

-Don't start to talk loudly. This will upset other customers that you don't know. Respect.

-Don't talk to yourself when out with friends, unless you are known to do this.

-Don't eat or drink standing up when dining in. Although, this is easier to do when you are in a group than when you are alone because of the fact that you know people around you, therefore you become more comfortable in the current space you occupy and can fall back on friends or encourage them to act like you. Nevertheless, this is not proper in a public restaurant. Tables and chairs exist for a reason.

-Don't bring outside food or drink into the restaurant because this shows corporate competition for the Fast Food business.

-Don't talk with your mouth full. This can either disgust people or make them laugh.

-Don't spew out crumbs from your mouth when you are eating with people that you know. Think about your friendship.

-Don't take out a book and begin to read while out with friends. This is anti-social behavior. If you want to be this way, then go ahead and read. If this is a study group session and all of your friends have books, then read. If not, then don't read.

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# Guide to Proper Etiquette at Fast Food Restaurants

Nathalie Quagliotto

-You can use this system for the following reasons:

1) If you do not want to physically enter the restaurant.

2) If you do not want to stand to wait in line.

Drive-thru implies that people are seated in their vehicles and waiting in line.

3) If you believe that drive-thru is faster. This

may or may not actually be true, depending on the current amount of drivers waiting in line, if there are technical difficulties with the speaker box, if there are slow drivers, or if staff is slow themselves.

4) If you do not want to come into contact with

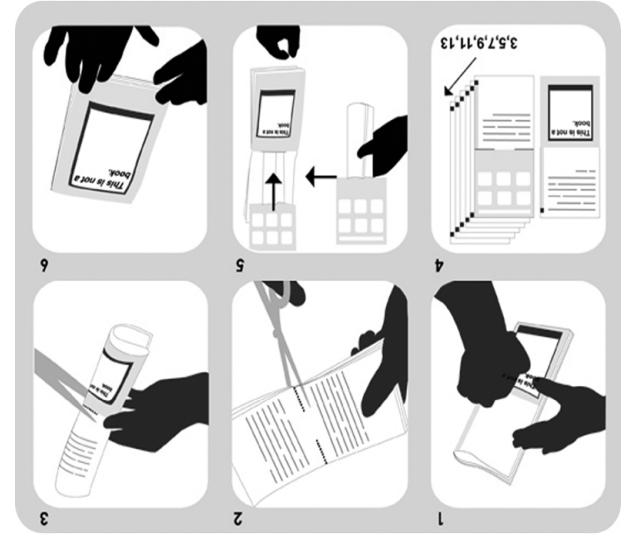
other people, but consider the following: you will come into contact with a staff member giving you your food at the side window in the drive-thru lane. This is inevitable.

-Never pull up to the speaker box and claim that

you do not know what you want. This shows that you are childish and are wasting time for yourself, staff, and the other drivers behind you.

-Be prepared to order when it is your turn.

**Personal Notes on Etiquette**



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**Nathalie Quagliotto**

**Guide to Proper Etiquette at Fast Food Restaurants**

**Introduction**

Fast Food restaurants share similar formats and functions of production for their customers in order to serve people better. These are created for efficient and fast access to ordering food and eating. But what kind of characteristics and relations do these offer for a paying customer?

With fourteen chapters in point form, this step-by-step guide gives you the experience of being the perfect Fast Food customer. The instructions that you will read comment on proper habit, behavior, and relations that one could present to another person. Proper etiquette is necessary when communicating and relating to others in the public.

This guide can be used worldwide by any person interested in the socialization of Fast Food culture.

- Don't forget any of your belongings.
- Don't take an oversize amount of napkins and take off. People might think that you don't have enough money to buy napkins when you go grocery shopping. This looks strange.
- Hold the outside door open for people in need if there are any around you at that moment you are there.

-Be as clear as possible. Sometimes this is very tricky because the speaker box offers a muffled response. This is the biggest problem of using the drive-thru system and is mostly why people get out of their vehicle and enter the restaurant to order. Technological miscommunication is always annoying because it is unpredictable.

