CURRICULUM ON MILITARY SUBJECTS

Strand 1: Military Courtesy

Level 11

This Strand is composed of the following components:

- A. Daily Cadet Courtesies
- B. Courtesy to Impress
- C. Special Event Courtesies



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Military Courtesy

B. COURTESY TO IMPRESS

DESIRED OUTCOME 2 (Followership) / PRACTICUM 2

Cadets will participate in a mock interview and demonstrate impeccable courtesy that prepares them for promotion boards, position interviews, Individual Merit Award boards, and job interviews.

- 1. Practice good courtesy during job interviews
- 2. Identify why it's courteous to introduce people
- 3. Properly introduce two people in formal settings
- 4. Properly introduce two people in informal settings
- 5. Shake hands with others in a socially acceptable way
- 6. Explain why showing good dining manners is important.
- 7. Use basic table manners while dining. Identify proper use of dining utensils. Consistently place their napkin in the proper place. Pass food according to etiquette
- 8. Make small talk of appropriate subjects at a dining table
- 9. Draft an invitation to an event. Reply to an invitation.
- 10. Draft a thank you note for courtesy purposes
- 11. Identify rules of etiquette for emails
- 12. Identify rules of etiquette for telephone use
- 13. Identify rules of etiquette for cell phone use

B1. Job Interview Courtesies

Interview Preparation

Make your first impression a good one. Whether you are applying for a staff position, interviewing for a promotion or an award, applying for an after-school job or a graduate applying for your first "full-time" job, the following tips can help you make your best first impression.

Pre-Interview Checklist

- Your shoes are clean and/or polished.
- Your clothes/uniform are wrinkle-free/pressed and stain-free.
- Your nails are clean and neat.
- Your hair is clean, dry, and neat.
- You didn't put on cologne or perfume.
- You have removed all extra jewelry. (Noisy and/or dangling jewelry is distracting.)
- You have clean copies of your resume/Cadet Service Record.
- You have the address and phone number of the meeting place.
- You know how to get there and how long it will take. (BEING ON TIME IS CRITICAL)
- You know the names, ranks and/or titles of everyone you are meeting and how to pronounce them.
- You have a notepad/pad folio and functioning black or blue-inked pen.
- Your bag has essentials only—nothing bulky or extra.

Scout it out

There are several reasons to pay a visit to the location of your interview beforehand. 1) You will know how to get there and how long it takes; 2) You will see what people in the work location wear; 3) You will meet the receptionist and learn his/her name. This is also a good person to ask about the work location in general and how to properly pronounce names of anyone you'll be meeting; 4) If you don't already know, this is a good time to find out your interviewer's name.

[Adapted from: The Emily Post Institute, Inc., 2016]

Interview Tips

- Your resume/Cadet Service Record is printed on high quality white paper. Stationary stores offer resume packets, containing everything you need to prepare a proper resume.
- Your resume/Cadet Service Record has been reviewed for correct spelling and grammar by someone other than you.
- You've practiced answering interview questions. Look online for sample interview questions. Ask other Cadets who have been up for promotion or an award or Cadet staff what kind of questions you may be expected to answer.
- Don't play with your hair, don't put your hands in your pockets, or other nervous habits.
- Don't chew gum or have candy/mints in your mouth.

Here are a few more tips to prepare.

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Be on time

Absolutely no exceptions. In fact, you should arrive 10-15 minutes before your scheduled interview. Since you've already scouted out the interview location previously, you should know how long it takes to get there, including allowance for traffic. If an unforeseen emergency arises, call your interviewer as soon as possible: apologize, explain and offer to reschedule. Although it may not save the situation, calling as soon as possible displays common courtesy. Not calling guarantees a bad first impression.

Dress appropriately

For a Cadet Corps interview, wear the appropriate uniform. For other job interviews, work locations run the gamut from shorts and sandals to "office casual" to traditional suits. Do your homework. Call or visit the work location to find out what others there wear to work. It's best to dress slightly more formally than the average person at that location. For example, if jeans and a t-shirt are the normal attire, wear slacks/khakis and a polo or casual button-up shirt.

Piercings and Neon Hair

The Cadet Corps and other work organizations are not necessarily into fashion trends. They have a right to say that facial piercings, such as eyebrow piercings, are not the image they want to project. Is your personal statement worth more than the position you want? You decide. Of course, if you're interviewing in an industry that embraces the trends—for example, fashion and music—your personal style statement may be completely appropriate.

Attention to Detail

Neatness is as important as wearing appropriate attire. Your shoes should be shined and your clothes/uniform should be wrinkle-free and spotless. Uniform/dress shirts should be tucked in completely. No hanging threads, tears or missing buttons. Your hair should be clean and combed, and your nails should be clean and trimmed. Keep make-up simple. Use antiperspirant, but don't use cologne/perfume.

Ways to Make a Good First Impression

- Shake hands when you introduce yourself.
- Sit down only after your interviewer invites you to do so.
- Stand up when anyone is introduced to you.
- Say "Thank you" at the beginning, at the end, and once again in a written thank you note.
- Speak clearly and make eye contact.
- Smile: It shows you are inviting and friendly, confident, able to relax, and personable in a potentially stressful or intimidating situation.

Reporting in for the Job Interview

When reporting to a Cadet Corps interview board, the Cadet removes his headgear, knocks twice on the door, and enters when told to do so. The Cadet approaches the senior ranking board member (usually in the center), stops within two steps of the desk, salutes, and reports, "*Sir (Ma'am), Lieutenant Jones reporting as ordered.*" The salute is held until the report-in is completed and the salute has been returned by the presiding officer. The presiding officer will ask the candidate to sit, and then the interview will begin. Remember to use proper customs and courtesies during the discussion. Say Sir/Ma'am/Sergeant every time you address members of the board. When the interview is completed,

the cadet stands at attention, salutes, holds the salute until it has been returned, executes an about face, and departs.

When going for an interview outside the Cadet Corps or military, introduce yourself to the receptionist and give your name. "Hi, my name is Mary Smith. I have a 10 o'clock interview with Jane Doe." Make a note of the receptionist's name. Be sure to know the name of the person interviewing you. When you meet the interviewer for the first time, say "How do you do, Jane Doe, I'm Mary Smith."

The Name Game

Remember names, use names, and don't forget to introduce yourself! One of the most important and courteous things you can do is to remember and use someone's name. Be sure and give your own name to each person you meet. If in a group setting or an interview you have more than one person/interviewer you're meeting, you should state your name to each one as you give each a firm handshake. Although you don't want to overuse someone's name when speaking with them, using their name several times when you first meet them is a good way to remember their name. In an interview setting where there are multiple interviewers, it's a good idea to write each person's name on your notepad, or find out ahead of time who's on the board and have that on your notepad already!

