1. ON WHICH SHOULDER IS THE NAMETAG WORN?

2. IF SOMEONE FORGETS TO INTRODUCE YOU, WHAT SHOULD YOU DO?
   A. MOVE ON WITH THE CONVERSATION; THERE WILL BE A CHANCE LATER TO DO SO.
   B. TELL YOUR FRIEND OR PARTNER THAT THEY FORGOT & TO PLEASE DO IT NOW.
   C. SAY, "HI, I'M TERRI, IT'S NICE TO MEET YOU."
   D. SAY NOTHING AND WALK AWAY.

3. WHEN INTRODUCING SOMEONE TO A GROUP, IS IT APPROPRIATE TO SAY "HI
   EVERYONE, THIS IS SANDY NEIL?"

4. IS THIS A PROPER INTRODUCTION? YOUR BOSS, MR. SMITH, ENTERS THE ROOM
   WHERE YOU ARE MEETING WITH A CLIENT, MR. JONES. YOU RISE & SAY, "MR.
   SMITH, I'D LIKE YOU TO MEET JIM JONES, MY CLIENT FROM IBM."

5. WHEN ENTERING A CAB WITH A CLIENT, YOU POSITION YOURSELF SO THE CLIENT
   IS SEATED CURBSIDE.....T OR F?

6. AT A PARTY OR EVENT INVOLVING FOOD & BEVERAGE, WITH WHICH HAND
   SHOULD YOU HOLD YOUR DRINK OR PLATE?

7. WHAT IS THE PROPER TIME FRAME TO SEND A THANK YOU NOTE?

8. WHEN YOU RECEIVE AN INVITATION TO A PARTY WITH AN RSVP, WHEN
   SHOULD YOU RSVP?
   A. ANYTIME BEFORE THE PARTY.
   B. ANYTIME BEFORE THE RSVP DATE.
   C. AS SOON AS YOU KNOW IF YOU CAN ATTEND.
   D. IT DOESN'T MATTER – RSVPING IS OUTDATED.

9. WHEN SHAKING HANDS, A MAN SHOULD WAIT UNTIL A WOMAN EXTENDS HER
   HAND BEFORE HE EXTENDS HIS.....T OR F?

10. A TWO-HAND SHAKE (CLASPING THE OUTSIDE OF THE GREETER'S HAND WITH
     YOUR FREE HAND) SIGNALS?
    A. WARMTH          C. INSINCERITY
    B. PRESUMPTUOUSNESS  D. INTIMACY

11. WHO GOES THROUGH A REVOLVING DOOR FIRST?
    A. THE VISITOR
    B. THE HOST

12. IS IT APPROPRIATE TO PASS OUT A BUSINESS CARD DURING A MEAL?

13. THE MARK OF ANY GOOD CONVERSATIONALIST IS THE ABILITY TO ________,
     NOT THE ABILITY TO TALK.

14. OPEN ENDED QUESTIONS ARE THE BEST CONVERSATION STARTERS....T OR F?

15. T OR F....55% OF WHAT WE COMMUNICATE IS CONVEYED THROUGH OUR BODY
     LANGUAGE?

16. WHEN VISITING IN A GROUP, MAKE EYE CONTACT WITH:
    C. THE PERSON YOU ARE SPEAKING WITH AT THE TIME.
    D. EVERYONE IN THE GROUP.
    E. NO ONE IN PARTICULAR; YOU MAY LOOK "PAST" EACH PERSON.

17. AT A BUSINESS LUNCH, WHEN IS IT PROPER TO BEGIN TALKING BUSINESS?
    A. AS SOON AS THE FOOD IS ORDERED.
    B. WHEN EVERYONE IS SEATED & HAS SAID HELLO.
    C. WHEN EVERYONE HAS CHosen THEIR FOOD, BUT BEFORE THE ORDER IS
18. Is it appropriate to tell a business associate that their zipper is open (they have food in their teeth, lipstick is smudged, etc.)?

19. Is it necessary to fill in the subject line of an email?

20. When networking & conversing, which of these does not apply?
   A. Move around and mingle with many people.
   B. Show an interest in every person you visit with.
   C. Ask for advice from professionals that can help...medical, legal, etc.
   D. Make others feel comfortable, valued and included.
   E. Speak slowly, clearly and make sure everyone can hear you.

21. Facebook/Twitter/LinkedIn and other online sites are just like networking in person......T or F?

22. You've invited potential clients, Jim, Sarah & Susan to lunch. When the check arrives, Jim insists he "pay for the ladies". You:
   A. Compromise and suggest splitting the check
   B. Say "I invited you and I'm happy to buy you lunch".
   C. Argue but acquiesce and say "Thank you for being a gentleman; I'll buy next time".

23. It is OK to return all phone messages & emails at once during the day, up to two days later......T or F?

24. When is it appropriate to take a cell phone call during lunch?
   A. When you excuse yourself and take the call outside.
   B. When the call concerns those you are having lunch with.
   C. Only when you make the call very brief & apologize to your lunch mates.
   D. Never.

25. You are heading out the door; who holds the door for whom?
   A. An older man holds the door for a younger man or lady.
   B. An older woman holds the door for a younger man or lady.
   C. Whoever goes first holds the door for others behind him or her.
   D. There is no obligation to hold the door for anyone.
How is the napkin placed upon the lap at the beginning of the meal?

Soup is eaten away from you – true or false?

Where is the spoon placed, once you are finished with your soup?

Is it okay to cut salad items (lettuce, tomato, cucumber)?

How do you pass the salt and pepper?

Is food passed to the right or to the left?

How do you know which utensil to use with which course?

When you are finished, in what position is the knife & fork placed?

Which is “more efficient”, American or Continental style eating?

Where is the dessert fork or spoon located?

Do you stack your dishes upon completion of the meal?

How should you remove an olive pit from your mouth?

When do you begin eating upon being served?

Where should you put sugar wrappers once you have used them?

If you drop your fork in a restaurant, what should you do?

When may you use your cell phone during a meal?

What do you do with your napkin if you have to get up during a meal?

Is it okay to exchange business cards during a meal?

When should guys remove their suit jackets at a meal?