

THAT'S SO RUDE!
10 Rules of Common Courtesy

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TEACHER'S RESOURCE BOOK

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THAT'S SO RUDE! 10 RULES OF COMMON COURTESY

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Young people have an unfortunate reputation for rudeness; teachers and parents often complain about teens speaking disrespectfully, disregarding the needs of others in public, or forgetting the basics of etiquette. These lapses can make life difficult for everyone—feelings are hurt, conflicts are started and simple interactions in school or on the job are derailed by rudeness. On the other hand, polite behavior smoothes over social situations, making life much more pleasant for everyone. It's vital that teens learn the importance of treating others with kindness and respect.

Not only do good manners make others feel comfortable, they are essential for a young person's social development. Good manners are a source of personal power and strength; a teen who understands the rules of etiquette can venture confidently into any social situation, poised to make a good impression. Mastering manners is a key part of developing social skills—good manners will help teens make new friends and resolve conflicts in a healthy way. Proper etiquette will also pave the way for future success, as manners are required in the adult world everywhere from business to dating to maintaining friendships.

The bedrock of etiquette is treating others with respect; once a young person grasps this concept, the rest is easy. For example, a teen should introduce two people by presenting the younger to the older in a signal of respect. Teens should also learn the "Ten Rules of Common Courtesy." The first rule teaches that young people must show respect to others in words, through expressions like "please," "thank you," and "excuse me," and through thank you notes. Everyone deserves this politeness, regardless of social status. The second rule explains that people should never say, "shut up" to others. The third rule emphasizes the importance of apologizing for mistakes and trying to fix them. The fourth rule reviews the basics of table manners. In the fifth, students are reminded to treat others' property with respect. The sixth rule instructs teens never to interrupt a conversation. The seventh rule explains that young people must tell others when their plans change. In the eighth, teens are reminded to respect others in public by keeping their voices down, not abusing cell phones and being polite to the people who wait on them. The ninth rule teaches be kind when refusing an invitation. Finally, the tenth rule tells students to always be polite to adults, especially elderly people and their teachers.

That's So Rude! 10 Rules of Common Courtesy introduces students to the basics of good manners in skits to which young people can relate. By following examples of the difference between proper and rude behavior, teens will learn how to express respect and kindness for others in their actions. When students take the rules of common courtesy to heart, they make life more pleasant for everyone around them, develop confidence for any social situation and ready themselves for success in all phases of life.

LEARNING OBJECTIVES

After viewing the video *That's So Rude! 10 Rules of Common Courtesy* and participating in the activities included in this Teacher's Resource Book, your students will be able to:

- explain why manners are important
- introduce new people properly
- understand how to express respect in words
- write a gracious thank you note
- apologize for mistakes sincerely
- explain the rules of table manners
- grasp the importance of treating others' property carefully
- understand the need to let others know when their plans change
- respect the needs of others in public
- refuse an invitation kindly
- realize how etiquette has changed through several generations
- appreciate international differences in proper etiquette
- explain the basics of business etiquette

That's So Rude! 10 Rules of Common Courtesy opens with a teenage host walking down a hallway, carrying an armful of books. Suddenly someone opens a door, knocking down the host and scattering his books. Not only does no one stop to help him, but another teen steps on his fallen iPod and smashes it. The host then introduces the topic of manners: "It only takes good manners to change the world. Okay, that may be a slight exaggeration, but think about what life is like when someone treats you with respect: holds the door for you, says *please*, *thank you* or *excuse me*. Get the picture?" He explains that viewers will be learning the Ten Rules of Common Courtesy, adding that proper behavior, considerate cell phone use, appropriate language, and treating adults with respect are all sources of personal power.

First, the program tackles simple courtesies. Viewers meet Josh, a teen who didn't think manners mattered very much until he attended a wedding with his girlfriend Allison. Josh recalls the moment when two adult guests stopped to greet him, and the awkward moment that followed when he didn't introduce Allison to them. He had no idea what to do. The host explains that etiquette calls for presenting a friend to an older person, not vice versa. The scene is replayed, and this time Josh does it right: "Mr. and Mrs. Watson, I'd like to introduce my friend, Allison Rogers." The host pops up again, explaining that a younger person should be presented to an older person because an older person has higher social status. He adds that introductions and greetings are important because they show that you care enough to interact in a positive way.

Suddenly, a group of rowdy young people rushes by, knocking the host out of the way. "Did you see that? I was run over by a horde of bloodthirsty Vikings! Okay, I mean a large group of unruly teenagers." He moves into discussing the Ten Rules of Common Courtesy, beginning with number one: show your respect for others in words. The host lists examples, such as saying *please*, *thank you* and *excuse me*. Viewers then see Manuel accidentally bump into his mother in the hallway, knocking laundry out of her arms. "Excuse me, Mom. Sorry, I didn't see you," Manuel says, helping her pick up the laundry.

Next, viewers meet Ben as he writes a thank you email to his grandparents. "Whenever you receive a gift, you thank the person that gave it to you," the host says. He points out that Ben used proper grammar in his email, and that it is important to call or write to express thanks, even if you don't like the gift. "What is important here is that someone bothered to make the effort of choosing a gift for you." Saying *please* and *thank you* are also key ways to show respect in words. Viewers watch a spoof of high-society life in which Daphne speaks with her family's servants, treating each one politely.

The program turns to the second rule of common courtesy: never say *shut up* to anyone. Viewers see Kayla playing a video game when her mother tells her it's time to leave. Kayla, annoyed, says, "Just shut up for a minute!" The host returns, explaining that

saying *shut up* is one of the rudest things anyone can say to another person, and that Kayla's mom "is now justified in donating all of Kayla's video games to charity." He points out that young people should always use appropriate language with adults.

