STATIONERY

THE WIFE- SOCIAL SECRETARY FOR THE FAMILY WOMEN'S STATIONERY

INFORMAL CORRESPONDENCE:

Double sheets folded down on the left side about 5" x 7 1/4". Name and address printed on front only (centered) to match the envelope. If monogram is used it could appear in upper left.

Single sheets small 6" x 7", large 7" x 10 1/2". These are preferable for those who type many letters. Letterheads to match envelope script.

Light Gothic for professional on the larger size.

Matching envelopes.

Visiting cards about 2 1/4" x 3 1/4".

Most properly engraved, plain envelopes to match.

Informals about $3" \times 4 \frac{1}{2}"$ or $4" \times 5"$.

Also known as informal notes.

Plain envelopes to match.

May have name engraved on front.

Post cards popular size 3 1/4" x 5 1/2".

Also referred to as correspondence cards, semi-note or message cards. May be printed across the top with name and address or address only. (No envelope required.)

FORMAL CORRESPONDENCE:

Single sheets 6" x 7".

Plain white or ivory of good quality paper.

Double sheets- often slightly smaller size than used for ordinary correspondence, and written on first sheet.

Either of the above may be used for formal invitation or acceptance.

DESCRIPTION OF USE

Double sheets folded down on the side are about 5" x 7". These may be used for your shorter letters or a more leisurely informal invitation.

Single sheets 6" x 7" or 7" x 12".

Choose the size for your handwriting, the smaller sizes seem most acceptable. The smaller size lends itself to only one fold to fit the envelope. These may be used for your more leisurely invitations (informal), and of course, for your regular correspondence.

Visiting cards are about 2 1/4" x 3 1/4" (matching envelopes).

They differ from the business card in that the full name is used on them, (script is in good form). No company name appears on them. The address may be included also, I have seen them on either the lower right or left. They

are nice for gift enclosures and also to extend or answer invitations. (The size of envelope should be larger or it may present a problem for mailing.) Messages of condolence or congratulations are often written on visiting cards. When a visiting card goes to close friends a line may be drawn through the engraved name so as not to seem so formal, and you would write above and below the engraved name.

Informals (also known as informal notes) about 4" x 5" or 3" x 4 1/2" (folded at top).

Have many usages but can't double as calling cards— they are abbreviated stationery and may be used for any short note. The gaity they have would be out of place for messages of condolence. They may be used for invitations and for birth announcements. A joint informal may be used for sending and replying to informal invitations. It may be used with gifts and flowers or used for Christmas messages. No signature is used here as the joint informal bears two names. Signatures are not necessary either on ordinary informals which bear the name rather than the monogram of the senders. Joint informal— Mr. and Mrs. Pat Strauhal. You would write your message on the inside of the upper flap. Because informals are usually somewhat larger than visiting cards the envelopes present fewer problems when it comes to the size acceptable for mailing.

Post Cards- popular size 3 1/4" x 5 1/2".

Also known as correspondence cards, semi-notes, or message card. They may be printed across the top with name and address or address only. They may also include your telephone number and makes a quick and easy way to communicate brief messages to friends or orders to stores. If you would use it for a message you would center your facts as attractively as possible. The order should be signed by your name. Postage of course, is cheaper for card than for letter.

FORM IN CORRESPONDENCE

Never type an invitation, an acceptance, or a regret.

Never type letters of congratulations or thanks.

Never type letters of condolence.

(The only exceptions to the above is if your handwriting is so bad that it can't be read.)

MEN'S STATIONERY

Social card- Dr. or Doctor James Smith

Professional card- James Smith, M.D.

P.P.C. card- (pour prendre conge- to take leave)

The letters P.P.C. are written in ink on the lower left corner. This is usually sent to acquaintances when one is leaving and means nothing but "I've gone away- good-bye".

Single sheets- about 7 1/4" x 10 1/4" (suitable for typewriter or longhand)

Letterhead in Engraver's Roman or Typo script.

A man does not precede his return address by the title "Mr.". A title is used only if he is a Doctor, Captain, The Reverend, etc.

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A man does not precede his return address by the title "Mr.". A title is used only if he is a Doctor, Captain, The Reverend, etc.

A man's social paper should look masculine in size, in color and in quality. He sticks to cream, white or gray with engraving in black, blue, dark green or perhaps maroon. He may use his initials, dye-stamped in color or simple block form at the top of his stationery or upper left, or his name with or without his address. Or he uses the address upper center, alone, with or without his telephone number. For highly informal correspondence light brown paper with black or brown printing or possibly engraving is also seen in memo pads or writing pads with matching envelopes.

PERSONAL BUSINESS STATIONERY:

Business executives often have their own personal stationery, which may bear no relation at all to the firm's. The best of this is the heavy white bond paper, sometimes water-marked, with an engraved or printed address:

40 Wall Street
New York, New York zip code
Office of the President (title often omitted)

TITLES ON CARDS:

A doctor, a clergyman, or a military officer in active service and holders of titles bestowing offices all have their cards engraved with their titles. It is best to have them engraved in full.

Stamps on envelopes should be affixed neatly.

THE SIGNATURE

A WIDOW AND HER HUSBAND'S NAME:

No note or social letter should ever be addressed to a married woman - even if she is a widow as Mrs. Mary Town. Correctly and properly a widow keeps her husband's name, always. If her son's wife should have the same name, she becomes Mrs. James Town, senior.

A DIVORCED WOMAN:

A divorced woman takes her own surname in place of her ex-husband's christian name. Supposing her to have been Mary Simpson before her marriage, she calls herself Mrs. Simpson Johnson.

A MARRIED WOMAN:

Should always sign a letter to a stranger, a bank, a business firm etc. with her legal name Mary Jones Matthews. If her stationery is marked with her full married name and address, no further explanation is needed. If stationery is not marked her married name should be added in parenthesis thus: (Mrs. John Matthews). If the letter is typed it is not necessarily enclosed in parenthesis.

A final warning about signatures, avoid an illegible one because it is important that the person knows from whom it came.

NOTE: When a woman's stationery is engraved or printed the married woman's name is written"Mrs. Victor Paul Wierwille" not "Mrs. Dorothea Wierwille" not "Dorothea Wierwille".