Handshakes

Make sure your right hand is free during introductions to your interviewer(s). Use a firm handshake, but

don't crush the other person's hand. A firm shake exudes confidence. A limp handshake makes the other person feel like they are grasping a dead fish, and it's the type of handshake that can ruin your interview before it even begins. Stand up straight, smile, and look the interviewer in the eye when you shake hands. If you're not sure about your handshake, practice a firm handshake with a friend or family member.

Exude [ig'zood] (of a person) display (an emotion or quality) strongly and openly

Be Prepared

You interviewer will probably ask you if you have anything to add, or if you have any questions. Be prepared to take advantage of this opportunity to sum up why they should hire or promote you, what your positive qualities are, and how enthusiastic you are about possibly working for them. If you have any questions about the company or position that haven't been answered, ask them. Don't focus on salary or compensation at this point. Show your interest in the company or position.



Say Thank You

The same goes for the end of the interview. Stand up, smile, look your interviewer in the eye, and give him/her a firm handshake as you thank them for the interview. You can say something like, "Thank you for the time you took to talk to/interview me today, John" or "Thank you for the interview, Jane. I really appreciate your time today". A written note of thanks sent within a day after the interview is very important, too.

B2. Making Introductions

Tips for Making a Great Introduction

• Look at the person you are speaking to first, then turn to the other person as you complete the introduction.

• Speak clearly. Mumbling defeats the purpose of the introduction if no one knows what you said.

• Use courteous language. "I'd like to introduce...," "May I introduce...," "I'd like you to meet..." are all good options. "May I present..." is the formal version.

• Use preferred names and titles. If unsure, ask in advance how the person wants to be introduced.

• In more formal situations, or when there's an obvious age difference, it's best to use courtesy titles and last names: "Mrs. King, I'd like you to meet Mr. Jacobs." This lets Mrs. King invite Mr. Jacobs to use her first name, or not.

• In informal situations or with your contemporaries, it's helpful to use first and last names: "Katelyn, this is Tom Jacobs. Tom, this is Katelyn King." You can use a nickname if you know the person prefers it.

• Teach children to use adults' titles, unless an adult specifically requests using his or her first name: "Mrs. King, this is my nephew, Benji Rosen. Benji, this is Mrs. King."

• It's fine to skip last names when introducing your spouse and children, unless they have a different last name than yours.

• Introduce other family members by their full names, unless they request otherwise. It's also a good idea to mention the family relationship: "Uncle Matt, may I introduce Mark Weston. Mark, this is my great-uncle, Matt Pearson."

• When introducing someone to a small group, it's practical to name the group members first, primarily to get their attention: "Sara, Kathy, Dan, I'd like to introduce Curtis Tyler. Curtis, I'd like you to meet Sara Rocha, Kathy Henley, and Dan Quinn."

• Start a conversation. Try to find some topic the two people have in common: "Sam, I think you and Jake both like to play basketball."

[Adapted from: The Emily Post Institute, Inc., 2016]

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B3. Formal Introductions

Formal Introductions

Formal introductions are appropriate when introducing people in formal settings such as meetings, conferences, banquets, etc. Introductions should be made using the General Order of Introductions (listed below), and appropriate titles should be used at all times.

General Order of Introductions

When introducing people to each other you should look at and speak to the person you want to honor first. For example, if you're introducing your school friend to your grandmother. Turn to your grandmother first and say, "Grandma, I'd like you to meet my friend, Maria." Then turn to Maria and say, "Maria, this is my grandmother, Mrs. Duran."

Order of Introduction in Social Situations

FIRST: Your grandparents, parents, or anyone older than you THEN: Your peer (or younger person) FIRST: Your friend THEN: A family member such as your brother, sister, cousin FIRST: An adult THEN: A child FIRST: A woman THEN: A man (Some say this is old fashioned, but it's still a courteous thing to do) FIRST: Someone with a title: Senator, Mayor, Judge, Colonel, nobility, Bishop, Reverend, Professor, Doctor; anyone senior in rank to you (Commandant, Teacher)

THEN: Your peer (or younger person)

FIRST: Your guest of honor

THEN: Others attending the event

Use of Titles in Introductions

When introductions include a dignitary, introduce the dignitary first to show respect for the office he or she holds. Use the dignitary's correct formal title or appellative when making the introduction.

- Introduce a doctor, judge, or bishop with their titles. For example, "Doctor Ramirez", "Judge Smith", Bishop "McCarthy"
- Introduce members of Congress by "Senator" or "The Honorable".
- Introduce military personnel by their rank; for example, when introducing your guest at a dining in to the guest of honor, you might say "Colonel Smith, I would like you to meet Miss Johnson."
- To introduce a Commandant/teacher to a parent, you would use the Commandant's/teacher's name first. For example, "Major Cooper, I would like you to meet my mother, Mrs. Vang." If both of your parents were there, you would introduce the woman first and then the man, such as, "Major Cooper, I would like you to meet my parents, Mrs. Vang and Mr. Vang."

Peer

(Noun) A person who is equal to another in abilities, qualifications, age, background, and social status.

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• When introducing yourself or others to a religious leader, use formal religious titles unless instructed otherwise. If in doubt, the best thing to do is to ask the individual how he or she prefers to be introduced *before* the introduction is made.

Methods of Making Introductions

When making an introduction, speak each person's name slowly and clearly. It's your responsibility to ensure the people you are introducing hear each other's name and correct pronunciation. When you are being introduced to someone, make a special effort to listen to the other person's name. If you forget a name, or did not hear it, apologize and ask them to restate it; then, use the name several times in conversation to help you remember it.

When being introduced, it is proper to return a courtesy such as "Nice to meet you", "Hello", "I am really glad to meet you". If you are the one making the introduction, do not go away and leave the two people staring at each other. When starting a conversation, mention something of common interest to both parties. For example: "Major Jones, I would like you to meet Michael Knight. Major Jones is my Cadet Corps Commandant. Sir, Michael hopes to enroll next year."

If you need to move on to another event or need to introduce your guest to others, excuse yourself so that you and your guest can do so. For example, you could say "If you'll excuse Michael and me, I want to introduce him to a few other people here."

Before taking leave of the person who you just introduced, your guest should respond with "I am very glad to have met you," or something to that effect.



Practical Exercise

Break into groups of three. Practice introducing each other. Take on roles:

Commandant, CACC XO, 10th Corps Deputy Commander, Cadet Battalion Commander, AGI Inspector, The Adjutant General, A Cadet, A Cadet from another battalion, a parent, a teacher, the principal.

B4. Informal Introductions

When you introduce people who you know well, you can be more casual with your introductions. For example, if you're introducing one friend to another friend, you could say, "Joe, this is Pete." In this situation, it's fine to use the both of their first names; however, when introducing an adult, senior ranking person, etc., do not use the person's first name.



In some cadet battalions or military academies, cadets have only one formal title as far as introductions are concerned—that of a Cadet. In those situations, the rank structure is not used when addressing cadets socially. For instance, you would say, "Doctor Jones, this is Cadet Draper," not "Doctor Jones, this is Cadet Lieutenant Draper." Furthermore, at some schools, cadets may be addressed as "Mr. Draper" or "Ms. Draper" during conversations. For example, "Mr. Draper, I am pleased to meet you."

