

Family and Consumer Sciences Assessments (FCSA)

Etiquette Study Guide

Etiquette Basics:

- Etiquette primarily concerns good manners, which involve being polite, considerate, and respectful in various social situations.

Table Manners:

- Good table manners include keeping your elbows off the table, not talking with food in your mouth, and using utensils appropriately.

Receiving Gifts:

- Open gifts in front of the giver and express gratitude regardless of your preference for the gift.

RSVP Etiquette:

- RSVP promptly after receiving an invitation, indicating whether you'll attend the event or not.

Apologizing and Acknowledging Mistakes:

- Apologize if you accidentally bump into someone or make a mistake and try to make amends.

Greeting Etiquette:

- In most Western cultures, use your right hand for greetings and handshakes.

Phone Etiquette:

- Leave the room to take a phone call during meetings or social events to avoid disruption.

Thank-You Notes:

- Send thank-you notes within a month of receiving a gift or favor to express gratitude.

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Introduction Etiquette:

- Introduce people, ensuring to introduce the less important person to the more important person.

Punctuality:

- Be punctual to events; if you're late, apologize and explain the reason for your lateness.

Dress Code:

- Dress appropriately for different occasions, especially for formal business meetings.

Respecting Personal Space:

- Be aware of personal space and avoid being too close to others, especially in crowded elevators.

Digital Etiquette:

- Use smartphones and other devices discreetly, especially during conversations or meetings.

Communication Etiquette:

- Be respectful in conversations, listen actively, and express your opinions assertively and calmly.

Conflict Resolution:

- Address conflicts politely and assertively, aiming for resolution and understanding.

Dining Etiquette:

- Use utensils appropriately and follow the proper etiquette for formal dining settings.

Social Etiquette:

- Be polite and respectful in social settings, showing consideration for others' feelings and comfort.

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Gratitude and Appreciation:

- Express gratitude sincerely, whether for compliments, gifts, or gestures of kindness.

Digital Communication Etiquette:

- Respond to emails promptly and professionally, acknowledging important information or requests.

Addressing Envelopes:

- Follow proper format and include the recipient's name, street address, city, state, and ZIP code.

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