Rule three is presented next: apologize when you do something wrong. The program flashes back to the opening scene in which Ben steps on the host's iPod, but this time Ben stops to help. "Oh man, look what I did. I am so sorry. It was an accident!" he says, offering to help the host pay for a new one. The narrator reminds viewers that they should not only apologize when they do something wrong, but also "try to make up for it if you can."

The fourth rule of common courtesy—use good table manners—is illustrated by Jason and Daphne as they eat sloppily. "That wasn't pretty, was it?" the host asks, then lists basic table manners: chew before swallowing, take small bites, don't lean elbows on the table, ask for a dish to be passed, and use a napkin. Looking at Jason, the host adds, "Jason thinks this is funny. But he actually looks gross, and he is being rude."

Next is rule five: show respect for the property of others. Viewers see Daphne returning a sweater she borrowed from April—with three large holes chewed in it by Daphne's pet llama. The right thing to do, says the host, is to "treat someone else's stuff with as much care as you treat your own things. If you damage something, you should try to replace it."

Rule six, never interrupt a conversation, comes next. The host adds that if it's necessary to interrupt someone, you should always say, "Excuse me, I'm sorry to interrupt you." The program then shows Zack excusing himself as he interrupts Mr. and Mrs. Watson, telling them their car exploded. "Of course, in a real emergency you aren't required to wait your turn to speak," the host clarifies.

The program turns to the seventh rule of common courtesy: when you change your plans, let others know. Viewers watch as Shanti approaches Manuel, who is waiting on a street corner for Josh. When Shanti tells him that Josh is already at the mall, he says, "I hate it when he does that. He just forgets to tell me when he changes his plans and I end up standing around like an idiot." The host adds, "You know something is rude if it is thoughtless, hurts someone's feelings or inconveniences another person."

Rule eight is: respect the needs of others in public. April remembers a time when a group of her friends got out of hand in a restaurant. In a flashback scene, viewers see her with several friends playing with their food, talking loudly and making gross noises. Mr. and Mrs. Watson, dining at another table, are clearly annoyed. Finally, a waitress asks the teens to leave. "Being thrown out of a restaurant like that was humiliating," April says. The host agrees, telling viewers that "A lot of guys think it's funny to burp and make other strange noises in public, but it's not funny—it's immature. Other people have a right to enjoy their lunch."

A special element of rule eight is highlighted next: being considerate when using a cell phone. The program shows Shanti talking loudly into her phone at the mall—and the host points out that others around her don't want to know her business. He advises teens to step away from others and lower their voices when using cell phones in public.

Using polite manners with the people who wait on us—such as waiters, gas station attendants and store clerks—is another key part of good manners. Zack recalls a time when his friend Larry made fun of a store clerk by imitating her voice in an unflattering way. “That wasn't funny. It was rude to embarrass another person in public like that,” Zack says. The host adds, “Never confuse rudeness with humor. Everyone is entitled to be treated politely. Be aware of how loud you are. Don't ever make fun of or embarrass another person.”

The program then presents the ninth rule of common courtesy: be kind when refusing an invitation. April explains a problem she has: “There is this girl who keeps inviting me to do things. We don't have anything in common, so I really don't want to. But I can't say that, right?” Viewers watch as April declines Kayla's invitation to meet at the mall. Kayla then asks April to come over to her house later, to which April replies, “Um, I have to go see my mother in the hospital. She just had a face lift.” Hurt, Kayla says, “I just saw your mom in the office.” The host suggests that April handle things differently. “It's not a good idea to make up a huge lie like April did. Just think of something that can get you off the hook, like you have a lot of homework. When you keep politely refusing someone's invitations, they will get the message eventually.”

Finally, the program turns to rule ten: always be polite to adults, especially elderly people and your teachers. Manuel then tells viewers he hates when his sister is rude to their grandmother. The program flashes back to Daphne brushing off her grandmother's questions at the dinner table, then Manuel apologizing for her behavior. The host declares, “Showing respect to old people is more important than breathing. I'm serious. They deserve every ounce of respect you have, and then some.” He reminds viewers that it's important to treat everyone with respect—strangers, relatives, people who wait on you, friends and teachers.

Ben tells viewers about a time when his classmate Larry was rude to their teacher. Larry continually talks out of turn and complains that he hates the class and the subject matter. Later, Ben tells Larry that his behavior wasn't funny. “She asked you politely not to talk out loud,” he points out. The host chimes in, “Some kids think that saying rude things to an adult is funny. It's not. It just makes you look bad.” Next, the teacher is shown grading Larry's paper, finding 64 total points. “Larry's test is really close. Maybe I can find one more point to pass him? Nope, don't see one. That's a shame,” she says. The host remarks, “Sometimes being polite is just smart, as well as being the right thing to do.”

To sum things up, the host explains, “When you use good manners, you always have control of yourself and your behavior. And that makes you feel pretty good. Good manners are a source of personal power and self-esteem.” Josh agrees: “It’s good to know that no matter where you are and what’s happening, you know how to act.” The featured teens review the Ten Rules of Common Courtesy as the program ends.

STUDENT ACTIVITIES

Name: _____

Pre/Post Test

Decide whether the following statements are true or false.