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B5. Shaking Hands

The handshake is commonly done upon meeting, greeting, parting, offering congratulations, expressing gratitude, or completing an agreement. In sports or other competitive activities, it is also done as a sign of good sportsmanship. Its purpose is to convey trust, respect, balance, and equality. If it is done to form an agreement, the agreement is not official until the hands are parted. A handshake is a short ritual in which two people grasp one of each other's like hands, in most cases accompanied by a brief up and down movement of the grasped hands. Using the right hand is generally considered proper etiquette. Customs may vary by country and culture. Having an awareness of how others may extend greetings can be valuable in helping you respond if someone's style of greeting is different than what's customary in the U.S.

History

Archaeological ruins and ancient texts show that handshaking was practiced in ancient Greece as far back as the 5th century BC; a depiction of two soldiers shaking hands can be found on part of a 5thcentury BC funerary stele on display in the Pergamon Museum, Berlin and other funerary steles like the one of the 4th century BC which depicts Thraseas and his wife Euandria handshaking The handshake is thought by some to have originated as a gesture of peace by demonstrating that the hand holds no weapon.

What to do Where

In North America and Europe, a <u>firm</u> handshake is an appropriate form of greeting. In the military and in the Cadet Corps it communicates confidence in one's self. Too firm of a handshake may give the impression of being inappropriately competitive, while too soft of a handshake may leave the greeter with an impression that the other is timid. However, in some countries the customary grip is gentler. When greeting someone when visiting another



country, it's a good idea to let that person initiate the pressure of the grip so you can respond in kind. In some countries, females do not shake hands. Since this varies from country to country and region to region, it's best to wait for a female to extend her hand first. If no handshake is offered, you should still greet her respectfully: "I am pleased to meet you." In some countries, the bow is the equivalent of the handshake. In the Middle East, it is customary to put your right hand over your heart when meeting or greeting someone.

What about touching?

While shaking hands, or conversing in some countries you may find the other person casually touch your arm with their opposite hand. If someone touches your arm while shaking hands or in conversation, don't take offense.

Personal Space

In the United States, we generally stand about two to three feet apart when talking. Handshaking should occur within the same space as used when talking. Some countries put more space in between, while other countries prefer standing much closer. If visiting another country, you may wish to observe the 'talking space' displayed by others so you can model it when speaking and greeting those who live there.

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At the same time, be aware that visitors and people from other countries who now live in the U.S. may still observe their home country customs and it's courteous to honor that when interacting with them.

Grip



Figure 1 Too-Tight



Figure 2 Too-Soft

B6. Dining Courtesies

Basic Table Manners

Table manners have evolved over the centuries, but these basic, important, table manners will keep you from looking like a cave dweller:

- ✓ Keep your cell phone off the table and set to silent or vibrate. Your calls and texts can wait until you are finished with the meal and away from the table.
- ✓ Keep your hat, wallet, purse, keys and other personal items off the table.
- ✓ Use your utensils (fork, knife, spoon) correctly, and don't shovel or stab your food.
- ✓ Use your napkin, not your sleeve. Place your napkin on your lap before you start eating; pick it up and use it as needed; then return it your lap until everyone at the table has finished eating.
- ✓ Chew with your mouth closed. No smacking or crunching.
- Ø Don't pick or floss your teeth. If something is stuck in your teeth, quietly excuse yourself from the table and go into the restroom to attempt to dislodge it.
- \varnothing Don't blow your nose. If you need to do so, quietly excuse yourself and go into the restroom.
- Ø Don't touch, toss, or comb your hair at the table. It's not hygienic, and no one wants your in their food.
- ✓ Wait until you're done chewing before you drink anything.
- ✓ Cut only one piece of food at a time.
- Ø Don't slouch in your chair and don't put your elbows on the table while you're eating. However, it's fine to put your elbows on the table while talking with others between courses, such as the entrée and the dessert.
- \varnothing Don't reach across the table for something. Instead, politely ("Please") ask for it to be passed to you.
- ✓ Participate in the dinner conversation, but don't talk with food in your mouth.
- \varnothing Don't fidget.

Good table manners are about being courteous to your fellow diners and about navigating awkward moments smoothly. Table manners apply in every dining situation: when you're a guest at someone's house, when you're at a restaurant, when you're at a dining-in, and yes, even at your own home.

"How do I..."

...pass food around the table?

If the serving dish has been set closest to you, serve yourself, and then pass it to the right. You can either hold the serving dish for the person you are passing it to while he takes his food or, if the dish is easy for you to hold and serve from, you may pass it to the person next to you once you've served yourself. Remember to take a small enough portion so that there's enough for others to take. When passing a serving piece with a handle, pass it so that the handle is towards the person you are passing it to so that she can easily grasp it.

...deal with an unpleasant food in my mouth?

If an unpleasant food ends up in your mouth, don't spit it out! Instead, raise your fork or spoon to your mouth and subtly use your tongue to move it back on the utensil. (An easy rule of thumb is: "If it went in with a utensil, it comes out on a utensil; if it went in with your fingers, it comes out with your fingers.") Then place the offending food item on the side of your plate. Don't put in your napkin—it could fall out and end up on your clothes or on the floor. Alternatively, consider heading to the restroom to take the food out of your mouth there if that will keep from drawing attention to your predicament at the table.

...signal that I'm finished?

Picture your plate as a (non-digital) clock. Place your utensils on the plate so that the handles are resting on the numeral 4. Leave your plate where it is. Don't push it away from you as it's not considered polite to do so.

"What do I do when..."

... I've dropped something?

Don't retrieve a dropped utensil. Instead, let your server know you dropped it, and he will pick it up it and bring you a replacement. However, one exception is if you drop a utensil that might be stepped on or cause an accident, then pick it up and leave it in your hand or place it on the napkin in your lap. You will still need to let your server know you dropped it so he can replace it. If you hand it to the server with your napkin, he can also bring a replacement napkin.

... my fork or glass is unclean?

Discretely ask your server for a replacement. Don't use your napkin to try to clean off a utensil or glass, and don't announce the problem to the other diners at your table.

... I spot a hair or bug?

If there's a bug or a hair in your soup, don't made a big deal about it to your table mates. When you catch the attention of the waiter, quietly let him know about the problem. He'll bring you a replacement or something different if you prefer.

... someone at the table has food on her face?

Do her a favor and subtly call her attention to it. Don't announce it to everyone else, but don't let her find out an hour later than she had salad dressing dripping down her chin or a piece of parsley prominently stuck on her front tooth.

... I knock over my drink?

Immediately set the glass upright and apologize. Use your napkin to slow down or stop the flow of liquid. Ask your server for assistance and he'll take care of the rest.

... the waiter tries to take my plate away before I'm done eating?

If a server starts to take your plate before you've finished eating, it's appropriate to say, "Oh, I'm not finished yet." The same applies even if he's already taken your plate and is walking away.