An unmarried woman uses "Miss" only on the envelope, not on the letterhead.

Miss Mary Jones Street City, State zip

Mary Jones Street City, State zip

GUIDELINES FOR EFFECTIVE BUSINESS LETTERS

I. Easy to Read

- A. Use "everyday" language
- B. Sentences should be short, simple and direct
 - 1. Use brief sentences
 - i. 17-word sentences are standard
 - ii. 8-14-word sentences are easier to comprehend/break up any sentence over 14 or 15 words

EXAMPLE:

- a. The identification card must be signed by the employee when received and must be carried at all times while on duty, and presented at the gate before permission is given to enter the plant, at any time upon the request of a plant guard, and to the paymaster on payday before a paycheck will be given to the employee.
- b. Sign your identification card at once. Always carry it with you. You must show it to get into the plant; a plant guard can ask for it at any time. You can't get your paycheck unless you show the card to the paymaster.
- 2. Use short paragraphs
 - i. long passages of print turn the reader off
- 3. Use simple words

EXAMPLE:

Write: She briefly explained the problem.

Don't write: She outlined the difficulty in abbreviated fashion.

II. Easy to Take

A. Accentuate the positive. If you must say something the reader doesn't like, find a silver lining or "buffer." Make your letters smile.

Make the reader the subject of the Letter

B. Your intention is to get the reader to finish the letter and take action. Emphasize the benefit to the reader. Make the reader the subject of your letter.

EXAMPLE:

First Letter: We are in need of facts about furs. We would like to use this information in a pamphlet we are preparing for a giveaway in our fur department.

Second Letter: We are preparing a booklet on the care of furs for our customers. This should be a natural sales tie-in for your companyparticularly since your fashion furs are a special feature or our department.

C. "You" Emphasis

DON'T SAY: "I intend to use the pamphlet as an image builder." (Predictable reader response: What's in it for me?)

"We want to get started soon." (Predictable reader response: "So what?")

DO SAY: "You will get great exposure among all of our fur customers."

"You will be invited to work side-by-side with our advertising department."

"Naturally, we'd like to get started soon since fur season is only three months away."

III. Easy to Answer

- A. Ask reader in closing remarks to take action (he should call, write, set up an appointment, review enclosures and respond, etc.)
- B. The reader's response is your goal for writing the letter.
- C. Sign off quickly--use the action paragraph or sentence toward the end of the letter.

EXAMPLE:

"Thank you for your order. We hope this is the first of many that will prove highly profitable."

GUIDELINES FOR EFFECTIVE BUSINESS LETTERS

"Your comments will help us produce a more effective book. We look forward to seeing them soon."

IV. Examples on "how to" accentuate the positive

WRONG WAY: "It's impossible to ship the chairs you ordered until next week." (You're inviting the buyer to become indignant because you cannot meet his timetable.)

BETTER WAY: "The chairs you ordered will be shipped on Wednesday - five days sooner than usual on custom orders." (The buyer knows the chairs are coming, and that you make a special effort. RESULT: He's more likely to wait even though they're coming later than he hoped.)

WRONG WAY: "Our insurance doesn't cover breakage if we don't pack the merchandise." (The customer is annoyed at your curt reply.)

BETTER WAY: "You'll understand that our insurance covers breakage only if our experts pack the merchandise. For this reason, you may prefer that we handle the shipping." (The customer understands that there is more at stake than saving a few dollars on packing. He's ready to reconsider a decision.)

WRONG WAY: "You can't visit our factory on weekends since we're not open then. At other times you must make an appointment." (The reader feels that you do not want him to come.)

BETTER WAY: "We'd be glad to show you our factory. It is open Monday through Friday between nine and five. Please let us know when you would like to visit." (The reader is sure of his welcome - and knows how to proceed.)

HOW TO SUCCESSFULLY PLAN AND EXECUTE A BANQUET

I. Planning (think it through in detail)

- A. Two months before the banquet (six months in a big city)
 - 1. Decide on a date
 - a. What is available for you?
 - b. What is convenient for your quests?
 - 2. Time
 - a. Banquets should begin in the early evening. (i.e. 7:00 p.m. to 8:00 p.m.)
 - b. Consider the length of the program desired.
 - c. Consider the length of the meal.

3. Place

4.

- a. Consider convenience of distance.
- b. Consider all points on the attached sheet concerning the room itself.
- c. Consider the quality of the food.

4. Purpose and goal

- a. Organize a theme around the goal.
- b. Center physical surroundings around the theme.(i.e. decorations, music, flowers)
- c. Center the program of speakers around the theme.

5. Registration

- a. Make up a registration form, include a space for name, address and phone number.
- b. Put the registration form in the "Grapevine" if it is a Limb function.
- c. Make forms available at Branch meetings.
- d. Have registration forms in and fees paid at least one week before the banquet, so you know how many people are coming.
- e. Keep an accurate record of all payments.

B. Six weeks before the banquet

- Finalize the program.
- Invite speakers and any special musicians.
 - a. Inform them of what you expect from them (i.e. how much time they have, the theme of the banquet, etc.)
 - b. Inform them of the date, time and place of the banquet.

1 2

- 3. Contact people to be on the decorations committee.
 - a. Appoint a leader, or else you are.
 - b. Give them specifics of what you want in color, size, theme, etc.
 - c. Follow-up to see that things are being done the way you want them to be done.
 - d. Set a deadline of one week before the banquet for all decorations to be completed.
- 4. Contact florists.
 - a. Check around for the best prices and quality. (Some might give a discount for a ministry function).
 - b. Know how many, what size and the color of the arrangements you need.
- 5. Decide on a menu, and discuss it with the banquet room manager.
 - a. Menu should be adequate for the occasion but not necessarily the most expensive.
 - b. Decide on the table settings (This depends on your menu).
 - 1. Silver
 - 2. Linen
 - 3. Glassware
 - 4. Don't assume they have anything, check out every detail.
 - c. Decide on arrangement of tables. This is dependent on the number of guests and the size of the room.
 - 1. Comfortable, not too crowded
 - 2. Intimate, not too spread out
 - 3. Balanced symmetrically
 - 4. Perhaps ask about different-shaped tables
 - d. REMEMBER when working with a hotel, or other establishments in the world, <u>you</u> are paying the bill, and they are providing a service; they should do whatever you request, if it is in their means. If it is not, you chose the wrong place.