1. TRUE or FALSE: It's not necessary to say, "please," "thank you" and "excuse me" to your family members. _____
2. TRUE or FALSE: It is good manners to apologize if you do something wrong—even if the mistake was an accident. _____
3. TRUE or FALSE: It is bad manners to chew with your mouth open, lean your elbows on the table and wipe your mouth with your sleeve. _____
4. TRUE or FALSE: If you damage something you are borrowing from someone else, you don't need to replace it. _____
5. TRUE or FALSE: It is always rude to interrupt someone—even in an emergency. _____
6. TRUE or FALSE: If you change your plans, you should let others know so they are not left waiting for you. _____
7. TRUE or FALSE: No one will care if you talk on your cell phone in public. _____
8. TRUE or FALSE: You don't need to treat the people who wait on you with as much respect as your friends or teachers. _____
9. TRUE or FALSE: When refusing an invitation, it's very important to consider the other person's feelings. _____
10. TRUE or FALSE: Good manners are a source of personal power and self-esteem. _____

Answers to this test appear on the next page.

Name: _____

Answer Key

- | | | |
|-----|--|-------|
| 1. | TRUE or FALSE: It's not necessary to say, "please," "thank you" and "excuse me" to your family members. | FALSE |
| 2. | TRUE or FALSE: It is good manners to apologize if you do something wrong—even if the mistake was an accident. | TRUE |
| 3. | TRUE or FALSE: It is bad manners to chew with your mouth open, lean your elbows on the table and wipe your mouth with your sleeve. | TRUE |
| 4. | TRUE or FALSE: If you damage something you are borrowing from someone else, you don't need to replace it. | FALSE |
| 5. | TRUE or FALSE: It is always rude to interrupt someone—even in an emergency. | FALSE |
| 6. | TRUE or FALSE: If you change your plans, you should let others know so they are not left waiting for you. | TRUE |
| 7. | TRUE or FALSE: No one will care if you talk on your cell phone in public. | FALSE |
| 8. | TRUE or FALSE: You don't need to treat the people who wait on you with as much respect as your friends or teachers. | FALSE |
| 9. | TRUE or FALSE: When refusing an invitation, it's very important to consider the other person's feelings. | TRUE |
| 10. | TRUE or FALSE: Good manners are a source of personal power and self-esteem. | TRUE |

Name: _____

RESPECT WORD SEARCH

Find all the words listed in the Word Bank below in the grid. When you find a word or phrase that represents a respectful thing to say, draw a circle around it. When you find a word or phrase that represents a disrespectful thing to say, draw a line through it.

B Y O Y A R V S T F R F E Q E
O S T B E M E H H E W M I R X
E I Q I I A A V S U A B H P C
M G C E E N H O E L T H U D U
O F P S K T L R W T M U J Y S
C Q Q Y X A A O I A A K P R E
L F O G T J H I Y G H H W R M
E U K A X Z B I C L H S W O E
W X H S X C W G G E I T N S U
E W S E R A C O H W R U Q M P
R G R E A T I D E A W P K I T
U P L E A S E L W U T I P I Y
O Z M K X P E A K G A D E A C
Y D P C P X W Q E X Z E D M I
A H I I B N R S O L D E W S B

WORD BANK

Who cares?

Duh

May I?

Please

I'm sorry

Great idea

How lame

Shut up

Whatever

I appreciate it

You're welcome

Excuse me

Stupid

Yeah right

What a loser

Thank you

The Answer Key for this activity appears on the next page.

Name: _____

Answer Key

B	Y	O	Y	A	R	V	S	T	F	R	F	E	Q	E
O	S	T	B	E	M	E	H	N	E	W	M	I	R	X
E	I	Q	I	I	A	A	V	S	U	A	B	H	P	C
M	G	C	E	E	N	N	O	E	L	T	H	U	D	U
O	F	P	S	K	T	L	R	W	T	M	U	J	Y	S
C	Q	Q	Y	X	A	A	O	E	A	A	K	R	R	E
L	F	O	G	T	J	H	I	Y	G	H	H	W	R	M
E	U	K	A	X	Z	B	I	C	L	N	S	W	O	E
W	X	H	S	X	C	W	G	G	E	I	T	N	S	U
E	W	S	E	R	A	C	O	H	W	R	U	Q	M	P
R	G	R	E	A	T	I	D	E	A	W	P	K	I	T
U	P	L	E	A	S	E	L	W	U	T	I	P	I	Y
O	Z	M	K	X	P	E	A	K	G	A	D	E	A	C
Y	D	P	C	P	X	W	Q	E	X	Z	E	D	M	I
A	H	I	I	B	N	R	S	O	L	D	E	W	S	B

Name: _____

Imagine you have a four-year-old sister who is acting like a brat. Her favorite cartoons include “funny” characters who are rude and insulting—and your sister thinks they’re the coolest people on the planet. You need to make her understand that it’s not okay to imitate rude characters on TV.

Read the *Ten Rules of Common Courtesy* fact sheet, and then rewrite the rules so that your sister can understand them. Be sure to include examples of correct and incorrect behavior that would make sense to a four-year-old.

1. Show your respect for others in words.

2. Never say “shut up” to anyone.

3. Apologize when you do something wrong.

4. Use good table manners.

This activity is continued on the next page.

Name: _____

5. Show respect for the property of others.

6. Never interrupt a conversation.

7. When you change your plans, let others know.

8. Respect the needs of others in public.

9. When refusing an invitation, be kind.

10. Always be polite to adults, especially elderly people and your teachers.

Name: _____

Have you ever laughed when a TV or movie character insulted someone? How about when a character treated another person with disrespect? Probably—after all, rudeness in movies and TV shows is often portrayed as funny. But stop and think: if someone were acting that way in real life, would it be funny? How would you feel if someone treated you that way?

Find one “funny” scene featuring characters being rude in a TV show or movie to analyze. You may want to look in comedies, TV sitcoms or cartoons. If you can, bring in a copy of the scene to show to your classmates. If that’s not possible, just describe what happens. Watch your scene carefully and then answer the questions below.