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B7. Table Talk



"Conversation about the weather is the last refuge of the unimaginative."

Oscar Wilde

Dynamic conversation at the table is fun and makes for a pleasant meal, but you'll need to have something to talk about besides the weather: Here are some tips to help you jump-start the conversation:

- Get to know your tablemates. Ask them about their interests, hobbies, jobs, and accomplishments. This gives you lots to talk about—plus your fellow diners will be flattered by the attention. It also helps to get the conversation started when introducing two people.
- Keep it light! Small talk includes casual, unofficial, interesting things in everyday life such as hobbies, music, upcoming events, movies, or sports. Keep topics of conversation safe and non-

controversial. Avoid discussions about religion, race, politics, or any controversial issue. Avoid health issues, off-color jokes, negative or disparaging comments, and gossip.

Disparaging – (adj) expressing the opinion that something is of little worth; derogatory

- Know your current events. Try to know what's going on in your community, your state, the world, and current sports and entertainment. Take a little time to think about topics you've come across on social media, in newspapers and magazines, and on television and you'll be surprised at how naturally you can get a conversation going.
- Ask people's opinions. Asking questions is the easiest way to start a conversation and/or to keep one going. People love to be asked for their opinion—so instead of simply giving your own take on the latest sports or wacky celebrity or that weird new diet you just read about, bring the topic up and ask your neighbors for their thoughts on the subject.
- Be a good listener.
 - ✓ Focus on the person you're talking to and maintain that focus. Wandering eyes make the other person feel as if you're just killing time. As you talk, respond with facial expressions, comments, and questions to show you're engaged.
 - ✓ Give others a chance to talk. Do not monopolize a conversation.
 - Ø Do not interrupt. Allow the other person to finish what he or she is saying before speaking. If you and another person start talking at the same time, give way quickly in a friendly manner with a simple, "Go ahead, please."
- Be a good speaker.
 - ✓ Be mindful of engaging in conversation with a person who has just taken a bite of food.
 - \varnothing Try not to talk too quickly or too slowly.
 - \oslash Do not talk with food in your mouth.
 - \varnothing Do not shout; use a pleasant tone of voice that can be heard only at your table. Loud voices/laughter can be disturbing to others.
 - \varnothing Do not use profane, abusive or vulgar language.

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- Do not ridicule or laugh at an unfortunate remark or someone's mistake. Although a good conversationalist does not contradict someone in a social setting, it is okay to disagree. In those instances, start by saying, "I disagree with you because . . ."
- Be authentic and vulnerable. Nothing builds connections and fosters communication with other people faster than being able to relate to someone.



A single conversation across the table with a wise man is better than ten years' mere study of books.

Henry Wadsworth Longfellow

Keep the Conversation Going

Searching for something to say? People tend to get nervous when they must talk to someone they don't know very well. But here's a secret: The person you're talking to doesn't know you well, either, so you're probably both feeling nervous. How do you handle the situation? Easy. Start off with a basic question, like, "What did you do this last weekend?" If you listen carefully to the person's answer, you'll easily find an opening for a follow-up question.

"What did you do this last weekend?"

"I attended a bivouac with my Cadet Corps unit. We spent the night at the State Park." "Sounds like fun, what did you do at the bivouac?" (There's the follow-up question. So easy.) "We learned how to start a fire with just flint and steel and we also did an orienteering course." "Really? I tried to start at fire with flint and steel at the Xtreme Team Challenge, and I couldn't get it to start." (Makes a connection)

"Yeah, the trick is to get the perfect tinder. So, what did you do last weekend?" To keep a conversation going you must listen to the other person and ask some follow-up questions. By doing this, you're telling this person a lot of positive things about yourself. For one thing, you're letting them see that you're interested. And by learning more about the other person (usually the goal in the first place), you're demonstrating that you aren't completely self-absorbed. Finally, you're showing that you're confident enough to talk to people you don't know without losing an ounce of your poise, wit, and charisma.

B8. Invitations and RSVP

An invitation is the first impression of an event to come, and different types of events call for different timing, wording, or methods of inviting. Announcements also have their own criteria: Happy events may call for bells and whistles; serious or somber events may require a more discreet delivery of the news. Regardless, it is important to keep in mind how the information may be received by those you are inviting or informing.

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Social Invitations

In the Cadet Corps, invitations may be sent for social events such as unit Dinings-In, Dinings-Out, or Cadet Balls. They are formal requests to attend the event and are a harbinger of the event itself and as such should reflect the formality, importance, and tone of the social event. The most common format for a social event invitation is the engraved card invitation which is typically folded over and mailed to the guests. It is becoming more common, and perfectly acceptable, to use digital invitations that can be emailed to participants.

Event Invitations

Invitations may also be used to invite distinguished visitors, guests of honor, high-ranking military members, or politicians to Cadet Corps events. Protocol dictates this type of invitation is typically a <u>letter invitation</u> that is sent on behalf of (signed by) the Commandant, Brigade Advisor, or Executive Officer.

WHO	Host
WHAT KIND	Lunch, Dinner, Reception, Ceremony
WHEN	Date and day of the week Time
WHERE	Place
DRESS	Service Dress; Sports Coat and Tie; Business Suit
RSVP	RSVP Information

Elements of an Invitation

Information that always needs to be included in any type of invitation:

Other elements that may or may not be necessary:

• Who the function is "in honor of"

Any other special instructions you need to convey -- cost, etc.

Harbinger

har·bin·ger ['härbənjər] (noun)-a person or thing that announces or signals the approach of another:



Sample Social Invitation:

Invitation Tips

Whether it is to a wedding, a dinner party, shower or gala event, an invitation comes with some important obligations. Here's a quick guide to keep you on the guest list.

1. R.S.V.P.

From the French, it is short for "Réspondez, s'il vous plaît," which means "Please reply." This little code has been around for a long time and it tells you that your host wants to know if you will attend. Reply promptly, within a day or two of receiving an invitation, and by the RSVP deadline at the latest, if one is given.

- 2. How do I respond?
 - ✓ Reply in the manner indicated on the invitation:
 - ✓ <u>RSVP and no response card</u>: a handwritten response to the host at the return address on the envelope.
 - ✓ <u>Response Card</u>: fill in and reply by the date indicated and return in the enclosed envelope.
 - ✓ <u>RSVP with phone number</u>: telephone and make sure to speak in person answering machines can be unreliable.
 - ✓ <u>RSVP with email</u>: you may accept or decline electronically.
 - <u>Regrets only</u>: reply only if you cannot attend. If your host doesn't hear from you, he is expecting you!
 - ✓ <u>No reply requested</u>? Unusual, but it is always polite to let someone know your intentions. A phone call would be sufficient.