- Don't hit the box if you are angry.
- After you are done ordering, don't wait at the speaker box with your vehicle. Pull up to the window where you will be given your ordered food or drink.
- Usually the customer pays before receiving the food or drink. Don't take forever counting your change at this window. Even though the cashier appears to be waiting patiently for you, he/she is actually annoyed with your behavior but is not allowed to show it because it can jeopardize his/her job. Respect.
- Count your money prior to pulling up to the side window.
- When you have received your food, do not remain stationary with your vehicle and start to eat or drink. This shows that you do not have manners.

**Chapter 13-Using a Public Phone**

- Some restaurants have public phones either near the entrance of the restaurant or near the washroom doors because these are designated secluded places that are quiet compared to the main areas of a restaurant where people are ordering and eating.
- Take as long as you want on the phone only if there are no other people waiting to use it. People will become impatient if you take your time. This may seem illogical because you paid 25 or 50 cents for your call and you are definitely allowed to speak to whoever you want for as long as you want, but remember that this is public space and not your living room.
- Some people look at public phones for the time. There's nothing wrong with this, but it does show others that you don't care to have your own watch.
- If no one picked up on the other end of the line and you close the phone, remember to take back your change. Many forget to do this.

- Leave the drive-thru area. If you are absolutely famished and must eat immediately, you can park your vehicle at the nearest empty parking spot and eat or drink.
- Many people drive away and drink water, juice, or a soft drink, based on what they have ordered, but it is not so common to see people eat while driving. This will cause envy in other drivers on the road if they see another driver eating while they don't have any food of their own at that moment in time. Think of your appearance and think of other drivers.

## Chapter 12-Using the Washroom

-Don't walk into the restaurant and use the washroom. This is usually done on highway stops. This shows that you are only exploiting the company and not contributing to it.

-If you use the washroom, buy something from the menu.

-Remember to be clean. This is a public place and consider that people will be using the washroom after you. Also consider the fact that others have used it before you.

-Don't try to touch anything with your skin if you have a fear of germs. Many people prefer not to sit on the toilet and also prefer not to touch the flusher with their hands. An alternative here is using the paper provided to touch things. Some people will also flush with their shoes. Urinals are easier to use because everything is automatic. Recently, some toilets have also been engineered to be automatic.

-Always wash your hands with soap. If the restaurant is out of soap, then wash your hands at least twice with hot water. When exiting the area, let staff know that the washroom is out of soap.

## Chapter 2-Walking into the Restaurant

-Don't barge into the restaurant as if you are running from someone. Don't make "an entrance" because this will stop conversations and people will turn toward you with curious and annoyed brows.

-You should walk in casually. This is always best in order to show that it is a usual spot for you to come for food or drink. This is also best if you do not want to attract attention.

-If there is an adult with a stroller, a person in a wheelchair, an injured person, or an elderly person, it is courteous to hold the door open for them if they wish to access it. Always put others in need before yourself when you are in the public.

-Don't stand in the doorway of the restaurant to keep warm. Staff may believe you are homeless and kick you out.

-Don't stand in front of the doorway of the restaurant and smoke. Depending on which Fast Food place you go to, there should be a designated zone for smokers. Go to this zone.

because it is less work for them.

bowls back to the counter. They will thank you if you do actually bring your tray and dishes or up after the customer, they will often appreciate it

-In some Fast Food restaurants where staff cleans restaurant immediately after finishing eating or drinking.

Therefore, you can simply get up and leave the restaurant immediately after finishing eating or drinking. Staff workers will come to do this for you.

you are not required to clean up after yourself. any garbage or recycling cans. This implies that you won't see

-Clean up responsibly and make sure not to litter.

is implied. Staff will not clean up after you. garbage or recycling cans inside a restaurant, this

recycling their left-overs after a meal. If you spot customer is responsible for throwing out or

-In the majority of Fast Food restaurants, the

## Chapter 11 - Cleaning Up

chosen to go to today.

well-being of the Fast Food company you have buy something from the menu to contribute to the shows that you are exploiting the company. Try to

-Don't walk in to simply use the washroom. This is usually done on highway restaurant stops. This

think you are crazy.

