

Lesson 1. Etiquette and Manners

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Learning Objectives

After this lesson, students will be able to:

1. Define etiquette and manners.
2. Recognize cultural manner matters.
3. Give details and examples to relate vocabulary to the topic.
4. Employ polite phrases to make polite requests in different situations.
5. Evaluate rules of etiquette one wants to change with the use of linking words.
6. Appraise sentences and identify the misplaced modifiers.
7. Define idiomatic expressions using context clues.

“Manners maketh a man.”

- William of Wykeham

WARM UP

- a. Are the people of your country well mannered compared to other nationalities?
- b. What customs or social rules does your country have that a foreigner might not know?
- c. What examples of bad manners do you often see?
- d. Do you have any customer service horror stories?

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The difference

MANNERS AND ETIQUETTE go hand in hand, but are not the same. Etiquette is a *set of rules dealing with exterior form*. Manners are *an expression of inner character*.



According to Emily Post, perhaps the most influential American writer on etiquette in the twentieth century, "manners are made up of **trivialities** of **deportment** which can be easily learned if one does not happen to know them; manner is personality—the outward **manifestation** of one's **innate** character and attitude toward life." Manners are common sense, a combination of generosity of spirit and specific **know-how**. Rules of etiquette are the guiding codes that enable us to practice manners.

Ponder this!

How do you practice manners and etiquette in both work and personal life?

Source: [Manners and Etiquette | Encyclopedia.com](https://www.encyclopedia.com)

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Listen and decide if the following statements about the audio are true or false.

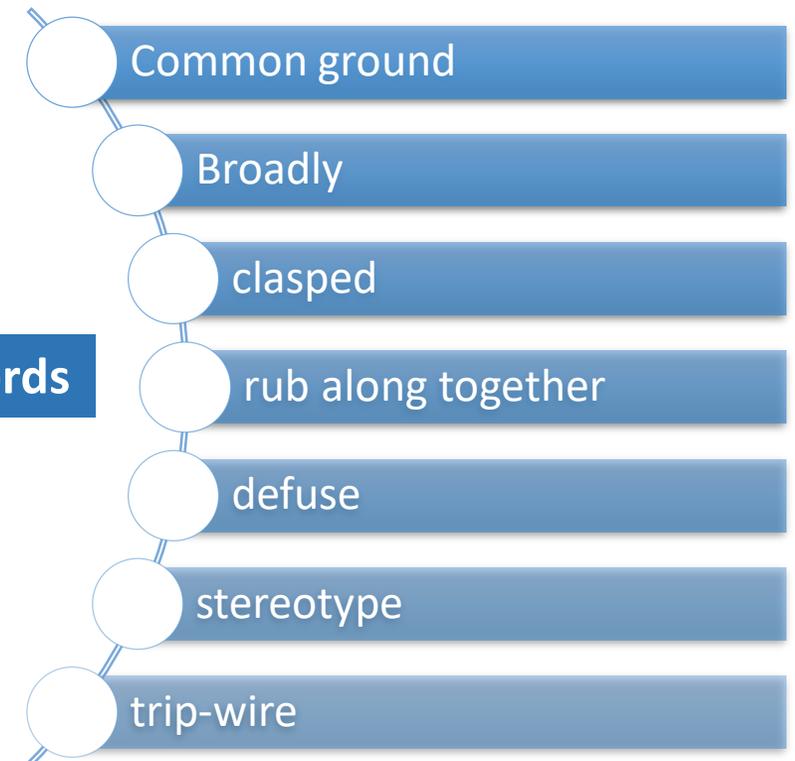


Listening Activity 1.1 UK Culture-Manners

After listening Exercise

1. The interviewer is going to talk to a particular type of person
2. One person thinks people's manners are worse on public transport
3. Simon Fanshawe thinks class affects people's manners when eating
4. Fanshawe thinks that manners are a way for friends to interact peacefully
5. The interviewer thanks Simon Fanshawe for speaking.

Discuss the words



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Polite Requests

Use the polite phrases in the box to make polite requests for the situations below.