3. Is that your final answer?

- Changing a 'yes' to a 'no' is only acceptable on account of: illness or injury, a death in the family, or an unavoidable professional or business conflict. Call your hosts immediately.
- ✓ Canceling because you have a "better" offer is a sure-fire way to get dropped from ALL the guest lists.
- ✓ Being a "no show" is unacceptable.
- ✓ Changing a 'no' to a 'yes' is only okay if it will not upset the hosts' arrangements.
- 4. "May I bring ... "
 - \varnothing Don't even ask! An invitation is extended to the people the hosts want to invite—and no one else.
 - ...a date. Some invitations indicate that you may invite a guest or date (Mr. John Evans and Guest) and when you reply, you should indicate whether you are bringing someone, and convey your guest's name.

5. Say "Thank You."

✓ Make sure to thank your hosts before you leave, and then again by phone or note the next day.

Adapted from: (The Emily Post Institute, Inc., 2016)

Military Courtesy

Invitation Timing

Whether you're mailing invitations or inviting guests by phone or email, timing is key. Send an invitation too late and the guest may already be booked; send it too early and it might be misplaced or forgotten. The following guidelines aren't set in stone, but will give you an idea of when to mail various types of invitations. Err on the early side if your event is important or the guest list is large.

The Event	When to Invite
Anniversary party	3 to 6 weeks
Bar or Bat Mitzvah	1 month
Birthday party	3 to 6 weeks
Bon Voyage Party	Last minute to 3 weeks
Casual party	Same day to 2 weeks
Cadet Ball	6 weeks to 3 months
Christmas party	1 month
Debutante Ball	6 weeks to 3 months
Dining-In	3 to 6 weeks
Dining-Out	6 weeks to 3 months
Formal dinner	3 to 6 weeks
Graduation party	3 weeks
Housewarming party	A few days to 3 weeks
Informal dinner	A few days to 3 weeks
Lunch or Tea	A few days to 2 weeks
Holiday dinner	2 weeks to 2 months

(The Emily Post Institute, Inc., 2016)

Responding to an Invitation

RSVPs still matter! Very much so. While no one is obligated to accept an invitation or to explain the reasons for not accepting, <u>you do have an obligation</u> to let your host know whether you will attend. Unfortunately for hosts, no one will come running to your door and demand that you finally reply to that invitation that has been sitting on your coffee table for three weeks. We live in a more casual society today, but a host planning an event still needs to know how many people to expect. And more than that, just as someone is being kind when inviting you to an event, you should be just as kind to reply to their invitation.

So, the next time an invitation lands in your mailbox or inbox, be sure to do the following:

- Take your cue from the invitation. If you received your invitation by email, then an emailed response is acceptable. If the invitation is to a wedding and includes an enclosed card, then send your response by mail. You can judge the required response by the formality of the invitation itself.
- *Respond in a timely fashion.* Generally, it is best to reply as soon as possible. For written invitations responses are made within several days of receiving the invitation. For in-person or phoned invitations, you may provide your response when asked or wait until you have checked your schedule. Simply let the person know that you will call as soon as possible.

- *Keep replies brief.* There is no need to go into great detail if you must decline the invitation. Write a simple and polite note of regret. If you feel like you must offer an explanation, be sure it is brief.
- *Reply even if you have a potential conflict.* If you would like to accept an invitation to an informal or casual event but have a tentative conflict, contact the host or hostess to explain the problem. If the event is formal, however, your delay might inconvenience the host, so it's best to decline the invitation.
- When replies aren't requested. If the invitation does not specifically request that you RSVP, then a response is not necessary. However, it is always polite to notify the host when you cannot attend. A phone call will usually suffice, though you might send a personal note or an email.

B9. Thank You Notes

Send thank you notes promptly: within two or three days, but no more than a week. Excuses such as "It slipped my mind" or "I've been busy" are not acceptable. Good manners dictate that you thank someone who has entertained you as a houseguest, dinner guest, or any similar activity. Any time you receive a gift or someone's hospitality, a brief letter of appreciation (thank you note) is appropriate. A thank you note should be sent immediately following any job interview as well. The tone of the note should be informal to convey the sincerity of your appreciation. Avoid typed or printed thank you notes. Gratitude is best transmitted through the written word. Typed letters may include an optional handwritten note to the left of the signature block. Keep a thank you note set and stamps handy.

Some of the requirements for a thank you note are:

- ✓ Place the date in the upper right corner just below the fold line on the informal notepaper. Rather than abbreviate, spell out the month.
- ✓ Place the salutation, such as "Dear Major General Baldwin," at the left margin.
- ✓ Indent the first line of each paragraph; bring each subsequent line out to the left margin.
- Place the complimentary close approximately as far to the right as the date at the top of the page. "Sincerely," or "Sincerely yours," with your first and last names are acceptable
 complimentary closes. Do not use "Yours truly" and receive the use of

complimentary closes. Do not use "Yours truly," and reserve the use of "Love," for a family member or close friend followed by your first name only.

- \varnothing Do not use "Cadet" or your cadet rank in your signature.
- ✓ Your return address belongs on the envelope, not under your signature.
- \varnothing Do not invite yourself back in the thank you note.
- ✓ Follow the three S's: Be Sweet, Sincere, and Succinct.

The thank you note is an individual responsibility. If more than one of you enjoyed a dinner party at someone's home, it is not proper to send one thank you note. Each of you should write your own note.

Signature block

A signature block is the text surrounding a signature. In a *typed letter*, it often contains the name, title, and contact information of the person signing the letter:

Sincerely, John Smith C/CPT John Smith (210) 345-6789 johnsmith.email.com

Follow the example shown below to address an envelope. Ensure that you use a block style; include the proper title with the name (such as Mr., Mrs., Miss, Dr., Colonel, SGM and so on); place the city, two-letter state abbreviation, and zip code on the same line. Place your return address on the front top left-hand corner of the envelope. You may use an address label for this purpose. You may also include "Cadet" in your title, but not your cadet rank: Cadet John C. Scott is acceptable, but Cadet Captain John C. Scott is not correct.

If you are on the planning committee for the Cadet Ball, you should also send thank you notes to the special guests, the organizations that sponsored the event, and the organizations that provided services and entertainment.

Cadet John C. Scott 123 Main Street Los Angeles, CA 91234 Colonel Michael Ramirez 4567 W. School Street Los Angeles, CA 91234

B10. Email Courtesies

Name the 20 Faux pas in the above email.

- 1. Address list too big--Sent to all cadets
- 2. Not Cc'ng person who is mentioned in the email
- 3. Vague subject
- 4. Not Official
- 5. Informal Salutation
- 6. Improper abbreviation of Please: "PLZ"
- 7. Improper Font
- 8. Improper Font Color
- 9. All Caps (Shouting)
- 10. Improper abbreviation of You: "U"

- 11. Unprofessional emoticon (sad face)
- 12. Bad Grammar: "Lot of people"
- 13. Bad Spelling of your: "UR"
- 14. Chain email
- 15. Unprofessional to speak badly about someone in an email
- 16. Unprofessional to exclude a person
- 17. Unprofessional to pass a "gossip" link
- 18. Don't use "text speak" such as LOL
- 19. Don't use "text speak" such as L8TR
- 20. No signature block

Although technology is ever-changing, basic rules of etiquette apply. Courteous electronic communication means that you treat others as you would have them treat you, even when

Faux pas [,fo 'pä]

still

(Noun) An embarrassing or tactless act or remark in a social situation.

interacting via a computer screen. Follow our tips to help you communicate electronically, politely, and effectively.