How to Successfully Plan and Execute a Banquet (Cont'd) Page 3

C. One month before

- out now.
 - a. A formal engraved invitation requires formal dress. A tuxedo is required if "black tie" is written on the invitation.
 - b. Make a guest list.
 - c. Check <u>Christian Etiquette*</u> by Dorothy Owens, page 24, for the proper form for the invitation.
 - d. This method is used only if the host is paying for everyone.
 - 2. Double check your decorations committee.
 - 3. Call your speakers and musicians and see if they need anything.

D. One week before

- 1. Allow a couple of days of "grace" after the deadline for all the registrations to come in, then notify the banquet room manager of the exact number of guests you are expecting.
- 2. Finalize the order at the florist and inform him of the date, time and place you want the flowers delivered.
- 3. Finalize details of serving with the banquet room manager (i.e. Always serve a man of God first, because he is always the guest of honor).
- 4. Arrange seating at the head table.
 - a. If the guest of honor is a man, he sits to the hostess' right.
 - b. His wife, or date would sit to the host's right.
- 5. Follow-through and check on all other details.
 - a. Decorations should be finished.
 - b. Music
 - c. Program
- E. Throughout the planning and execution of the banquet, you should work personally with the banquet room manager. Your committee heads come to you for information.
 - * NOTE: Please refer to <u>Christian Etiquette</u> by Dorothy Owens for details.

How to Successfully Plan and Execute a Banquet (Cont'd) Page 4

II. Execution

- A. Arrive one and a half to two hours beforehand to look at your setup.
- B. If the banquet room management has not lived up to their word, then remind them of what they said they'd do for you.
- C. Have things well in hand so you are free to be a host or hostess, relaxed and gracious. (This is the time when all the planning and thinking beforehand pays off).
- D. See that everyone is brought to their proper place by having ushers help.
- E. After everyone is standing at their seat, greet everyone and have a word of prayer (you need a PA system for a large group), after which guests are seated.
 - 1. Women are seated first (after the hostess).
 - 2. The host sits after the women are seated.
 - 3. All the other men sit after the host is seated.
- F. The meal should proceed as planned.
 - If something is amiss, see that it gets taken care of right away. YOU ARE THE HOST.
 - 2. Have an assistant that you can send to "trouble spots" so that you can maintain an eye on everything from the head table.
- G. After the meal and program are finished, thank everyone for coming and excuse them.

III. Conclusion

- A. If you liked the place and would consider returning sometime, build good relations by, perhaps, getting a gift for the manager or person you worked closest with.
- B. Normally the tip is already included in the cost of the meal as a "gratuity."
- C. If your banquet was a success, then your guests were blessed and able to relax and enjoy themselves.
- D. The guests will develop a new appreciation of Christian etiquette and fellowship of this kind.

BANQUET ROOM CHECK

YES	NO		
	and the second	1.	Have you selected a room that will comfortably seat the anticipated number of people?
			a. Is the room adequately lit?b. Does it have air conditioning and/or heater? (Check location of controls)
	٠.		c. Adequate ventilation?
			d. Adequate rest room facilities?
			e. Drinking fountain?
			f. Adequate parking?
			g. Aesthetically pleasing? Does it show care and cleanliness?
			h. Is the room small enough so that the people will not feel lost? Is the room big enough so that
			<pre>it is not overcrowded? (When choosing a room, it is better to have a smaller-packed room than a room that is half empty).</pre>
			i. Are there any poles or beams that would block someone's view?
			j. Is there a piano available? If so, is it unlocked and tuned?
			k. Are there extra tables (in good shape) to use for registration, bookstore, taping, etc.?
			1. Is there a house P.A. system? Does it work? Where are the controls? If not, have you arranged for one?
			m. Are the rest rooms clean and have towels, toilet paper, and a good smell?
		2.	Have you arranged for a tape recorder, microphones, microphone stands and blank tapes to record the teaching, if any. You will need an extra microphone if you are going to do some live music. The recording man, leader and musicians should have this worked out before the
			meeting. Also, make certain that the recording engineer is not in people's sight: this may necessitate long extension cords, etc.
		3.	Do you have access to a piano and/or organ and do you have qualified people to play them? Do you have the Way Songbook music sheets?
		4.	Is there a podium or have you arranged for one?
		5.	Do you have kleenex, glass of water, and certs for the teacher of the evening?
····		6.	Have you arranged for flowers that can be put around the podium?

YES	ИО		
		7.	Do you have enough songbooks? They should be passed when needed.
		8.	Have you assigned men to be ushers on a regular basis who will commit themselves to be at the meeting hall one and a half hours early?
			a. Dressed sharply (coat and tie). Grooming: Watch personal habits such as smoking, etc. Do not congregate in corner with pals.
	_		b. Be at banquet hall at least one and a half hours ahead of time to set up. The room must be set up and ready at least one hour ahead of time.
			c. Podium set up (Kleenex, glass of water, certs, songbook under podium for teacher, horns of plenty)
			 d. Recording equipment set up and P.A. checked out. e. Book tables and registration tables set up. f. Heater or air conditioner on before the meeting (Start meeting out at room temperaturearound
	•		70-72 degrees so people will be comfortable when they come in. After meeting begins, turn temperature down to around 66 degrees as bodies generate heat).
		<i>:</i>	 g. Make certain that lighting is set. h. Is room clean, floor swept NO DUST ANYWHERE! i. Are all ushers instructed on HOW to take an offering? (You may not always take an offering) j. Are flowers set up?
			k. Are you greeting people as they come in?

