foot the bill, offer to do it. If they accept then pay it.
- ✓ If someone is part of the activity but does not want to pay, be assertive and tell them that everyone has to pay their part and stick with it.

## **SUMMARY**

We hope this book has helped you learn more about good manners and we sure hope you start using what you learned.

You might have already known and be practising some of the things mentioned in this book. That is great.

Bye for now and hope you enjoyed reading this book as much as we loved writing it for you.