1. What TV show or movie did the scene come from?

2. Who are the characters in the scene? How are they related to each other?

3. How does the character(s) show disrespect? What rude words or actions are shown?

4. Do you think this scene is funny? Why or why not?

5. Do you think this scene would be funny if it happened in real life? Why or why not?

Present your scene to the class; show your clip or describe what happens. Read your answers out loud. When everyone has shared his or her scene, discuss these questions as a class:

- Why is rudeness so often portrayed as humorous?
- Do scenes like these have any effect on people who watch them? What effect?
- Do you approve or disapprove of rude scenes like these?

Name: _____

Have you ever wished you could “rewind” a rude thing you have said or done? In this activity, you’ll have the chance. Get into groups of three to four students and choose one scenario below. As a group, write two skits to perform for the class. In the first skit, all of your characters should be rude. Make them do everything wrong when it comes to manners. In the second skit, keep the same characters but act out what would happen if they were all polite to each other.

1.

A high school student’s grandparents meet his girlfriend for the first time at his birthday party.

2.

Two friends are deep in an important conversation when a third friend approaches. The third friend has just heard exciting news and really wants to share.

3.

A group of three friends agree to meet at a polka party at 7 p.m. Two of them unexpectedly find out they have to stay late at accordion practice and won’t be able to make it until 8:30.

4.

A group of young people goes out to a popular restaurant to celebrate the first day of summer vacation.

5.

Two young people are shopping for new shoes. A salesperson walks up to them and asks if they need help.

6.

Some teens are waiting for the subway when an elderly woman approaches them. She’s not sure which train to take and needs directions.

Name: _____

Imagine you write an etiquette column for your school newspaper. Students write in their toughest questions about manners, and it's your job to give them good advice. Read the following letters and then write your responses on a separate sheet of paper.

Dear Answer Guy/Gal,

My teacher assigned me to work with the rudest kid in our class on our science project. I've tried to be nice to him, but nothing works. He's always insulting me, making disgusting noises or goofing off. I'm sick of being polite—since he's so rude, can't I just be rude right back? It serves him right.

Exasperated

Dear Answer Guy/Gal,

I borrowed my cousin's guitar to play at my band's first concert, because it's a lot nicer than mine. But I got carried away during the show and smashed it against the stage. She's going to be so mad at me! What should I do?

Oops

Dear Answer Guy/Gal,

My friend Maribel has been getting on my nerves lately. She just got a cell phone, and she's constantly chatting on it. She talks really loudly, even when we're in public, and last night she answered it when we were having dinner in a restaurant and talked for ten minutes. She just told me to lighten up when I complained. Should I drop it, or is she in the wrong?

Phonesick

Dear Answer Guy/Gal,

This guy in my class keeps inviting me to hang out with him, but I don't want to. He's not a jerk or anything, but I just don't want to spend time with him outside of school. I try to make excuses, but he just asks me to do something else with him later. Yesterday he invited me to the zoo. What can I do? I don't want to be mean, but he doesn't seem to get the picture.

Not Interested

Dear Answer Guy/Gal,

My aunt and uncle always get me the worst birthday presents. Last year it was a hot pink stuffed tarantula, and the year before that it was a box of homemade beet candy. I just know they're going to get me another stupid present tomorrow at my birthday party. I don't want to be rude, but I don't want to lie and say I love it, either. What should I say when I open it?

Trying to be Grateful

Name: _____

It's very important to apologize when you have done something wrong. Everyone makes mistakes at times—but it's very rude not to admit your mistake and try to fix things. Do you know how to apologize politely and sincerely? Read the following examples of very *bad* apologies. Rewrite each one so that the speakers are polite and respectful to each other.

1. Stacey: *"Okay, fine, I'm sorry I said your new haircut makes you look like a chipmunk. Even though it does."*
Annie: *"What?"*
Stacey: *"It's not my fault you got a stupid haircut. You should probably just wear a hat for the next month."*
Annie: *"You're a jerk!"*
Stacey: *"You're the jerk! I was just trying to help!"*

Apology Rewrite:

2. Dan: *"Aren't you going to apologize for making fun of me behind my back?"*
Austin: *"Fine, I'm sorry you can't take a joke."*
Dan: *"You're not even sorry?"*
Austin: *"Yeah, I'm sorry that you make such a big deal out of everything."*

Apology Rewrite:

This activity is continued on the next page.

Name: _____

3. Kim: *“Hey, my snowboard is broken! Did you do this?”*
Andres: *“You shouldn’t have left it lying around.”*
Kim: *“It was in the garage like it always is!”*
Andres: *“Well, it got in the way when I was backing the car out. It’s not my fault.”*

Apology Rewrite:

4. Nick: *“Look, I’m sorry I didn’t invite you to my party.”*
Keith: *“You are?”*
Nick: *“Yeah. It’s just that none of the other guys really like you, so I didn’t want things to be awkward.”*
Keith: *“You’re an idiot, you know that?”*
Nick: *“What? It’s true!”*

Apology Rewrite:

Name: _____

When someone does something nice for you, you should always take time to thank him for it. In most circumstances, it's good manners to send a short note expressing your appreciation—not only is it polite, but some people might not be eager to give you a gift or do you a favor in the future if you appear ungrateful. For tips on writing an appropriate thank you note and sample notes, look to the *Thank You Notes* fact sheet.

After reading the fact sheet, try your hand at writing a few gracious thank you notes by responding to the situations below. Write your notes on a separate sheet of paper.

1.

Your uncle sent you a stereo for Christmas—the exact one you've always wanted.

2.

Your grandmother sent you a very ugly sweater for your birthday that you're sure you'll never wear.

3.

You had an interview for your first job with Ms. Scoops, the owner of the Tastycakes Ice Cream Shoppe.

4.

You went on a study abroad trip to Spain for a week. The program matched you up with a host family, the Garcias, who let you stay in their extra room and cooked for you.