EMOUR

TABLE HOSTESS' (HOST's) RESPONSIBILITIES AND DINING ROOM PROCEDURES

November, 1979

- 1. Table fills with people.
- 2. The hostess (host) indicates time to be seated and hostess is seated first.
- 3. Hostess (host) asks someone to bless food.
- 4. Hostess (host) takes napkin down to lap.
- 5. Hostess (host) has the common plates passed around the table to make it available to share abundance.
- 6. Hostess (host) begins the passing of any dishes of food on the table. (Butter, sour cream, dressings, condiments, etc.)
- 7. Hostess (host) takes bite of food to indicate that others may begin eating.
- 8. She (he) asks for seasonings to be passed around the table. (Pass one at a time.)
- Once things have been passed, hostess (host) asks if anyone needs anything passed again, i.e., seasonings, condiments.
- 10. Mid-way through the meal, hostess (host) makes it available to take from the common plate as it is passed around. Seasonings may be needed.
- 11. At the end of the meal, hostess (host) puts her (his) napkin up on the table as a signal to others to do so. This is done when everyone has finished eating. Fold the napkin nicely, never wad it up.
- 12. At Roll-away, the hostess is unseated first when the table is dismissed and others may then be excused.

NOTE: Food is passed to the left.

Keep conversation light and enjoyable.

Anyone needing to be excused from the table asks permission of the hostess (host).

It is a joy to serve as a hostess or host and a responsibility. Be sharp and ENJOY IT!

YOUR CARE OF HOUSE GUESTS

GIVE THE BEST ACCOMMCDATIONS THAT YOU CAN OFFER A GUEST:

On a more leisurely tour Dr. Wierwille and I have accepted hospitality of WOW's and they have given us their bedroom. In the morning when we awoke the whole house was in order, 'til we wondered if our host and hostess had even gone to bed.

However, if Dr. Wierwille is teaching he needs some very comfortable accommodations and where he will not be disturbed, preferably a motel or hotel room. That way he can have his meals when he is ready without having a preset schedule. Remember to have 7-up available for his breakfast.

The accommodations for any guest normally should have a good bed, comfortable chair, chest ofdrawers or dresser with mirror, desk or table with straight chair, pen, paper, waste basket and lamp.

Find out likes and dislikes of guest by observation and try to please. Do not ask a lot of unecessary questions to "bug" your guest.

Shelter your guests from annoyances and disturbance, keeping in mind his comfort and ease. (Make a secretary available if your guest needs one.) Your guest does not need to feel at home, he needs special treatment since he is not at home.

If several people need to share a bathroom set up a schedule so that each definitely knows at what time in the morning he can feel relaxed about using it for a period of time.

If your bathroom has any peculiarities of workings be sure to explain them. If hot water is limited and you have alot of guests explain and organize the time for that.

Explain somewhat of the routine of the household if it isn't to flexible, so you can feel relaxed.

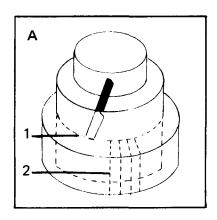
See that your guest has toiletries and pajamas, adequate bedding, towels, ash trays, facial tissue, a glass, toothbrush, enough pillows, soap, comb and hangers.

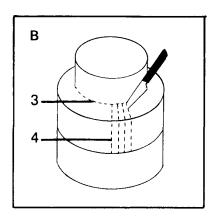
A bed time snack may be a blessing to offer. Enumerate things that might be available and that you have given thought to being available: a dish of fruit, a hot drink or bouillon or hot milk.

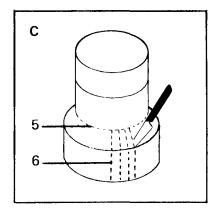
Seek to please -- never try to impress guests with your clothes, household or superior intellect.

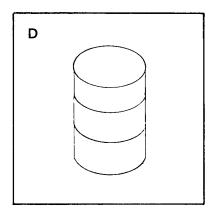
I Peter 1:13 says, "So brace up the loins of your mind; be sober- circumspect (morally alert); set up your hope wholly on the grace (divine favor) that is coming to you when Jesus Christ is revealed". Entertain to receive sisters and brothers to provide a setting that will add quality to the witness of the rightly divided Word of God.

We do well to live by dictates according to Amy Vanderbilt, Emily Post, Good Housekeeping of Foday's Etiquette, or etc., but it's like the ten comandments or the law of the tithe—we go beyond all these. Christianity always includes a plus.



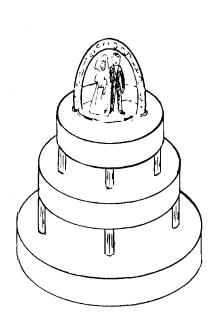


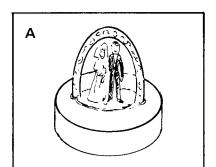


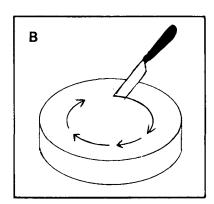


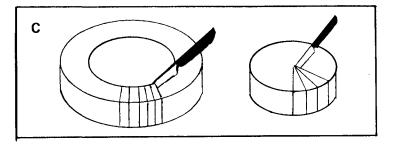
ROUND WEDDING CAKES

- A. Cut vertically through bottom layer at edge of second layer as indicated by dotted line marked 1; then cut out wedge-shaped pieces as shown by 2.
- B. When these pieces have been served, follow same procedure with middle layer cut vertically through second layer at edge of top layer as indicated by dotted line 3; then cut out wedgeshaped pieces as shown by 4.
- C. When pieces from second layer have been served, return to bottom layer and cut along dotted line 5; cut another row of wedge-shaped pieces as shown by 6.
- D. The remaining tiers may be cut into desired size pieces.
- E. For convenience of cutting, separate the three remaining tiers.









RECOMMENDED CUTTING METHOD FOR 3 TIERED WEDDING CAKES

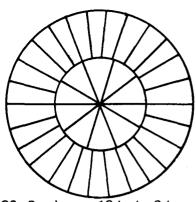
After you have helped the bride and groom cut their traditional pieces out of either 2nd or 1st (bottom) tier you get ready to serve the guests.

- A. Remove the top tier and set on serving table adding to the decor.
- B. Remove the next tier to card table and cut vertically at edge of where top tier was removed.
- C. Cut out pieces from outside of vertical cut all around. Then finish cutting wedges from small inner circle.
- D. Move base tier to card table and follow instructions of "C."