Email Dos and Don'ts

Three Key Considerations:

1. Human contact still matters: Don't email at the expense of personal interaction. There's a reason people often need to discuss things face-to-face, and there are times when no substitute will do – whether you're breaking up with your boyfriend or asking your boss for a raise.

2. Watch what you say, and how you say it: Whereas the computer brings people together, its impersonal nature can lead to remarks that people wouldn't think of saying in person. Do whatever it takes to stay courteous, even if that means taping a note to your computer reminding you to be decent and polite.

3. Be careful when clicking "Send": Whatever you say in cyberspace cannot be taken back. You have no control over where your message goes once you've hit "Send"; it can be saved and forwarded by any recipient who chooses to do so. Consequently, words have come back to hurt people, destroy friendships, and ruin careers.

Email Overview

Organizations live and breathe by email. It's common to work regularly with people you've never met, with the interactions carried out entirely through calls and email. Whether you think this is good or bad, it's here to stay, and how you compose an email speaks to your professionalism, reliability, and image, and it represents, by extension, the California Cadet Corps.

Used well, email is a tremendous time-saver by allowing asynchronous communication. But many things are worth communicating in person, over the phone, or in writing. Handwritten thank you notes for example, are still a must for gifts, big meals, and important opportunities or favors, and show you spent time reflecting on their value to you. Delivering

Asynchronous (adj)

Describing something that does not occur at the same time.

bad news, evaluations, discussing complex subjects, back and forth discussions, and sensitive issues are not communicated over email.

• To:

Address with care

- ✓ Put the primary people that you are writing the email to, in the To Line.
- ✓ These are the people you want to do something with the information you are sending them.
- ✓ You may expect a response from each person on the To line.
- ✓ Leave people off this if they aren't needed. Don't clog their inboxes.

Military Courtesy

- Cc:
- ✓ Put the people who should be aware of the email, but who do not have an action on the Cc line.
- ✓ Anyone you mention in the email
- ✓ Leadership when relevant (When emailing the Brigade staff, you should Cc your relevant Battalion staff)
- $\ensuremath{\varnothing}$ $\ensuremath{\,\rm Do}$ not expect a response from anyone on the Cc line
- Bcc
 - ✓ Use if trying to hide a long list of email addresses or if trying to protect email address privacy.

Subjects Please

- Subj
 - ✓ Get specific and relevant every time. Fill in the subject line, even in personal email.
 - ✓ The subject line should succinctly identify what you are writing about. Many people receive hundreds of emails a day, and if they don't have a pertinent subject may never get read.
 - ✓ Some schools/units have specific subject standards.
 - ✓ Focus on one subject per email.
 - \varnothing Don't leave blank.

Hello

- Good Morning Major Jones,
 - ✓ Address all recipients.
 - State each person's name "Dear Tom, Mary, and John,".
 - If it's a large group then use "Dear Team" or similar.
 - ✓ "Dear" remains both standard and formal.
 - ✓ "Hello" is professional and friendly.
 - ✓ "Hi" is casual and conversational.
 - \varnothing Avoid "Hey"; it may sound cheerful to some, but to others it can read as a verbal jab.
 - ✓ Greeting: Good morning, Sir, Ma'am, All, Cadets, Major Smith,
 - ✓ Joe (If first names are okay, one will know. If addressing a superior, never assume first names are acceptable unless told so. When in doubt, defer to the formal)
 - ✓ In the case of a reply, use a salutation in the first reply. After the first reply, it is no longer necessary to keep using a salutation. Think of the email chain as being in a conversation: You don't need to keep saying the person's name every time you reply.

Body of Evidence

- BLUF (Bottom Line Up Front)
 - ✓ Don't keep your readers in suspense. Some people even put "BLUF:" on their first line followed by one sentence of what they want.
 - ✓ Summarize the conversation up front if you forward an Email containing a long string of replies.
- Avoid:

- Smileys. Unless you are absolutely certain an emoticon will be received well, avoid using them. To unsympathetic eyes, or simply to someone who doesn't know you well, they look juvenile in business.
- <u>Text Speak</u>. such as "ttyl" ("talk to you later") and "lmk" ("let me know"). Shorthand isn't wrong; but it only serves you and your professionalism well if received well (or at least with notice), so consider your audience first.
- ALL CAPS. It ALWAYS DENOTES SHOUTING, so unless you are shouting congratulations, get calm and pick up the phone or visit a colleague to discuss differences of opinion. No yelling, please. One can also use *asterisks* surrounding a word to make a stronger point.
- Poorly chosen words. Also, beware of conveying anger and frustration by your choice of words; the recipient will "hear" that anger and frustration in your writing.
- Highlighting a Negative. Be professional and careful whenever you write about others. Understand the Email is easily forwarded and messages intended to be private or personal may not remain so. Material sent via Email is not secure, and may be subject to monitoring and re-transmittal.
- Ø <u>A preset message stating.</u> "Please excuse any mistakes in this message."
- SPAM. When you surf or shop retail sites on the Internet, watch out for the "free newsletter" and "customer update" email check boxes. If you sign up, you will be receiving regular email that may not interest you. Or, use a separate email address for retailers.
- Ø Jumping the Chain of Command.
- Ø Poor Grammar or Spelling.
- Sarcasm, Jokes, or Humor. These are often hard to distinguish from each other in writing and may not come across as you intend. Do not use unprofessional language.
- Ø Vulgar language, including profanity ('swearing').
- Inappropriate Forwards or Links. Political or religious sites, YouTube videos, or other items of a controversial nature.
- Ø <u>Personal Information</u>. Privacy Act laws, Anti-Bullying policies, and other school and state regulations say to keep emails professional.
- Be:

<u>Succinct</u>.