5.

You went on a week-long vacation to Australia with your best friend's family. They paid for everything!

Name: _____

Have you ever heard an older person say, “Kids today are so rude”? This may be because some young people *are* rude, but it may also be due to society’s changing manners. Through the years, people’s perceptions of what is acceptable behavior have evolved—things that would have been offensive in your grandparents’ youth are now considered appropriate.

PART ONE

Investigate the history of etiquette by conducting personal interviews with three family members from three different generations. Choose one person who is about your age, one who is your parents’ age and one who is your grandparents’ age. (If you don’t have a family member to interview, you can choose a friend or neighbor.) Interview each one using the questions below, plus some of your own questions. Record your interviews or take notes on what the person says. Allow at least 30 minutes for each interview.

1. *(For older interviewees:)* Have the rules of etiquette and manners changed since you were a teenager? How? *(For your peer interviewee:)* Do you think the rules of etiquette and manners have changed since our grandparents’ time? How?
2. What do you think are the most important manners to know? What actions or words should everyone use to treat each other with respect?
3. *(For older interviewees:)* What was considered appropriate clothing for school when you were a teenager? What was appropriate for the weekend? What was inappropriate? *(For peer interviewee:)* What is considered appropriate clothing for school now? For the weekend? What is considered inappropriate?
4. *(For older interviewees:)* What were the rules or manners for dating when you were a teenager? What behavior was appropriate, and what was inappropriate? *(For peer interviewee:)* What are the rules or manners for dating now? What behavior is appropriate, and what is inappropriate?

Write at least three more questions of your own.

5. _____

6. _____

7. _____

This activity is continued on the next page.

Name: _____

PART TWO

Analyze your family's ideas about manners by answering the questions below on a separate sheet of paper. Each answer should be at least one paragraph long.

1. How have your family's attitudes about manners changed since your grandparents' time? What is different?

2. What ideas about manners have stayed the same in your family? Which parts of etiquette are valued by all three generations?

3. Write a "Top 10" list of your family's etiquette rules. Which rules are most important in your family?

4. Choose one idea about etiquette from your grandparents' or your parents' generation that you think is silly. Which one is it? Why do you think it's silly?

5. Choose one idea about etiquette from your grandparents' or parents' generation that you think is important. Which one is it? Why do you think it's important?

Name: _____

In the video, the host reminded you to treat everyone with respect; that means everyone, not just your friends and family. Store clerks, teachers and others whose job it is to help you all deserve politeness too. If you have a job, you may already understand how frustrating it is when someone treats you rudely; if you don't have a job yet, you probably will soon.

PART ONE

Find out how you can treat your teachers, and people who wait on you, with more respect. Choose one person who has a job that requires him or her to interact with the public and help others. You may want to pick:

- a teacher at your school
- a waitress at a town restaurant
- a ticket taker at the movie theater
- a salesclerk at a shoe store

Set up a time to interview the person of your choice. Ask your person the following questions and write down the answers on a separate sheet of paper.

Name: _____

Job title: _____

Employer: _____

1. Do you think the people you interact with are mostly polite, mostly rude, or about even?
2. What behaviors really bother you in your students or customers?
3. What is the rudest thing a student or customer has ever done to you?
4. What could your students or customers do to treat you better?

PART TWO

Divide your class into two groups: students who interviewed a teacher and students who interviewed a clerk, waitress, or other sales associate. Take turns reading your interviews to your group members. Once everyone has shared, brainstorm a list of ten rules for "How to Treat a Teacher" or "How to Treat People Who Wait on Us." Read your list of rules to the rest of the class.

Name: _____

Did you know that it is good manners in Japan to completely clean your plate at meals? Or that it's considered rude in Bangladesh to eat with your left hand? Or that it is inappropriate to give your host chrysanthemums in Bulgaria (because they are used in funerals)? Different countries have many different rules for etiquette, and it's important to learn them if you plan to visit.

Find out more about global manners and then share what you've learned by putting together a class newspaper.

PART ONE

Pick one country to research and then find out the rules of etiquette in that country. Good sources of information include travel books and international business etiquette articles or websites. Use a *Resource Tracker* to organize your sources.

Look for facts in these categories:

Table Manners

Questions to consider: How and where do people eat? Do they use utensils? Are any foods inappropriate?

- *In India, it is rude to thank your hosts at the end of a meal.*
- *In Chile, it is polite to keep your hands above the table at all times.*

Appearance

Questions to consider: What is appropriate clothing for men? For women?

- *In Saudi Arabia, women should not reveal bare shoulders, stomachs, calves, or thighs.*
- *In Russia, it is rude to stand with your hands in your pockets.*

Communication

Questions to consider: Is it important to use a person's title? Do people talk loudly or quietly?

- *In Taiwan, winking is considered inappropriate.*
- *In Saudi Arabia, the "thumbs up" sign is offensive.*

Socializing

Questions to consider: Is punctuality important? When should you give a gift? Do people show affection in public?

- *In France, it is rude to drop in on someone unannounced.*
- *In Taiwan, it is polite to give and receive gifts with both hands.*

PART TWO

Write a newspaper article summarizing what you have learned. Your article should be one-to-two pages long. As a class, decide on a title for your global manners newspaper. Your teacher will combine all the articles to form your own class newspaper!

Name: _____

Title of book or article:	Title of book or article:
Author(s):	Author(s):
Published by / URL:	Published by / URL:
Copyright date:	Copyright date:
Subject covered:	Subject covered:
Quote(s):	Quote(s):
Notes:	Notes:

Name: _____

What does politeness have to do with the workplace? A lot! Think about it—would you rather shop at a store where the employees are friendly, helpful and courteous, or at a store where employees are rude to you? The same concept holds true for other types of businesses too; manners can make the difference between success and failure on the job.

