

ETIQUETTE



MEET THE

10

MOST WELL-MANNERED PERSONS

IN THE SAN GABRIEL VALLEY

By Patt Diroll » pattdiroll@charter.net

Pamela Hillings Tegtmeier, Pasadena’s dominant doyenne of decorum for the past 36 years, has compiled her annual list of the Ten Most Well-Mannered Persons in the San Gabriel Valley. Pam has an exceptional pedigree in rules of social conduct, which included years of on-the-job-training.

She is the daughter of the late Phyllis and U.S. Rep. Patrick J. Hillings, who succeeded Richard Nixon in Congress. After years of mingling among the grand pooh-bahs of Washington’s political, social and diplomatic circles, she and her mother co-authored books on etiquette, and Pam is a highly regarded professional etiquette consultant.

Emily Post, the iconic authority on proper behavior,



COURTESY PHOTO

Kathy Urquidi, a veterinary technician at VCA Foothill Veterinary Hospital, is among the the Ten Most Well-Mannered Persons in the San Gabriel Valley, according to Pamela Hillings Tegtmeier.

was probably the first to give manners an apt description. “It is a sensitive awareness of the feelings of others,” she wrote. “If you have that awareness, you have good manners, no matter what fork you use.”

The following is a list of well-mannered local folk who have been recommended or with whom Pam is personally acquainted. There are undoubtedly countless paragons of propriety among us that she has yet to discover. This year’s list has arrived and I always look forward to sharing it. The comments are from those who nominated the honorees. “All received multiple comments,” Pam said. “This year, I had more nominations than ever.”

And so, gentle readers, I commend to you, in all their genteel glory, the Hillings Ten Most-Well-Mannered Persons of 2021:

Diroll

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LIAN DOLAN: WRITER AND PRODUCER, "SATELLITE SISTERS"

"Delightful! Entertains beautifully. Very polite to the public when she speaks. A thoughtful and caring friend. Is dedicated to the community. Her sense of humor always makes you feel at ease, even in challenging situations."

SAM NICHOLSON: CINEMATOGRAPHER/SPECIAL EFFECTS, STARGATE STUDIOS

"Everyone who knows him loves and respects him. He is extremely charitable. Helps aspiring filmmakers and cinematographers with internship opportunities. Kind, caring, thoughtful and friendly person. Has opened his home to many charitable organizations. An all-around great person."

ANNETTE ERMESHAR: CLINICAL NEUROPSYCHOLOGIST

"Warm and welcoming with her wonderful smile. She always shows genuine concern for the feelings and well-being of others. She makes everyone feel special, as if they are the most important person in the world. She also works tirelessly for local philanthropies."

KATHY URQUIDI: VETERINARY TECHNICIAN, VCA FOOTHILL VETERINARY HOSPITAL

"Kind and considerate to one and all. She is well-mannered and steady in all challenging situations. Cares and understands how the owners and pets feel. Her attention is on one person/one pet at a time."

LORNA REED: PHILANTHROPIST/COMMUNITY VOLUNTEER

"One of the most gracious persons. What I find remarkable about her is her poise, confidence and unfailingly polite way of handling even the most awkward situations. I have kept a beautiful thank you note she wrote me!"

MIKE BARKER — ASSISTANT MANAGER, RALPH'S MARKET, PASADENA

"He sees hundreds of customers a day and always treats each one with respect. Goes out of his way to help you. The minute you meet him, you like him because of his friendly demeanor."

BARBARA MILLAR: COMMUNITY VOLUNTEER

"Barbara stands out with her gentle manner and concern for others. One of the most thoughtful persons I have ever met. She always goes above and beyond to make you feel welcome."

LEAH SNELL: FINANCIAL PLANNER, PARTNER AT SNOWDENLANE PARTNERS

"She stands head and shoulders above everyone else in the best-mannered category. Treats everyone with respect. The nicest, kindest and most caring person. Consistently nice. Went out of her way to help me store my musical instruments during the fire in Monrovia."

SUSAN MCMANIGAL: OWNER, FRENCH HAND LAUNDRY

"Kind and compassionate. Does a wonderful job for her customers. She is helpful, kind, cheerful and always positive. She is a real people person — very genuine. Always makes certain her customers' shirts are exactly the way they want them!"

DR. STEPHEN HENRY: INTERNIST

"Dr. Henry is unique; he is the most dedicated doctor anyone has ever met. He is known for being an exemplary physician; fully dedicated to his profession. When he walks into the room it's as if he is welcoming you over for a Saturday night dinner! We love him! Dr. Henry has a unique way of spending time with his patients. He is totally present with his patients and one feels seen."

Etiquette in the time of COVID-19 has totally altered the playbook. Handshakes are verboten, a smile, please and thank-you are concealed behind a mask, social gatherings and church services are conducted online. This includes staying home and keeping our distance in public. But I'll tell you that for every stringent rule of etiquette broken in the past year, I've never seen more acts of kindness.

By the way, Pam requests — ever so politely, of course — that should you encounter any of these recipients, please say hello and congratulate them. And if you have a candidate for next year's list, you can contact her at pamelahillings@gmail.com.