-Don't walk in and talk to yourself. People will

and anger in others.

-Don't stand in the doorway of the restaurant for no apparent reason. This will cause annoyance

the premises out of fear.

-Don't stand in the doorway of the restaurant asking for money. You will cause people to leave

you can be blocking the entrance.

-Don't stand in front of the doorway of the restaurant and read a book or newspaper because

you can be blocking the entrance.

restaurant and talk on your cell phone because

-Don't stand in front of the doorway of the

3) Contribute to their appetite by giving them what they are asking for.

4) Contribute to their appetite by giving them what they are asking for in exchange for something. Negotiation may benefit both of you.

-If giving money, don't show them your wallet at any expense. Try to open it from inside your bag to take out the amount of money you are looking for. Many people keep change in their pockets so it is just a matter of reaching in and pulling out the amount of money you are looking for. Don't take out all of your change as this can cause the homeless to see what you have and they may want it all.

**Chapter 3-Waiting in Line and Ordering**

-Wait in line to order.

-Don't cut in line...unless you are looking for trouble.

-People usually will view the menu and plan out what they want to order while waiting in line. If you already planned out what you want to order before stepping in line, use this time to think about another important matter that concerns you in your life. This is usually visible in people who stare at nothing for a period of time without blinking.

-Don't pick you nose, ears, or scratch yourself while waiting in line.

-Don't talk extremely loud if you are talking to either yourself or someone else in line. This will annoy people especially because they can't move in order to reserve their place in the line. Also, you shouldn't be talking to yourself in public.

-Don't look at other people while waiting in line with a menacing stare.

-Make sure you understand and know how to speak the language at the designated Fast Food restaurant you are currently in. Waiting in line

**Chapter 10-**

**Coming into Contact with the Homeless**

-Remain calm and casual.

-Look at them when they are talking to you. It shows them that you are considering their words when secretly you may not be.

-Don't run immediately. You never know what they will say to you or ask of you.

-Try to be clever. See what they really want if you don't think they are honest with what they are asking of you. This way you can try to help them out.

-Look for a particular obsessive compulsive disorder that they may have and work around this. If the OCD becomes increasingly repetitive, you'll know they are annoyed at you for not cooperating swiftly with them. Be very careful with your actions at this moment.

-There are 4 strategies to consider in your current situation:

- 1) Defend yourself if you feel threatened.
- 2) Run or walk away.

can help you formulate your words, given that you carry around a translator, and if not you can attempt to ask other people in line to aid you.

-If someone else in line asks for assistance, consider aiding them.

-Be ready to order when it is your turn.

-Say 'Hello, may I PLEASE have..' when starting your conversation with the cashier and 'THANK YOU' when ending it. This will allow staff to be nicer to you during your conversation and while dealing with your food.

-Speak clearly to the cashier so he/she doesn't waste time repeating a question to you. This will annoy both of you, as well as the rest of the people waiting in line because they all just lost about 5 seconds of their life for no reason.

-Don't call staff by their names when addressing them. Even though it seems tempting because in most Fast Food restaurants they all wear nametags, it isn't proper.

-Stare at the cashier when speaking to him/her. This demonstrates your comfortability with staff and the restaurant. If you don't, it shows just how shy and self-reserved you are.

- This is most likely to happen if you are alone.
- If you appear to have found love, try your best at meeting this person. Sit near their table, not at their table immediately. Try to face them and look at them and smile and see if they look back continuously at you. Try to engage in a conversation if possible. If none of these work out, the person isn't interested. This individual might also believe you are crazy so be very careful with your actions here.
- This is a special time to show to another your potential kind, sweet, or opposing 'bad-boy' characteristics, if you wish to impress someone.
- You can buy something from the menu for a stranger. This is an extreme action and it may or may not work. Good luck.
- You can order the same thing as a stranger and relate to them by stating that you love the exact same food.
- Don't look for trouble...unless you want to.
- If you are looking for trouble, make sure you know how to defend yourself.