Imagine you own your own store. Write a set of etiquette guidelines for your employees—a list of rules to make sure they treat each other, and your customers, with politeness and respect. First, write in the answers to the questions below. Then read the *Manners on the Job* fact sheet. Did you forget to mention any important rules?

Store name: _____

What does your store sell? _____

What are your rules about...

- employees talking to each other at work?

- greeting customers?

- eating and/or drinking at work?

- personal appearance?

Name: _____

People have a lot to say about manners. You may or may not have heard of the people quoted in the *Manners Quotes* fact sheet, but you can still share your opinion on their thoughts.

Pick three quotes from the fact sheet that interest you and imagine you can write back to the people who said them. Write one paragraph responding to each of your three quotes. Do you agree with the quote? Why or why not? Can you think of any examples from your own life to support your opinion?

Quote #1:

Response:

Quote #2:

Response:

Quote #3:

Response:

FACT SHEETS

Name: _____

**TEN RULES
OF COMMON COURTESY**

1. Show your respect for others in words.
Always say “please,” “thank you,” and “excuse me.”
Call or write a thank you note when you receive a gift.
Remember that everyone deserves to be treated politely.
2. Never say “shut up” to anyone.
Use respectful and appropriate language.
3. Apologize when you do something wrong.
Try to make up for your mistakes if you can.
4. Use good table manners.
Take small bites and chew before swallowing.
Ask for dishes to be passed to you.
Use your napkin.
5. Show respect for the property of others.
Treat other people’s possessions as if they were your own.
If you damage something, try to replace it.
6. Never interrupt a conversation.
If absolutely necessary, say “Excuse me, I’m sorry to interrupt.”
7. When you change your plans, let others know.
Don’t leave anyone waiting for you.
8. Respect the needs of others in public.
Don’t be too loud or obnoxious.
Talk on your cell phone in a private place.
Respect the people who wait on you.
9. When refusing an invitation, be kind.
Polite excuses are fine, but lies are not.
10. Always be polite to adults, especially elderly people and your teachers.
Treat all adults with respect.

Name: _____

**THE BASICS
OF TABLE MANNERS**

DO...

- Wait until everyone is seated before you begin eating. If you are at a restaurant, wait until everyone has been served.
- Break off a piece of your roll before buttering it.
- Keep your napkin in your lap while you're eating and use it to dab your lips.
- Take off your baseball cap before eating.
- Say thank you to the person who cooked the meal.
- Offer to help clean up.
- After you finish eating at a restaurant, place your napkin neatly to the right of your plate.

DON'T...

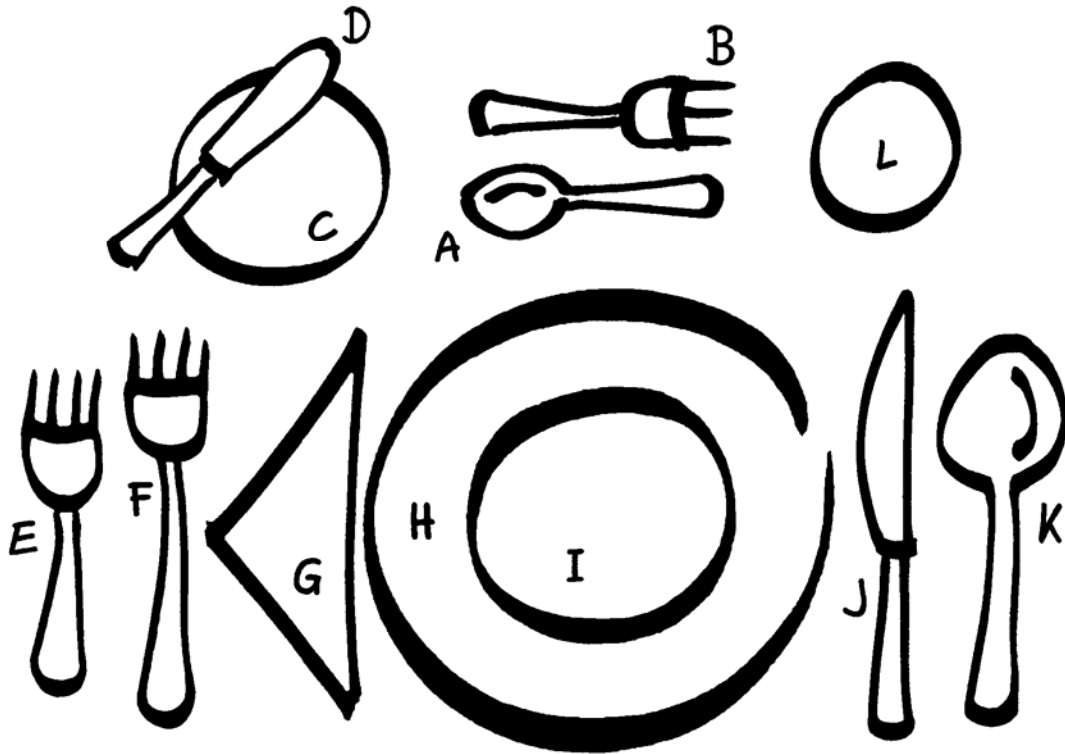
- Chew with your mouth open or talk with your mouth full.
- Stuff your mouth full of food—take small bites instead.
- Put your elbows on the table.
- Eat non-finger food with your fingers.
- Make rude comments about the food.
- Pick food out of your teeth at the table or use your napkin to wipe your face or blow your nose. Excuse yourself and do it in the bathroom.
- Apply lip gloss or brush your hair at the table.
- Leave the table until everyone has finished eating.