- Use the basic elements of effective writing: clarity, brevity, and courtesy.
- Use acronyms and abbreviations that are of a common-use-nature, and understood by the intended audience.
- "Spell out" acronyms and abbreviations the first time they are used.
- Delete outdated or unwanted information and attachments from outgoing messages.

succinct [sə(k)'siNG(k)t]

(adjective) 1. (especially of something written or spoken) briefly and clearly expressed:

"use short, succinct sentences"

- ✓ <u>Deliberate</u>. It's best to always reread your messages before sending.
- ✓ <u>Professional and straightforward</u>. Follow the Bulletin Board Rule:



Goodbye

- Closing:
 - ✓ Have a strong finish in Cadet Corps emails
 - ✓ "Respectfully" when addressing anyone of equal rank or below
 - Abbreviated as "R," in less formal circumstances.
 - ✓ "Very Respectfully" when addressing anyone of higher rank.
 - Abbreviated as "V/R," in less formal circumstances.
 - ✓ "Sincerely," or "Regards," are both safe bets.
 - ✓ "Best regards," "Kind regards," "Best wishes," "Sincere regards," "Thank you," and "Many thanks," are also all appropriate closings.
 - ✓ More casual are: "Take care" and "Talk soon".
- Signature blocks
 - ✓ Contain the sender's name, rank, position, organization, and telephone number (if appropriate).
 - ✓ Should be routinely used
 - \varnothing Don't include promotional links, websites, or social networking invitations.
 - \oslash Don't include inspirational quotes.
 - \varnothing Do not use cute fonts or logos.
 - ✓ May include the unit motto or "Essayons"

Second Thoughts

Quickly typed and sent in the blink of an eye, it's understandable why emails can be rife with typos, from the commonplace to the funny to the mortifying. An advertisement aired during last month's Super Bowl that played on the panic of an employee who thought he had sent an inappropriate message to his whole company. Clearly, it would be best to do a read-through before sending, and not to rely too heavily on the spelling and grammar check features, as they can let you down in crucial moments. The

attention paid to drafting a message says something beyond the words on the screen. It speaks to your professional image and your attention to detail.

Email Conversation Going Downhill Fast?

There comes a time in every inbox when a reply or forward won't suffice. If a conversation is going downhill fast, pick up the phone or set an in-person meeting. Research has shown we default to a negative interpretation of others' words when we don't have their tone of voice or body language to make their meaning clear.

Responding

- ✓ Always respond to a real email message.
- ✓ Make it a goal to respond within 48 hours. This excludes weekends and observed holidays. If one receives email on the last business day of a week (e.g. Friday), one should reply on the next business day.
- ✓ Read and trash files daily.
- ✓ Keep a record of important emails.
- ✓ If you only check your email once a week, let people know.
- Ø Don't hit the rapid response button when you're hot under the collar. Let your email simmer overnight—and re-read it when you've calmed down. Then, decide to edit or delete. Most of the time it's better to delete.
- Limit use of "Reply to All." Only reply to all when everyone on the list needs to know your answer.
 Otherwise, just reply to the sender.
- ✓ Always acknowledge the sender with a reply stating "roger", "thanks", "done", etc.
- ✓ For all emails containing official taskings, the recipient must reply acknowledging the receipt of the email. The reply can be short only one sentence long (e.g. "Thanks understand what to do" or "Will have an answer for you by Tuesday.").
- Use Auto-Replies when you're absent: Most email servers are equipped with an automatic reply system or a vacation system that will serve to send a reply to emails in one's absence. It is courteous to use this system during an extended absence for whatever reason (vacation, TDY, sickness, etc.). At the very minimum, one should inform one's direct superior of any absence in which one will not be able to receive email.
- \varnothing Do not forward emails unless necessary for others to do their job.

Military Courtesy

B11. Telephone Courtesies

The telephone is a valuable time-saver and an effective means of communication. Here are some tips for proper telephone usage.

Placing a Call

- \checkmark Let the phone ring at least six times to allow the person to reach the phone.
- ✓ Identify yourself first, who you represent second, and then who you would like to talk to last.
 - *"Hi, my name is Cadet Snuffy, I'm calling from King High School, and I would like to speak to Cadet Jones."*
- \varnothing Don't assume people you talk with know you by voice.
 - "Hi Jose, this is Robert from Cadet Corps class, do you have a minute?"
- ✓ When calling a private residence to respond to an R.S.V.P., it is most proper to call between nine in the morning and six at night. Avoid calling during meal hours. If you are in doubt, ask the person you are calling if this is a convenient time—offer to call back later if necessary.
- ✓ Wrong number? When that happens, apologize to the person who answers. That person is not interested in hearing a story about how you misdialed. Just tell him or her "I'm very sorry to have disturbed you," hang up, ensure you have the correct number, and then try again. It is inexcusably rude to hang up without an apology.
- ✓ When leaving a voice mail, clearly state your name and your phone number.

Receiving a Call

- ✓ When answering a call, say, "Hello, this is [insert your name here]."
- ✓ When answering a call for someone else, say, "May I ask who is calling?" This sounds better than "Who is this?"

Telephone Conferences

- ✓ Use a landline if possible. Cell phones can have bad connections that overpower the audio.
- ✓ Call from somewhere quiet if possible (avoid cars, airports, outside, etc.).
- ✓ Call in a few minutes early.
- ✓ Introduce yourself with name, rank, and position when you first call in.
 - o If you must leave the call early, let the leader know when you first check in.
- ✓ Announce yourself every time you speak.
- ✓ Take notes.
- ✓ Put your phone on MUTE immediately after checking in.
- ✓ Remain on MUTE until it's your turn to speak.
- ✓ When finished speaking place phone on MUTE again.
- ✓ If you get disconnected, call back in immediately, but don't re-announce your presence if the meeting is still in progress.
- Ø Never put phone on HOLD. It may play music over the conference line, disturbing the call.
- \varnothing When phone is off MUTE, do not type on a keyboard. The phones amplify those "clicks" and disturb everyone else.
- Ø Don't use your speakerphone unless absolutely necessary. It increases noise and makes it harder to hear--especially on Voice Over Internet Protocol (VoIP) phones.

Military Courtesy

General Tips

- ✓ Be polite. This applies to any conversation.
- ✓ Speak slowly and clearly. Do not eat, drink, or chew gum.
- \varnothing Do not sneeze or cough into the receiver. Turn your head or excuse yourself.
- \varnothing Do not carry on a conversation with someone in the room while talking on the phone.
- ✓ Call back immediately if you get disconnected and you placed the call.

Military Courtesy

B12. Cellular Phone Courtesies

Anna Post on Managing Mobile Manners:

How to Manage Our Mobile Manners Written by Anna Post

Last night I joined Intel Fellow and anthropologist Genevieve Bell for "Mobile Etiquette over Martinis," an event hosted by Intel to share the latest research on the state of mobile etiquette in America.

When I first reviewed the new survey statistics, I was struck by what appeared to be a paradox: People claiming they wanted others to have better mobile etiquette, yet they admitted to lacking that behavior themselves. Eighty percent, in fact, are annoyed when they see others use a mobile device such as a laptop, smartphone, or tablet in places such as a grocery store, doctor's office, public transit, elevator, airplane, while on a date or at a wedding or funeral, to name just a few. And yet a whopping 77 percent admit to using a device at one of these times or places.

Seems hypocritical? It makes a funny kind of sense to me. The phenomenal technologies we now have at our fingertips are almost too convenient at times. They allow us to handle business and personal matters while carrying out our day in public. Need to take a quick call from the kids while you're checking out at the grocery store? Family is a priority in your life, so you answer the call. You're invested in what's happening at the other end of the line—and reasonably so.

But therein lies the problem.