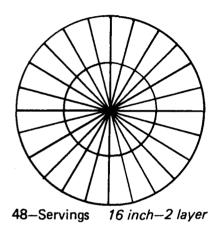
14 inch-2 layer

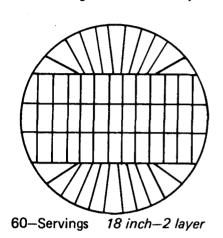
33—Servings

TWO LAYER CAKES
Cutting Diagrams

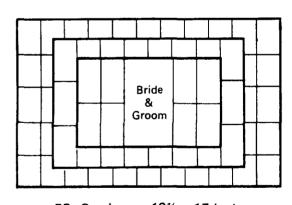


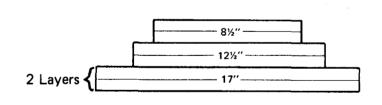
36-Servings 13 inch-2 layer

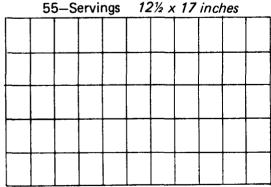


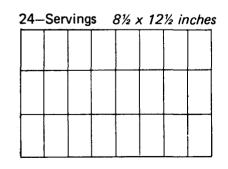


THREE TIER WEDDING CAKES







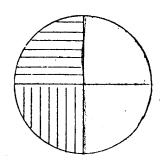


8 <u>_S</u>	ervin	gs 5 x	8½ /	nch	es
		Bride & Groom			

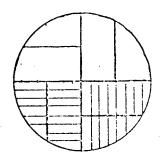
Total 87 servings, approximately $1\%'' \times 2\%''$ in size. Use $2-17 \times 25$ inch sheet pans for above cake. The first sheet used for bottom tier. Cut second sheet in half and use 1 piece $(8\%'' \times 12\%'')$ for second tier. Cut remaining half $5'' \times 8\%''$ for third tier.

Traditionally, the first step in serving a wedding cake (after the bride and groom have cut the first pieces) is to remove the entire top layer. This is saved for the bride and groom's perusal at some later date, possibly frozen for serving on their first anniversary.

Always lightly mark the tier to be cut. Cut in fourths with cake knife. Cut first fourth starting from outside and working toward center. Cut second fourth at right angles to first. Turn cake and cut remaining fourths.

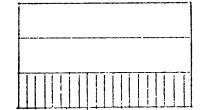


If the cake is larger, cut it into eighths - as shown.

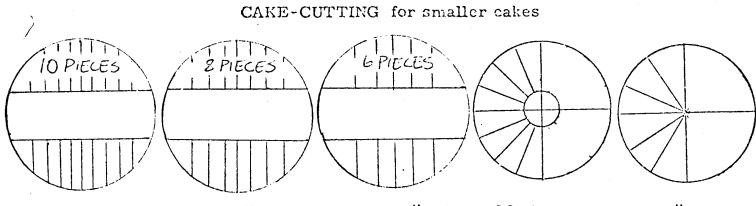


Square or rectangular cake. After lightly marking the frosting in parallel sections, slice and serve first section before cutting into next section.

It's a good idea to have a slightly dampened cloth and a glass of warm water at hand, but out of sight, to clean frosting off the knife.



Before cutting each individual layer, check carefully for any plastic or wooden pegs that may have been used to support the top layer of the wedding cake.



2 - 14" cakes 66 pieces

2 - 12" cakes 52 pieces

 $2 - 10^{11}$ cakes = 20 pieces

2 - 8" cakes 12 pieces

LET'S CLEAN HOUSE

The job of home care has changed considerably in the past few years. There are new, more efficient cleaning products and more easily cleanable surfaces available to today's home-maker.

However, these advantages of easy care can quickly become disadvantages if the woman does not take the time and expend the effort to learn how to select and use products for the varied surface materials in her home. Try to get cleaning instructions with your new surfaces when you buy them. Learn how to work with your new surface so that you can keep them looking neat: replacement is always costly.

Home care tasks can be made lighter. It all depends on you.

BEGIN WITH ORDER:

Neatness is a trait that some people just seem to be born with, they never are but there is the will and desire to be that way. However, this desire can be cultivated, neatness can be learned by practice. Every family member has a responsibility to keep his or her own possessions put away.

EVERY EVIL WORK GOES ALONG WITH CONFUSION.

ORGANIZATION:

In the home most of the tasks that must be done can be organized to fit into a schedule. Of course, in any home things will come up which will not fit into any schedule except we do flexible planning.

Wherever possible, keep a little ahead of schedule. Cleaning sheets and pillowcases the day guests leave so beds will be standing in readiness for the next guests.

HOUSE-CLEANING:

at least once a month. Stagger this to doing one or two rooms a week so it equalizes the work each week. In much lived in areas it should be moved weekly. Keep light fixtures and mirrors clean and sparkling. They are to be ornamental. Keep the glass doors and inside of windows clean daily or as needed. Wash all windowa in the house, inside and out in May and October (including storm windows, screens and window ledges). Clean closets and drawers in February. Hang seasonal clothes out of the way, changing in May and September. Also, box up your out of season shoes. Do not tear up a large area for house

cleaning. Clean or paint one room at a time.

All furniture should be moved for cleaning

			SCHEDU	T.E		
	Mon	Tues	Wed	Thuns	Fri	Sat
KITCHEN					I	
BASEMENT			I			
LIVING ROOM AREA		I			x	
UPSTAIRS				x		
FIRST FLOOR					x	
KITCHEN UTILITY				·	I	
BASENENT STAIRS					x	
DR. W.'S OFFICE						X
PATIOS .		x				I
DOORS AND WINDOWS					I	x

^{*} On Monday do general straightening up if the house has been used for guests over the weekend.

ABOUT LAUNDERING

WHY DO WE WASH CLOTHES?

We should all have a desire to look our best-- to be neat, clean and well-groomed. It does not take alot of money to look nice, but it does take some care and know-how, particularly about the clothes we wear. Clothes will look their best and will last longer, too, when they have been carefully laundered. It is important to follow certain basic procedures. No matter what type of fabric is washed or what kind of equipment is used, there are certain steps to follow for best results. Best results are essential to redeeming the time and not to be wasteful.