This fact sheet is continued on the next page.

Name: _____

THE BASICS
OF TABLE MANNERS

Sample place setting:



A. Dessert spoon

D. Butter knife

G. Napkin

J. Knife

B. Dessert fork

E. Salad fork

H. Dinner plate

K. Soup spoon

C. Bread plate

F. Dinner fork

I. Salad plate

L. Water glass

Name: _____

A thank you note is required when...

- Someone mails you a gift
- Someone hosts a party in your honor
- Someone gives you a get-well gift when you are in the hospital
- You stay one or more nights with someone

A thank you note is optional, but nice, when...

- You have a job interview
- You thanked someone for a gift when they gave it to you in person
- A friend helps you with a special favor

Tips for writing a great thank you note:

- Respond quickly. Send your note within a week of receiving the gift.
- There's no need to write on fancy stationery.
- Write by hand—it's more personal.
- Be personal—if someone sent you a gift, tell him how you will use it. If someone hosted you overnight or took you along on a vacation, tell her what your favorite part of the trip was.
- If you didn't like the gift, don't say so! Simply thank the giver for the thought.

Sample thank you notes:

Dear Aunt Cindy,

Thank you so much for the "Annie" tickets you sent for my birthday. I can't wait to see the show. You always think of the most thoughtful presents!

Love, Michelle

Dear Mr. and Mrs. Green,

I wanted to tell you again what a great time I had with you last weekend. I've always wanted to visit San Diego, and your tour was wonderful. I'll never forget how those seals came right up to our table at dinner! Thank you so much for your hospitality.

Love, Steve

Dear Ms. Glencoe,

Thank you for the opportunity to speak to you about a summer job at Tony's Pizza. I really enjoyed meeting you and the rest of the staff. I would love to join you this summer behind the counter! I look forward to hearing from you soon.

Sincerely, Maggie Steinman

Name: _____

Let's face it: teens have a bad reputation for rude behavior in public. You can fight against this stereotype by making sure you follow some simple etiquette guidelines.

When you're in public, NEVER...

- Swear loudly. Bad language is offensive to many people.
- Burp, spit or fart on purpose. Even if you think it's hilarious, it's simply never okay to do it while others are around.
- Make fun of people, especially strangers and adults. It's not only rude, it's also mean.
- Tease children or people with disabilities. It's also rude and mean.
- Throw your trash on the ground.
- Talk at the movies. You will disturb others who are trying to watch the movie.
- Behave rudely in a restaurant. This means:
 - Keep your voice down so you won't disturb others
 - Use good table manners
 - Treat the server with politeness and respect
 - Tip your server at least 15 percent of the bill
- Keep your seat on public transportation (like a bus or subway) when an adult is forced to stand. You should offer to stand and let her have your seat—especially if the person is elderly or pregnant.
- Let a door slam in someone's face. Wait a few seconds and hold the door open for people behind you.
- Get on an elevator or train without letting people get off first. Ditto for entering a room when someone needs to exit.

Name: _____

It can be confusing to know exactly how to act in social situations. Every situation is different, but you'll do fine if you know these basic tips. When in doubt about how you should behave, it's always safe to stick to your best manners. After all, wouldn't you rather be remembered as a nice, respectful young person than "that rude kid?"

BE MY GUEST

Whether you have been invited to a relative's house for dinner or your friend's house for a sleepover, make sure you're on your best behavior.

- When you arrive at your friend's house, make sure to say hello to her parents.
- Follow your friend's lead when staying over at his house. If he gets up to wash the dishes after dinner, go with him.
- Always ask if your host needs any help. Cheerfully lend a hand if needed.
- Bring everything you need for a sleepover. It's not a big deal if you need to borrow some toothpaste, but don't use your friend's sister's expensive lotion without asking.
- Clean up after yourself.
- Keep your voices down when you spend the night. Other people in the house need to sleep.
- Make your bed or pack up your sleeping bag in the morning.

PARTY TIME

Make sure you're invited the next time around, too, by acting politely.

- RSVP (let the host know you're coming) if needed. If a friend invites you in person, you can simply tell her yes or no. If you receive a paper or email invitation, you should respond quickly. The invitation will usually request that you answer either by phone, email, or letter.
- Once you have accepted an invitation, go to the party! It's rude to go back on your acceptance, unless you're sick or there is an emergency. If you really can't attend, call the host and explain.

This fact sheet is continued on the next page.

Name: _____

**SIMPLE TIPS
FOR SOCIALIZING**

- Show up on time, but don't show up early. Your host is probably busy getting things ready.
- Don't bring people who weren't invited unless you get your host's permission first.
- Don't take more than your share of the food or drinks.
- Don't snoop around the host's house during the party.
- Try your best to be cheerful. Your bad mood could ruin the party for others. This doesn't mean you have to pretend that everything is fine if it isn't—but sulking will probably draw everyone's attention to you and take away from the party mood.
- Include everyone. If you notice someone standing by herself, introduce yourself and invite her to join your conversation.
- If you're socializing with new people, don't tell dirty jokes or swear. You don't know if strangers will be offended.
- Don't overstay your welcome. If the host drops a hint that you should leave, or you notice everyone else is leaving, you should leave too.

Name: _____

Politeness on the phone is more than saying “hello.” Do you know your phone etiquette?

