DAILY ASSESSMENT FORMAT

Date:	21-5-20	Name:	MAHESH H
Course:	TCS ION	USN:	4AL17EC048
Topic:	Learn corporate telephone etiquette Understand accounting fundamentals Gain fundamentals skills in IT	Semester & Section:	6TH A
Github Repository:	maheshh		

FORENOON SESSION DETAILS
Image of session

TCS iON Digital Learning

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Corporate Telephone Etiquette

- Introduction - Learn Corporate Telephone Etiquette ✓
- Lesson - Learn Corporate Telephone Etiquette ✓
- Conclusion - Learn Corporate Telephone Etiquette ✓
- Learn Corporate Telephone Etiquette

- DAY 11: Understand Accounting Fundamentals ✓
- DAY 12: Gain Foundational Skills in IT ✓
- DAY 13: Understand Artificial Intelligence (AI) - Part 1
  - Lesson - Understand Artificial Intelligence (AI) - Part 1

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14

Report – Report can be typed or hand written for up to two pages.

Day-10 : LEARN CORPARTE TELEPHONE ETIQUETTE

OBJECTIVE :

- ➤ Attend and make calls in a professional manner
- ➤ Create a good telephone etiquette
- ➤ Observe good telephone etiquette
- ➤ Use appropriate phrases and expressions
- ➤ Speak with clarity over the phone
- ➤ Take message for other, put calls on hold or arrange for callback

DO'S OF TELEPHONE ETIQUETTE

- Identify yourself to the caller at the beginning of the cal
- Answer the call within 2 ring .with a smile
- Help the caller by providing correct information or transferring the call to the correct person/department
- Be courteous and respectful to the caller
- Use considerate phrases
- Be as helpful as you can

DON'TS OF TELEPHONE ETTIQUETTE:

- Don't bluff
- Don't speak negatively
- Don't sound weary
- Don't be impatient and rude
- Don't leave the caller and hold for long

PHRASES FOR MAKING PHONE CALLS

- ❖ Introductory phrases
- ❖ Leave messages for a unavailable persons
- ❖ Delivering with connection errors
- ❖ Closing the call

PHRASES FOR RECEIVING PHONE CALLS

- ❖ Answering the phone call
- ❖ Asking the name of the caller
- ❖ Responding the phone call
- ❖ Closing the call

WHAT IS VOICE MAIL?

Voice mails digital recordings of incoming and outgoing voice message the voice mail system always the caller to convey a message even in the absence of the called person

Features of voice mail:

- Message can be taken from multiple callers
- Message from the called persons is conveyed to each persons who calls
- Message can be stored for long time

BASIC TELEPHONE COURTESIES

- Speak with enthusiasm.
- Use the caller's name if she/he known persons.
- Be soft and polite.
- Avoid chewing gum while taking.
- Avoid putting the caller on hold unnecessarily.