I wonder if I/you could

I'd be grateful if you could

Could you possibly

Do you think I/you could

Is there any chance I/you could

Would you mind ...?

Would it be possible?

Do you mind?

1) You are an employee in a company. Next weekend your best friend is having his/her stag/hen party (despedida de soltero). You have to ask your boss for the Monday and Tuesday after off work. Your boss will probably reject the request if he/she knows you are going to a stag/hen party.

2) You are and sales person in a company. You are very stressed and you need a rest, you have decided that you want to take a sabbatical to go and volunteer in an elephant sanctuary in Africa for a year. You need to speak to the boss. You are very hard-working and the company is doing very well because of your hard work.

3) You are a student. You are very intelligent and you work very hard. You want to be a journalist. You have been offered a part time job in a national newspaper. If you take the job you will have to work from 9am-12am on Mondays Wednesdays and Fridays but you have classes on these days. Speak to your teacher and see if you can find a solution

4) You are a teenager. Your best friend is having a massive party at his/her house this weekend because his/her parents are away, the boy/girl of your dreams is also going to be there. You need to get your parent's permission to go but they are very strict and will not give you permission if they know it's going to be a crazy party.

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Provide synonyms and Antonyms of the following words from the reading text.

Synonyms

etiquette

folks

go in the way

set the tone

minefield

address

Antonyms

disappearance

traditional

abbreviate

sign off

polish

intimate

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The Word “Dear” Disappearing in E-mails

The Wall Street Journal (WSJ) has raised an issue of **letter-writing etiquette** many older people have long been aware of – the **disappearance** of the opening word “Dear” in e-mails. WSJ reporter Dionne Searcy said times have changed regarding this **traditional greeting**. She wrote how Abraham Lincoln started an 1863 letter, “My dear General.” President Lincoln also started letters to Mrs. Lincoln, “Dear Wife.” Ms. Searcy compared this to a recent e-mail to reporters from Giselle Barry, a **spokeswoman** for a U.S. politician, that started “Hey, **folks**.” Searcy says the use of “Dear” is **going the way of** sealing wax and the handwritten letter. Ms. Barry believes people are no longer using it because it is too **intimate**. The WSJ quotes business etiquette expert Lydia Ramsey who believes people who do not start e-mails with “Dear” will “lack **polish**”. She says: “It **sets the tone** for that business relationship, and it shows respect. Email is so **impersonal** it needs all the help it can get.” Jean Broke-Smith, an etiquette teacher agrees. She writes on the BBC website: “We're losing the art of letter writing. E-mails are becoming like texts - everyone is **abbreviating**. If we don't get a handle on it, future generations won't be able to spell at all.” English teacher Katie Craig offers the following advice: “The rule is, **address** your reader as you would in the **context** with which you are replacing the e-mail.” The same goes for the **minefield** of **signing off** a mail.

Source: [Breaking News English ESL Lesson Plan on E-mails](#)

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Modify the false statements to make them correct.

1. Many older people are not aware that “Dear” is disappearing.
2. President Abraham Lincoln wrote “Dear Wife” in letters to Mrs. Lincoln.
3. The spokeswoman believes the use of “Dear” is too personal.
4. An etiquette expert said people need to polish their keyboards.
5. A teacher said the letter-writing art is getting better as we write more.
6. The teacher suggested people in the future will be poor at spelling.
7. A teacher says signing off e-mails also presents many problems.



What rules of etiquette would you like to change? Expound your answer.

Free Response

Social	Meeting	Wedding
Corporate	Bathroom	Business
Eating	Telephone	

Employ linking words such as:

Since, As, For the reason that, Seeing that, Owing to the fact that, Due to, For

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Match the phrases with their correct definition. Employ each in sentences.