STEPS TO SUCCESSFUL LAUNDERING:

- 1. Sort clothes carefully, check pockets.
- 2. Pretreat spots, stains before washing.
- 3. Use the correct wash temperature,
- 4. Use the right kind and amount of washing product.
- 5. Know your washer and how to use it.
- 6. Use the right washing action.
- 7. Rinse items thoroughly.
- 8. Dry clothes properly.
- 9. Don't overload the washer.

FABRICS:

First of all, be sure fabrics are washable: check fiber content, construction, linings and trim. If the fabric has any rayon in it, don't wash it. If it is lined don't wash it. Any 100% banlon, polyester, dacron, dacron and cotton combination can be washed safely—the dryer is what does the damage in most cases. If in doubt, wash by hand in luke warm water and hang up to dry.

Washing or dry-cleaning tabs of instruction are now sewn into the seams of the garments which make it very easy for reference in case we forget. A lined garment is seldom washable.

STEPS BEFORE WASHING:

- 1. Look for any holes, tears, weak spots. These should be mended before laundering to prevent any further tearing.
- 2. Empty pockets, zip zippers, remove any unwashable trim.
- 3. Check for heavy soil lines, spots, stains. Try to identify what caused the stains and treat them accordingly before washing. Items that are heavily soiled or stained can benefit from a soak before washing.

PACKING JET STYLE TRAVELING

Clothes for Men *

Casually Elegant

(everything to match)

- 1 sport coat or blazer
- 2 pair of slacks
- 1 belt
- 1 sweater
- 2 ties
- 1 pair of shoes and socks
- 2 shirts, one short sleve knit

Casual

- 1 sport coat
- 1 sweater

walking shorts and top

slacks and top, or jumpsuit

swim suit

shoes and socks

running outfit

* All weather coat (carry over arm)

Clothes for Women

All weather coat (carry over arm)

Casually Elegant

blazer and sweater

1 slack set

shoes and hosiery

dress

skirt and top

boots, shoulder bag (before 5:00 PM)

Casual

shorts and top

sweater

swim suit

slacks and top, jumpsuit

shoes and hosiery

running suit

Miscellaneous Articles for Men and Women

hosiery or socks

jewelry - accessories

cosmetics

alarm clock

attache case

neckware - scarves

short slip for short dress

gifts if you have them

Dress-up

(for informal evenings and spec-

ial occasions, all color coordinated)

1 business suit

1 dark suit

1 plain pair of shoes

1 pair of socks

2 or 3 shirts

1 belt

Work Clothes

shirt

denim slacks

work shoes

socks

insulated jacket

Dress-up

(for informal evenings and special

occasions)

2 soft dresses, long and short

pants suit (dressy)

shoes and hosiery

small purse, gloves

Work Clothes

shirt

denim slacks

work shoes and socks

insulated jacket

night clothes

nighties or pajamas

robe

slippers

bath articles

underwear

long slip for long dress

BABIES AT PUBLIC MEETINGS

Mothers need meetings as much as anyone, but their babies should be properly cared for.

In meetings where babies are welcome:

- 1. Sleeping facilities (not disturbing others or being disturbed).
- 2. Changing diapers (should be done in bathrooms, not in public places).
- 3. Nursing (inconspicuously, not in a public dining room at the table or ever in public).
- 4. Crying or fussing (mothers sit where they can leave easily). We should keep others uppermost in mind and not distract from others who want to hear.

In meetings where babies are not welcome (Advance studies classes and any classes or seminars) arrangement for a baby-sitter should be made, at home.

In conclusion, we should always be most considerate of others and act discreetly.

PLANNING TO HOST DR. AND MRS. WIERWILLE

I. LEADER

- A. Collect Information
 - 1. If Dr. and Mrs. Wierwille are on extended stay, send them a suggested clothing list (according to weather).
 - 2. Who is coming and how arriving (transportation for everyone concerned)
 - 3. Dates and times of arrivals and departures
 - 4. Events to take place and how many people to expect
 - 5. Type of accommodations needed and price range
- B. Prepare Yourself
 - 1. Plan things thoroughly, but remain flexible.
 - 2. Be at ease around Dr. and Mrs. Wierwille (easy when details are taken care of).
 - 3. Have things done so Dr. Wierwille can stay his mind. Don't have people frantically running around.
 - 4. Don't try to out-guess Dr. Wierwille. Simply pay close attention to what he says.
 - 5. Always arrive early.
 - 6. Study up on etiquette and protocol.
 - 7. Know location of drug store, grocery, post office.
 - 8. Have reference books available for Dr. Wierwille.
 - 9. All set-up must be done before his arrival.
 - 10. Double and triple check every detail.
- C. Have Ready for Dr. Wierwille on Arrival
 - 1. Have complete schedule for Dr. and Mrs. Wierwille.
 - 2. List of phone numbers and addresses (leadership, Corps, WOWs, etc. in area) (typed and neat)
 - 3. Believers ready to greet coach/plane
 - 4. Have gift for them.
 - 5. Have one responsible person in charge of luggage.

II. HINTS ON SERVING DR. AND MRS. WIERWILLE They are perfect guests and easy to please

- A. Dr. Wierwille:
 - 1. He likes to get quiet and stay his mind before teaching.
 - 2. He likes to map after lunch.
 - If extended stay, he needs quiet time to study, etc.
 - 4. He smokes Kool shorties and likes Snickers candy bars, Circus peanuts, and orange slices (candy).
 - 5. Have coffee available at all time (black, not too strong, one-half cup in thin rimmed china cup).
 - 6. He likes to read a newspaper.

- B. Mrs. Wierwille:
 - 1. Mrs. Wierwille likes to shop.
 - She likes magazines, (i.e. Better Homes and Gardens, Woman's Day, etc.).
 - 3. Have excort for Mrs. Wierwille available.

