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| **DAILY ASSESSMENT**  **FORMAT** | | | | | | |
|  | **Date:** | **21-05-2020** | | **Name:** | | **Rachana C Hulikatti** |
| **Course:** | **TCS ion** | | **USN:** | | **4AL17EC0108** |
| **Topic:** | **Learn corporate telephone etiquette** | | **Semester & Section:** | | **6TH B** |
| **Github**  **Repository:** |  | |  | |  |
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|  | | | C:\Users\Envision2\Desktop\newday1.png | |  | |
| **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 Rachana, I am calling from Bangalore.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. 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. | | | | | | |
| **Another 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 it’s 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 and 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. | | | | | | |

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| **10 telephone etiquette tips you should keep in mind**     * When you're speaking over the **phone** remember to smile, sound upbeat and keep your communication short. * Greeting. * Take permission and be polite. * Identify self and the organisation. * Clarity. | |

**AFTERNOON SESSION DETAILS**

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| **Date:** | **21-05-2020** | **Name:** | **Rachana C Hulikatti** |
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| **Installation of pandas in linux and windows terminal:**  Builtin objects are all objects that are written inside the python interpreter in C language. Builtin modules contain builtins objects Some built in objects are not immediately available in the global namespace. They are parts of a builtin module. To use those objects the module needs to be imported first.  Ex:  import time  time.sleep(500)  A list of all builtin module can be printed out with: import sys sys.builtin\_module\_names     * Package are a collection of .py modules      * Third-party libraries are packages or modules written by third-party persons (not the python core development team).      * Third-party libraries can be installed from the terminal / command line:     Windows:    Pip install pandas or python -m pip install pandas    Mac or linex :    Pip3 install pandas or python3 -m pip3 install pandas | | | | | |