DAILY ASSESSMENT 4

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Course:	TCSION	USN:	4AL15EC045
Topic:	1. Learn Corporate Telephone Etiquette 2. Understanding Accounting Fundamentals 3. Gain Foundational Skills in IT	Semester & Section:	8th A
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FORENOON SESSION DETAILS
Image of the session

REPORT

1.CORPORATE TELEPHONE ETIQUETTE

Like most other business interactions, phone calls leave your customers with an impression of your business. Proper phone etiquette is important to your company because it's usually the first contact point for a customer and represents how your business will treat them in other conversations. One of the basics in a business is learning proper business telephone etiquette. Telephone calls are part of everyday work. It is a necessary tool, which in most business is the first point of contact with customers. It can either make or break a business transaction.

However, you should be prepared before taking a business telephone call but at the same time should not let the caller wait longer. The rule of thumb is to place a customer on hold for no longer than two minutes. If there's a need to put them on hold for more than two minutes, you should go back to the customer. Calls should be answered after the second or third ring. You should have a standard greeting to be used. Most of all modulate your voice because this is an important aspect as to how the

call will turn out.

Some telephone etiquettes are:

> Keep a pleasant voice pitch. Use warm wishes like "good morning, "how are you, good sir?" and such. First impressions are the last impressions. So make them last.
> Know your audience: It's important to know who you are speaking to set the tone and use relatable language with them.
> Never call any person at odd hours like early morning or late nights as the person will definitely be sleeping and will not be interested in talking to you.
> If you are the one who has called, before starting the conversation, introduce yourself first and then definitely confirm whether you are talking to the right person. Example – Hello ma'am. Good morning. My name is Pratyush, I am calling from Toppr.com. Am I speaking with Neha?"
> Make sure your content is crisp and relevant. Don't play with words, come to the point directly and convey the information as required. If you the one dialing, first prepare your content thoroughly and then only pick up the receiver to start interacting.
> Re-check the dialed number to avoid unwanted confusion and mistakes.
> Remember you are making a conversation. Be a good listener and always ask for feedback to know whether you have the other person on the same page as you. Also, when the call is done, always ask politely to the person on the other hand if that is all? Then end with pleasantries.
> Always speak each and every word clearly. The person on the other end can't see your expressions so remember your tone should be apt to express your feelings in the correct form.
> Very important telephone etiquette is to never put the second party on very long holds. It is rude and may cause irritation to the person on the other end.
> If there are disturbances around like TVs, radios, etc., it's telephone etiquette to turn its volume down so you are audible to the person on the line.
> If you are eating and it is a formal phone call, it does not sound good. First off, all calls must be scheduled on non-lunch hours. If there are unplanned calls that are business related, either ask for pardoning you till you finish eating or maybe take a break from eating or finish the call first. Not only do we sound funny when we speak on the phone while eating, but we can also be not clearly understood. It is hard to concentrate on the person on the line if you are focusing on other activities like watching a video, reading a book, eating, playing video games, etc. It may very well come off as irresponsible and disinterested to some.
> One of the important telephone etiquettes is to not take too long to pick up a call. If you miss the call, make sure you give a call back as the other person might have an important message to convey. Avoid giving missed calls at workplaces as it irritates the other person. Be professional and always approach first if you are the one in need. Do not leave your phone numbers on your emails for them to call you if you are the one approaching for work.

➢ In professional talks, never keep the conversation too long as the other person might be busy. Always keep the content crisp and relevant and do come to the point after formal greetings.

2. ACCONTING FUNDAMENTALS

The notion of "concept" or basic, fundamental accounting concepts means that there are concepts that are reported in a financial report. We are focusing on the concepts reported on the primary financial statements which included: balance sheet, income statement, statement of comprehensive income, and cash flow statement. Accounting principles are essential rules and concepts that govern the field of accounting, and guides the accounting process should record, analyze, verify and report the financial position of the business. These principles are used in every step of the accounting process for the proper representation of the financial position of the business.

There are five principles of accounting:

1. Revenue Recognition Principle

2. Historical Cost Principle

3. Matching Principle
4. Full Disclosure Principle

5. Objectivity Principle

3. GAIN FOUNDATIONAL SKILLS IN IT

Interviewees seem to knowledge on various technologies like active dictionary, natural language processing, Internet of things (IOT). Most of this knowledge is superficial and not really working knowledge. Basics of IT skills are gave the data about having the one skill can do the job in some cases but is not enough to be ahead of the line. And also they explained about the OOPs Concepts-related to real world coding examples, any one programming language is enough to crack the job the only thing we should be perfect in any one programming language. HTML/ JS/ CSS and SQL (DBMS) these we have know for the corporate and a job. In the world there is a flinty of courses or technologies are there in that we have to know about the basics algorithms, design patterns, one digital skill and web application flow for the job. They spoke about the basics of HTTP / web application, the world is changing in this artificial intelligence, data warehousing, and natural language processing and also big data.