Those around you aren't invested in your reasoning; they're just bothered by the rudeness of it. And all those people who offend us? They're just making the same call—one we're not invested in.

We all appreciate the convenience of mobile technology, and the ever-present nature of it means it's with us in public places. We are not, however, always surrounded by sympathetic friends and family in public. We're surrounded by people who have no say in our choices, but are still affected by them.

Whether we're talking about mobile etiquette technology or not, etiquette is, at its very core, about considerate interaction with others, whether you know them or not. And yet 88% of respondents to the recent Intel study on the topic of mobile etiquette believe that people rarely take others into consideration when using their mobile devices in public.

The solution is two-fold. First, manage your time and others' expectations, no matter how easy the technology makes it to respond immediately. You can return a call instead of answering, wait to answer a text, or excuse yourself for a minute to check email. Better yet, don't keep a mobile device handy when you know you shouldn't answer it. In a meeting? Put your laptop lid down. Better yet, keep your mobile devices in your handbag, briefcase, or pocket.

To be clear, the devices aren't "bad"—it's all in how we choose to use them.

Military Courtesy

Second, increase your own awareness of how your mobile device behavior affects those around you. It's easy to see others get it wrong, but not so easy to see it in ourselves. Most of us have good intentions. According to the recent Intel survey, respondents report seeing other people misuse their mobile technology five times in an average day.

My challenge to you: Find your number.

Notice how many times a day you use your mobile device in a way that would bother you should someone else do it, and work toward zero.

What should we do when we put a personal reason to respond to a device in public above the annoyance it causes others? Apologize. Since you're effectively anonymous in public, it's all too easy to ignore the situation. But to those you might have bothered, you just became part of the problem. While it's better not to bother others in the first place, an apology is the next best thing.

At the end of the day, it all came down to one statistic for me from the recent Intel study: 92 percent of Americans wish people practiced better etiquette when it comes to using their mobile devices in public. So, no more using a laptop while driving (yes: 24 percent of people saw others do this), making calls at the gym or during a crowded morning commute, or texting while at the movies or the grocery checkout. Because the survey shows that the offenders aren't some anonymous other group; really, we're just talking about ourselves.

(The Emily Post Institute, Inc., 2016)

Cell phones are great—they keep us in touch with friends and family, help us look up information, know where we are, and can be life savers in an emergency. But they can also be annoying if not used thoughtfully. Remember, your phone doesn't have to be on all the time and you don't always have to answer it immediately. Learn to use your phone's features like silent ring, vibrate and voice mail to handle the times when your phone would be bothering others if it rang and you answered it.

- ✓ Be in control of your phone, don't let it control you!
- ✓ Speak softly.
- ✓ Be courteous to those you are with; turn off your phone if it will be interrupting a conversation or activity.
- ✓ Watch your language, especially when others can overhear you.
- ✓ Avoid talking about personal or confidential topics in a public place.
- ✓ If it must be on and it could bother others, use the silent ring mode and move away to talk.
- \varnothing Don't make calls in a library, theater, church, or from your table in a restaurant.
- \varnothing Don't text during class or a meeting at your job.
- \varnothing Private info can be forwarded, so don't text it.
- \varnothing NEVER drive and use your phone at the same time.

Texting Courtesies

Billions of text messages are sent each year: They're fast, relatively inexpensive, and you can get a message to someone without having their phone ring at an inopportune time.

- ✓ Be aware—not everyone has unlimited texting as part of their service plan.
- ✓ Keep your message brief. If it runs on and on, make a phone call instead.

- ✓ Be careful when choosing a recipient from your phone book; a slip of the finger could send the text to a wrong recipient.
- ✓ When you text someone who doesn't have your number, start by stating who you are: "Hi, it's Kate (from Cadet Corps class)."
- ✓ Respond to a text by texting back or with a phone call.
- ✓ If you receive a text by mistake, respond to the sender with "Sorry, wrong number."
- ✓ Think of texting as a conversation: If you would respond in the conversation, then respond in the text.
- ✓ A short "TNX" to acknowledge that the message was received is a simple way to end the conversation.
- \varnothing Don't text (or email) to inform someone of sad news or to end a relationship. Deliver the news in person or by phone.
- Ø Don't text at the movies, a play, or a concert—the screen light is distracting to others.
- \varnothing Don't text anything confidential, private, or potentially embarrassing.
- Ø Don't be upset if your text doesn't get an immediate response—you can't know for sure when the recipient will read the message.
- Ø Don't text when you're talking with someone else. If you are with someone who won't stop texting during your conversation, feel free to excuse yourself until they have concluded their messaging.
- \varnothing NEVER text and drive.

Text Speak

- RGR Roger
- WILCO Will comply
- ACK Acknowledged
- ALCON All concerned
- COA Course of action
- ETA Estimated time of arrival
- IAW In accordance with
- POC Point of contact
- UFN Until further notice
- AWOL Absent without leave
- CO Commanding Officer
- CACC California Cadet Corps
- CMDT Commandant
- XO Executive Officer

- IMHO In my humble opinion
- TTYL Talk to you later
- IDK I don't know
- BTW By the way
- LOL Laugh out loud
- CYA See ya
- BRB Be right back
- J/K Just kidding
- OIC Oh I see
- THX/TNX Thanks
- L8R Later
- BFF Best friends forever
- ILY I love you
- B/C Because

B13. Meeting Courtesies

OFFICIAL MEETING BEHAVIOR

- ✓ Arrive on time, be prepared and dress appropriately.
- ✓ Silence cell phones and other noise-making devices for the duration of the meeting.
- ✓ Listen before you speak at meetings and resist the temptation to monopolize the proceedings.
- ✓ Be courteous to each speaker and do not interrupt others.
- ✓ Thank guest speakers for their time and effort.
- ✓ Attack problems, not people, during debate and ask for clarification of any unclear point.
- ✓ Show respect for others during meetings.
- ✓ Stay alert and interested during the meeting.
- ✓ Indulge in debate only during the proper time, keep remarks germane to the topic, and refrain from personal or insulting comments.
- ✓ Work toward unity, not division by knowing the rules and respecting others.
- ✓ Note discussions and issues to share with absentee members.
- \varnothing Avoid expressing negative emotion during debate.
- \varnothing Refrain from excessive movement and loud whispering or talking.

Military Courtesy

B. Courtesy to Impress Vocabulary

- Antiperspirant
- Appellative
- Asynchronous
- Charisma
- Compensation
- Contemporaries
- Cue
- Derogatory
- Disparaging
- Dynamic
- Emoticon
- Exude
- Gamut
- Hypocritical
- Inopportune
- Monopolize
- Mortifying
- Paradox
- Peer

- Pertinent
- Phenomenal
- Potential
- Predicament
- Preparation
- Profane
- Protocol
- Recipient
- Refuge
- Ridicule
- RSVP
- Salutation
- Somber
- Succinct
- Suffice
- Timid
- VolP
- Vulnerable

Military Courtesy

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