- Don't take forever to find exact change when paying. This wastes time for you, staff, and the other customers in line. If you absolutely want or have to pay with change, start counting it in line, if possible.
- When using a bank card to pay for food or drink, don't make a mistake typing your password because if you do, you will have to repeat the entire transaction and everyone in line, including yourself and the cashier, just wasted another 5 seconds of life for no reason.

disrespectful and time-consuming for other people. If you cannot come to an agreement with friends to pay all together at the cash, then consider fairness and empathy for others in line and go to the back of the line.

-Don't get all agitated because this is another wait in a second line in the same restaurant. Be calm and patient.  
 -Don't overtly open your mouth or salivate excessively while watching your food being prepared for you.  
 -Be sociable in this situation. Talk to the person preparing your food or drink. Joke around. Smile. Laugh. Be the person that makes their day. Don't act like a jerk and don't act like you have nothing to do.  
 -When picking up your drink, don't drink it immediately in front of others because this will cause envy that you have what you want and others don't. Of course, you ordered before others in the back of you, which is obviously evident, but this won't stop childish envy from forming in other people.  
 -When picking up your food, don't start eating in line even if you are overtly hungry and you just received your food. This is obviously tempting, but this shows that you just don't have manners.

**Chapter 4-Waiting for your Food or Drink at the Side Counter**

## Chapter 8-Meeting Friends

- Sit at a designated table to meet friends.
- Some people who walk into the restaurant and order do so alone and then congregate at a table with others. You can pinpoint these people when they are waiting in line before they meet friends because they are constantly looking around, looking at their watch, looking at their cell phone, and at times they are also very impatient when waiting and while ordering and receiving food or drink.
- If you sit down at one table and spot a friend at another, get up to speak to them and ask if you can join them at their table. Don't imply that you are automatically invited over just because you know the person. You can also invite them over to your table.
- Many people reserve a spot for friends in line when ordering. If this occurs, people waiting in line behind your group will become angry and frustrated because to them, your friends just cut in line, so now they must wait longer than before. If you absolutely must have your friends cut in line to meet you, pay all together at the cash because if you pay individually this is very

## Chapter 5-

### ***Eating or Drinking in the Restaurant Alone***

- Don't eat or drink standing up when dining in.
- Don't sit at an occupied table...unless you either want to meet new people or you want to cause a scene.
- When eating alone, people will occupy an empty table and either eat or drink and stare around the room or bring a book or newspaper and read. Don't try to take out a laptop or something valuable. Remember that you are alone if anything were to happen.
- Many people eat and talk on their cell phone. This doesn't appear to bother anyone, unless you decide to speak loudly or swear. If you have a cell phone, consider using it in moderation in your current situation.
- Never bring outside food or drink into the restaurant because this shows corporate competition for the Fast Food business.
- Don't spew crumbs from your mouth. People will avoid sitting at any tables near you.

- Don't litter.
  - inside. Don't be shy.
  - If you are not comfortable with your current spot on the terrace, get up and change spot or go
  - If you are not comfortable with your current spot on the terrace, get up and change spot or go
  - If you become too hot or too cold, depending on where you are seated, do not blame it on staff. These people are in no way responsible or have the ability to control meteorological conditions.
  - If you absolutely must smoke, consider your distance in relation to other customers who are not smoking.
  - People enjoy the terrace because it offers fresh air or at various restaurants, it offers a place for people to smoke. Of course, when people are smoking in such a public spot, it pretty much ruins the idea of taking in fresh air for others.
  - If you absolutely must smoke, consider your distance in relation to other customers who are not smoking.
- Eating or Drinking Outside on the Terrace***
- Chapter 7-**

- Don't talk to yourself. People will avoid sitting at any tables near you.
- Don't pick your nose, ears, or scratch yourself. Even though you are eating alone, this doesn't imply that you are alone.