AT HOME

- When calling a friend, ask politely to speak to him. “Hello, Mr. Robinson. Is Bobby there?” is correct. “Hey, I want to talk to Bobby,” is not.
- Don’t call anyone early in the morning or late at night unless it’s an emergency. Even if your friend is awake, her family may be sleeping.
- Don’t make or accept any calls during dinner.
- Answer the phone politely. Your parents may ask you to answer in a particular way (“Sanders residence, Katie speaking”), or you can simply say “Hello.” Saying “Yeah?” or “What?” is rude.
- Don’t be nosy. If someone calls asking to speak to your dad, don’t ask who it is or what he wants. It’s your dad’s business.
- If someone calls asking for a family member who is not home, ask if you can take a message:
 - Caller: “Hello, is Sam home?”
 - Cathy: “I’m sorry, he can’t come to the phone right now. May I take a message?”
- Write down the caller’s name, phone number and message, and make sure to give it to your family member promptly. NOTE: You don’t have to explain why the person can’t come to the phone. Don’t tell the caller that your sister is in the bathroom, for example. For safety reasons, don’t tell anyone you don’t know that you are home alone. Simply say that the person the caller is trying to reach isn’t available.
- Give the caller your full attention. It’s very rude to have a phone conversation while you are distracted by the TV, radio or anything else.

CELL PHONES

- Avoid talking on your cell phone in public places where others can hear you. If you must make a call, step away from others and speak quietly. No one else wants to hear your conversation!

This fact sheet is continued on the next page.

Name: _____

- Public places where it's rude to talk on your cell phone include buses, trains, waiting rooms and stores—anywhere that others will be forced to listen to you. It's okay to talk on your cell phone in public if you can move away from others; places like parks, the beach or a city street are fine.
- It's very rude to talk on your cell phone when you're out with others. If you must take a call, excuse yourself to talk and make it brief. NEVER answer your cell phone when you're eating at a restaurant.
- Turn your ringer off anytime your phone could interrupt someone—like in class, at the movies or in a meeting.

Name: _____

Good manners are very important on the job. Courtesy will show you are a responsible, motivated employee; on the other hand, bad manners can get you fired. There is a special set of rules for the workplace called business etiquette—and whether you’re working as an ice cream-scooper or a CEO, you should know the basics.

APPEARANCE

Always look clean and professional. Different jobs have different rules for this—a lawyer will have to dress up more than a construction worker—but make sure you look appropriate for your job. Most jobs require you to dress more conservatively than you would on your own. That means no tank tops, shorts, torn jeans, sneakers or flip-flops. Cover up any tattoos and take out your piercings (unless your boss says it’s okay).

YOUR BOSS

Always be polite and respectful to your boss. Address him or her as Mr. or Ms. unless your boss says it’s all right to use first names. Don’t criticize your boss behind her back—especially at work. If your schedule changes or you need to call in sick, make sure to let your boss know as soon as possible.

YOUR COWORKERS

Treat your coworkers as you would like to be treated—you don’t have to be best friends, but you do have to be respectful to each other. Don’t gossip or make fun of anyone. Don’t swear or tell inappropriate jokes while you’re working; your coworkers might be offended. If you are good friends with a coworker, make sure you focus on your job, not socializing, when you are both working. Your boss might not mind if you chat while things are slow, but never carry on a conversation when there are customers who need help.

YOUR CUSTOMERS

Treat your customers like valued guests—they’re the reason you’re in business, after all. Greet everyone who enters the store with eye contact, a smile and a friendly “hello.” Address customers as Mr. or Ms. with their last names, unless they tell you otherwise. You may run into rude customers, but remember that “the customer is always right.” Never be rude in response; try to smile and help the customer find what he needs. If you run into someone very offensive, call your manager over to speak to him.

When answering the phone, be polite. Ask permission before you put anyone on hold. Never eat while you are on the phone—the other person will be able to hear you.

Name: _____

“Manners are of more importance than laws.”

—Edmund Burke

“The great secret, Eliza, is not having bad manners or good manners or any other particular sort of manners, but having the same manner for all human souls; in short, behaving as if you were in Heaven, where there are no third-class carriages, and one soul is as good as another.”

—George Bernard Shaw, from Pygmalion

“One may treat a gentleman rudely, but beware of being rude to a scoundrel.”

—Chinese proverb

“It’s not a slam at you when people are rude—it’s a slam at the people they’ve met before.”

—F. Scott Fitzgerald, from The Last Tycoon

“When one is very polite, others will not find fault.”

—Chinese proverb

“Associate with well-mannered persons and your manners will improve. Run around with decent folk and your own decent instincts will be strengthened.”

—Stanley Walker

“Don’t reserve your best behavior for special occasions. You can’t have two sets of manners, two social codes—one for those you admire and want to impress, another for those who you consider unimportant. You must be the same to all people.”

—Lillian Eichler Watson

“Politeness is the art of choosing among one’s real thoughts.”

—Abel Stevens

“If a man is gracious and courteous to strangers, it shows he is a citizen of the world, and that his heart is no island cut off from other lands, but a continent that joins to them.”

—Francis Bacon

“A person who is nice to you but rude to the waiter is not a nice person.”

—Dave Barry

“Manners are a sensitive awareness of the feelings of others. If you have that awareness, you have good manners, no matter what fork you use.”

—Emily Post

“Rudeness is the weak man’s imitation of strength.”

—Eric Hoffer

Name: _____

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The Web’s Leading Resource for International Business Etiquette and Manners website.
<www.cyborlink.com/besite>

Name: _____

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<i>Drama Queens and Tough Guys: Helping Teens Handle Emotions</i>	video/print or DVD/print
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<i>The Real Character/Real People Series: Profiles in Courage</i>	video/print or DVD/print
<i>The Real Character/Real People Series: Profiles in Empathy</i>	video/print or DVD/print
<i>The Real Character/Real People Series: Profiles in Honesty</i>	video/print or DVD/print
<i>The Real Character/Real People Series: Profiles in Perseverance</i>	video/print or DVD/print
<i>The Real Character/Real People Series: Profiles in Respect</i>	video/print or DVD/print
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