- a. very ugly
 - b. pay the check
 - c. try to find out information about other people's private lives
 - d. give up or surrender sth to sb
 - e. get rid of sb/sth because you no longer want them/it
 - f. accept or tolerate sth difficult or unpleasant
 - g. am/are/is bad (used to say something is bad)
 - h. a complete failure
 - i. a strong unpleasant smell
 - j. clothes
 - k. repay sb
 - l. Repondez s'il vous plait (please reply)
- 1. foot the bill
 - 2. reimburse sb (verb)
 - 3. RSVP (verb)
 - 4. attire
 - 5. flop (noun)
 - 6. stick sth out (phr. verb)
 - 7. ditch sb (verb)
 - 8. hideous
 - 9. yield sth (verb)
 - 10. stench
 - 11. suck (verb)
 - 12. pry (verb)

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Misplaced Modifiers

A misplaced modifier is a word, phrase, or clause that is improperly separated from the word it modifies / describes. Because of the separation, sentences with this error often sound awkward, ridiculous, or confusing. Furthermore, they can be downright illogical. Misplaced modifiers can usually be corrected by moving the modifier to a more sensible place in the sentence, generally next to the word it modifies.

Incorrect Sentence	Correct Sentence	Reason/Meaning
On her way home, Jan found a gold man's watch.	On her way home, Jan found a man's gold watch.	"gold" modifies the watch
The torn student's book lay on the desk.	The student's torn book lay on the desk.	"torn" modifies the book
-	Just John was picked to host the program	Just means only John was picked, no one else
-	John was just picked to host the program	Just means that John was picked now
We ate the lunch that we had bought slowly .	We slowly ate the lunch that we had brought.	"slowly" modifies the verb "ate"
-	I only contributed \$10.00 to the fund for the orphaned children.	This sentence means that I only contributed the money.
-	I contributed only \$10.00 to the fund for the orphaned children.	The sentence means that I contributed only \$10.00.

More Examples on: [What is a misplaced modifier \(towson.edu\)](http://towson.edu)

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Correct any misplaced words in the sentences below. Rewrite the sentence so that the misplaced word is next to the word it modifies.

1. If you're in good health perfectly, offer your seat to anyone who is either in poor health or pregnant.
2. You don't have to reward ugly behavior, which only perpetuates the cycle, with your own nastiness,.
3. Show guests if they have never been there before, around the main living area of your home.
4. If you can't attend an event that you're invited to formally, don't think that not RSVPing is the same as declining.
5. I nearly made fifty dollars today from my customer service job.
6. The interview scarcely took an hour to finish.
7. When we opened the leather woman's purse, we found the missing keys.
8. I only have five minutes to talk with you.
9. The striking Honda's paint job made everyone gasp.
10. The fans stood in line to buy tickets to the show for twenty minutes.
11. My friend uses a pen to write his essays with a gold cap.
12. Joe searched for someone to teach him how to play the guitar without success.
13. We ate Mexican food after the movie that was very spicy.
14. I politely returned the tuna to the fish market that was spoiled.

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What do the following idioms mean?



Lorraine said he was drinking too much. She told him to **mind his P's and Q's**.



He's a bloody nuisance, if you'll **excuse my French**.



At the first meeting I was afraid of **speaking out of turn**.



Guests were greeted according to a **time-honored practice**

Use the idioms to make sentences.

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Express Yourself

1. Do you think rules of etiquette are important? Why?
2. What do you think are some of the best rules of etiquette?
3. Are there any rules that you think are silly or unreasonable?
4. What manners were you taught as a child?
5. What's the best way to teach manners to children?
6. Do you think etiquette has deteriorated in modern society? In what ways?
7. Do you think manners can affect your success in life? How?
8. Do you think manners are affected by income and social status?
9. What are some actions that are considered good manners in your country?
10. What are some actions that are considered bad manners in your country?
11. Why do you think some people stare?
12. Have you ever seen someone with very bad manners? What happened?
13. Can manners and etiquette ruin a person's fun at a social event?
14. Is it old fashioned to think a lot about the rules of etiquette?
15. Which do you want to use? Rank these and put the one you most want to use at the top. Explain

Yo!

Dear

Hello

My dearest darling

To whom it may concern

Sir/Madam

Hi

No salutation

The End