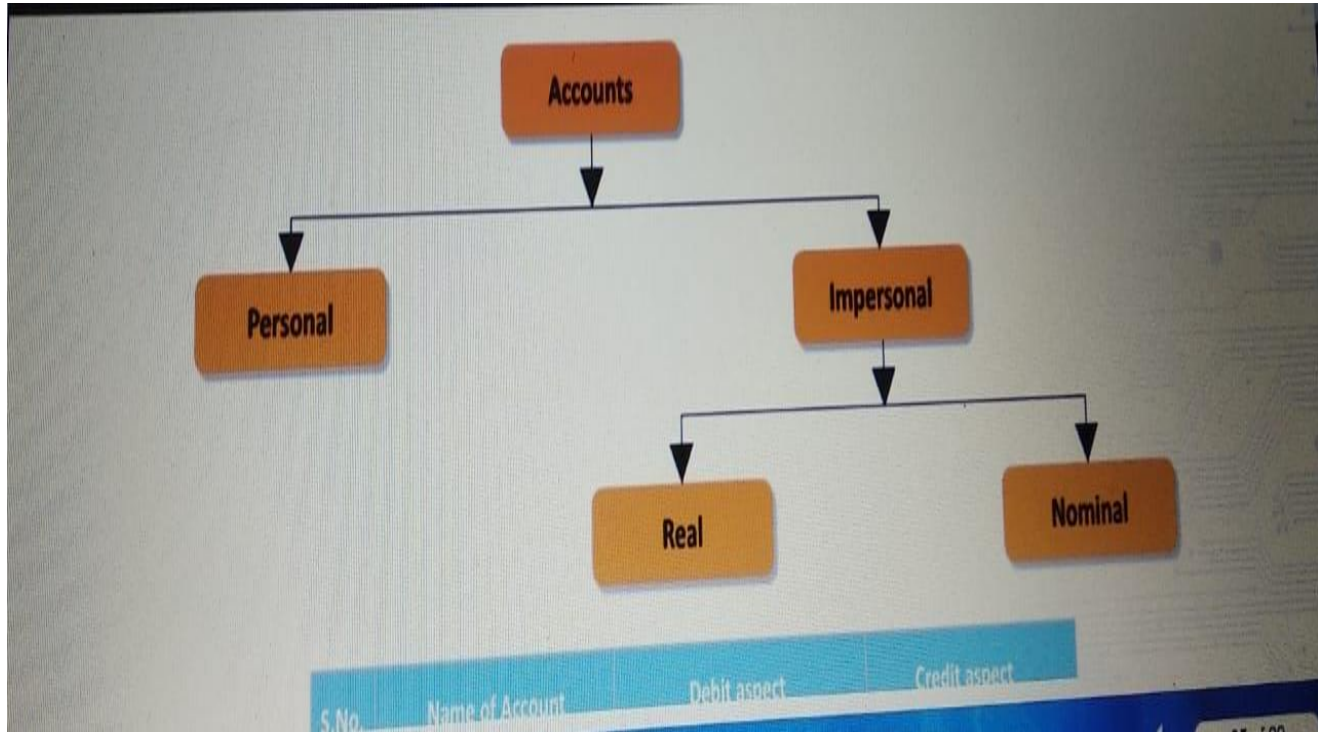- Hang up on the caller gently.

DAY-11 UNDERSTAND ACCOUNTING FUNDAMENTALS

WHAT IS ACCOUNTING?

Accounting is a system which collects and processes and financial information of business and accounting is a called as language of business the end of business for recording(business) transactions In systematic manner as given rise to book-keeping. only related to business expressible in money transfer are recorded

ACCOUNT CLASSIFICATION?

ACCOUNTING STANDARDS:

- Information Accounting Standards Committee(IASC)
    1.setup in 1973
    2.to formulate the accounting standards
    3.it minimizes difference in accounting
- IASC because IASB (B for board) in 2003.
    1.proposed new IFRSs

DAY-12: GAIN FOUNDATIONAL SKILLS IN IT

WHAT DO RECRUITERS EXCEPT|QUALITY QUANTITY!!

Interviewees seems to knowledge on varies technologies like active directory, natural language processing, internet of thing(IOT)

Most of this knowledge is superficial and not really working knowledge

BASICS OF IT SKILLS

- ✓ Any one programming language
- ✓ Scheme/tables/ columns/indexs-s2l(dol/dml/dcl/tcl)
- ✓ Html/ JS/ CSS(simple html page, with validation, simple styling)

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AFTERNOON SESSION DETAILS

Image of session

Section 14: Project Exercise with Python and MySQL: Interactive English Dictionary
3 / 3 | 14min

✅ 100. Intro to the App

▷ 2min

✅ 101. Making the App

▷ 11min   📂 Resou

✅ 102. More SQL Statements

📄 1min

Section 15: Data Analysis with Pandas
4 / 18 | 1hr 9min

✅ 103. What is Pandas?

▷ 3min

✅ 104. Installing Pandas

Exercise with Python and MySQL: Interactive English Dictionary

- If the json file is of large size, then it will cost more time while executing the python code.

- To overcome this difficulty **MySQL database** is used where data are stored in the database.

- In the database dictionary table is used which contains two columns, expression and definition.

- For python to interact with mysql database, **mysql. connector** library is used.

- It can present data in a way that is suitable for data analysis via its series and DataFrame data structure.

Data Analysis with Pandas

- ➢ Pandas library is used to analyze data present in different file formats

- ➢ Jupyter note book is used for running python scripts, since it is a better IDE for data analysis using python.

- ➢ Using pandas to set header row, set column names, set index column, indexing and slicing, deleting columns and rows, updating and adding new columns and rows, etc. are done.