III. TRANSPORTATION

- A. Have roomy car available for their use.
 - 1. Car is clean and in good condition
 - 2. Keep gas tank full, ashtrays clean, car clean.
- B. Have knowledgeable driver (very important).
 - Map out routes (i.e. to and from airport, if arrival by plane, etc.).
 - 2. All routes driven beforehand
 - 3. Allow plenty of time wherever you go. Plan to arrive early at the destination.
- C. Take Dr. and Mrs. Wierwille immediately to accommodations. Give them plenty of time to get quiet before the schedule begins.

IV. ACCOMMODATIONS

- A. Hotel
 - 1. Location (convenient)
 - 2. Quality--housing and food service
 - 3. Does it fit the need of the occasion?
 - a. A lengthy stay requires more room.
 - b. Personal entertaining also requires more room.
 - c. Always have flowers in the room (American Beauty red rose is Dr. Wierwille's favorite).
 - d. A welcome basket of fruit is acceptable.
 - e. Telephone in room
- B. Private Home
 - 1. Convenient location
 - 2. Private room and bath
 - 3. Knowledgeable host/hostess of etiquette and food preparation

V. MEAL PLANNING

- A. General
 - Dr. Wierwille is a light eater. (Prefers home cooking to restaurants)
 - Have coffee available at all times (black, not too strong, one-half cup in thin rimmed china cup).
 - 3. For snacks Dr. Wierwille likes Snickers candy bars, Circus peanuts and orange slices (candy). He smokes Kool shorties.

- B. Hotel--according to menu Believers may bring food in (i.e. pies, cookies, sandwiches, chips, etc).
- C. Private Home
 Menu Suggestions:
 - 1. Breakfast--7:30 AM (have it ready, they may eat later)
 Dr. Wierwille's main meal
 - a. Dr. Wierwille: Two eggs sunnyside up, bacon, fried potatoes, bread and jelly (no marmalade), donuts, pastries and coffee cakes, apple butter 7-Up (always with breakfast, small returnable bottles) Coffee (have ready, usually drinks it after meal)
 - b. Mrs. Wierwille: Bran flakes, corn flakes, grapefruit and hard boiled eggs Use Half and Half for coffee and cereals
 - 2. Lunch--from 12 noon on
 - a. Light--Generally sandwiches, chips, pickles, or salads
 - b. Dr. Wierwille likes peanut butter and jelly, lunchmeat with grape jam, hot dogs, hamburgers (McDonalds). Side dish: crackers, butter and apple butter No tuna
 - 3. Supper--from 5 PM on Dr. Wierwille generally will not eat before he teaches. If he does eat, he eats lightly. Generally he will eat after teaching.
 - a. Meat, potatoes and vegetable
 Dr. Wierwille rarely eats salad. Mrs. Wierwille
 likes blue cheese dressing with her salad.
 - b. Seafood
- VI. LOCATION FOR EVENT TO TAKE PLACE (check Practical Management Syllabus, pp. 16-25)
 - A. Does it suit the need?
 - 1. Will it accommodate the number of people expected?
 - 2. Central location
 - 3. Cost
 - 4. Quality
 - B. Private teacher's room necessary for Dr. Wierwille
 - Pleasant atmosphere
 American Beauty red rose on desk
 - Desk, chair, flowers, posters, lamp, mints, tissues, water, paper, pencils, pens
 Songbook
 Snacks, coffee (black, not too strong, half a cup of coffee in thin rimmed china cup)

3. Reference books
Set of PFAL Materials
Telephone (include list of phone numbers)

4. Boutonniere/Corsage

- a. Red rose, boutonniere size, with baby's-breath for Dr. Wierwille
- b. Corsage for Mrs. Wierwille (check colors of her dress)
- c. If Dr. Wierwille has assistants, each one should have a boutonniere (men) or corsage (women) (red rose boutonniere is used for Dr. Wierwille only).
- C. Meeting Room set-up
 - 1. Spiritually comfortable (clean, bright)
 - 2. Decorations Flowers, posters, podium, microphone (if large room), good lighting
 - 3. Music
 - a. Before and after meeting
 - Accompanist for during meeting
 Work with accompanist beforehand.
 - 4. Ushers, horns of plenty (large for large meetings) songbooks
 - 5. Refreshments

In another room if possible, or out of sight

6. Book table or bookstore

Protocol is a measure of manners, but is more than just manners. Protocol is the observance of accepted practices which gives certain recognition to officers, and shows proper respect to guests and program participants. It promotes orderly procedure and good relations among members at all levels, and lends a certain objectivity: Protocol honors the office a person holds, not the person.

For the most part, this article contains protocol points taken from established American practice, which may vary from customs in Commonwealth and other countries. When in doubt, always be aware of the other person's feelings—the true measure of manners. In Toastmasters, protocol covers matters such as seating, introductions, rank and preparation.

Introducing Speakers

When you're the Toastmaster of the meeting, you should make your introductory speeches brief and exacting. They should cover only the essential purposes for the occasion; i.e., "We are assembled this evening to pay tribute to a group of young women who have recently won the District Volleyball Championship. This

is an occasion when we can be joyous and proud of their achievements."

Introductions can be as brief as a halfminute and should be no longer than two-and-a-half minutes. The occasion in a sense dictates the length of the introduction and what the introducer should say.

Select only one or two references to the person's qualities or experience. Indicate the honor of having the person perform and don't mention the speaker's name until the end of your introduction.

For example, the introduction for the Toastmaster of a meeting should only be about a half-minute and might go: "Our Toastmaster this evening recently received the DTM and has ably demonstrated his value to our club, area and district. He is employed by Canada Post. Our Toastmaster for the evening, Hugh McTavish."

On the other hand, the introduction for the guest speaker at a luncheon should last about one to two-and-a-half minutes:

"Our speaker for today's luncheon has spent a lifetime in her chosen career, adult education. Our speaker has clearly demonstrated a genuine interest in communication as is evident in the number of monographs which have been published under her authorship. It is indeed our

pleasure to have such an outstanding authority on communications address our luncheon. Our speaker has chosen 'Effective Means of Nonverbal Communication' for her topic. Please give a warm welcome to Ms. Alice Drake, President of Drake, Stark and Associates."

The introducer should know the proper pronunciation of the speaker's name and the speaker's current position or title. The introduction should convey the occasion's importance and hence the speaker's importance.

Head Table Seating

Just as protocol lends respect to individuals, so it teaches proper etiquette for recognizing and honoring those in positions of leadership. Protocol provides a means of honoring the office, especially at meetings and banquets. A customary method for honoring dignitaries is to seat them at a head table, facing the audience.

At all meetings, the number of persons to be seated at the head table is determined by two factors: the size of the group and the number of persons to be honored. A second head table may be used if there are many people to be honored and the size of the group is very large. This table would be placed in front of and at a lower

Practicing Protocol:

A MEASURE OF MANNERS

level than the main table.

Honor tables may be used instead of an overly-long table. These would be placed immediately adjacent to the head table or just in front of it, for people you wish to honor. "Reserved" signs should be placed on such tables; arranging with the hotel for contrasting colors of table linens, to set such tables off from the others, is a nice touch.

Head table guests may be seated in either of two ways:

- Alternate: The guest with the highest rank is seated at the right of the presiding officer; the next highest to the left; with the rest alternating right and left. Those who have no rank, such as members who say grace, are seated at the ends.
- Straight Line: The guest with the highest rank sits on the right of the presiding officer. Those of lesser rank, such as members who say grace, are seated at the ends.

If there is a lectern, the presiding officer sits to the right of center if the number of head table guests is even. If there is an odd number of guests, the presiding officer sits in the center.

The presiding officer makes all introductions. Introduce guests in descending order of rank, beginning with those of

When You're the Dignitary

If you are asked to sit at a head table, here are some rules of head table etiquette to follow:

- If an error has been made in the seating arrangements, do not draw attention to it, particularly if it concerns you. Arrive early enough to be lined up or find your place before the program begins. Give your undivided attention to the speakers. Remember, you are in full view of the audience.
- Smoking is not permitted until after the flag salute (or Toast to the Queen in Commonwealth countries). It is a courtesy to refrain from smoking at the head table while a speaker is talking. If smoking, take care not to place dinner companions in discomfort.
- Personal articles should not be placed on the table. Be prepared to stand up graciously when being introduced. Push back your chair a little before the introduction is made.
- Guests and members do not begin to drink or eat before the presiding officer has taken the first sip or bite. A head table guest who arrives late should remain at the back of the room until there is a break in the program.
- Refrain from leaving the head table until the honored guest has departed or the proceedings are over. The presiding officer should not leave the head table until the program has concluded.

highest rank, regardless of where they may be seated. Do not introduce down the table on each side unless this seating follows ranking order.

If you're unsure about ranking guests, here's the accepted order of precedence (highest first): religious dignitaries; government officials (federal, state, city); guest speaker, if a non-member; International Officers (President, Vice Presidents, Directors); international staff; Past International Officers; District Officers (District Governor, Educational Lt. Governor, Administrative Lt. Governor, Secretary, Treasurer, Division Lt. Governor, Area Governors).

Protocol takes a yard of manners and weaves it with diplomacy, precedence and formality to create a cloak of respect for individuals.

It is the fabric of the Toastmasters program.

The Toastmaster / March 1986 13

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If more than one Past International President, Director or District Governor is present, the one who has served the most recently has the highest rank. Members who hold two positions are honored for the position holding the higher rank.

In most countries, it is customary for a woman to take precedence over a man if their rank is the same. Never introduce "the head table;" introduce "those seated at the head table."

A person who is unknown to the group is introduced; one who is known is presented.

Protocol of Assemblies

Once you've planned for guests at the head table, you should keep in mind certain points of protocol for running the meeting or gathering successfully:

- Designate a host for special guests. Special guests and their spouses should not be expected to pay for the meal. When visiting dignitaries are overlooked during meeting arrangements, acknowledge and introduce them as soon as their presence is noted.
- When grace is spoken at a meal, it should be given before any food is touched and should be brief and spoken with

proper thought and reverence. Forewarn the person who will be asked to say grace.

• The guest of honor is usually the first person to leave the head table, and may stay to mingle with the guests.

When the gathering concludes, you'll want to thank everyone who made the event a success. Thank you speeches should be brief (30 to 90 seconds), considerate and relative. The thank you speech should not review what the speaker said.

A reference to the contribution the speaker has made to the subject is all that is needed, with mention of a wish for his or her continued success and the hope of having the speaker back another time.

If a small token of appreciation is given (a book or ornament), the thanker may ask the chairman or president to make the presentation.

The correct observance of protocol and accepted social behavior will add to the success and enjoyment of any occasion and to the comfort of your guests. If at any time you are not sure of correct procedure, a gracious attitude is always acceptable.

When Individuals Meet

A form of introduction encountered as part of day-to-day routine is the introduction of two individuals. The purpose of such introductions is to make strangers known to each other.

Modern etiquette requires this be done easily and graciously without too much ceremony. Speak clearly and concisely when introducing people. An introduction, when handled correctly, provides a gracious bridge between people who've never met before.

In a formal situation it is correct to say, "May I present" or "May I introduce" (if the person is unknown, they are introduced; if they are known to the other party, they are presented). Never introduce a person as "my friend," as this implies the other is not a friend. Never say, "I wish to make you acquainted with."

Using the word "meet" by itself when introducing people is not considered good form, but you may say, "I would like you to meet" or "I want you to meet." It's correct to introduce members of a family as "my son," "my daughter," "my husband" (in intimate circles use your husband's first name, not his surname).

When responding to an introduction, say, "How do you do" or repeat the person's name. "I am delighted to meet you," "I am glad to meet you," or "It is my delight to meet you" are more friendly responses.

Never say "Pleased to meet you." This phrase is blunt and disagreeable. Also avoid phrases such as "Charmed," "It's a pleasure," "Pleased to make your acquaintance" or "I'm glad to know you."

When introducing two people, don't suggest that they shake hands with one another.

Shaking hands is a custom we use even more frequently than introductions. It's a custom that says a lot about us as individuals. To be effective, the handshake should be quick, firm and meaningful; but don't pump the arm. Look directly at the person and smile.

Never shake hands with a person while seated unless certain conditions warrant it (wheelchair, etc.). It's discourteous not to accept an extended hand.