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| **Date:** | **22-05-20** | **Name:** | **Rachana C Hulikatti** | |
| **Course:** | **TCS ION** | **USN:** | **4AL17EC108** | |
| **Topic:** | 1. **Learn Corporate Telephone Etiquette** 2. **Understand Accounting Fundamentals** 3. **Gain Foundational Skills in IT** | **Semester & Section:** | **6th-B** | |
| **GitHub Repository:** |  |  |  | |
| **FORENOON SESSION DETAILS** | | | | |
| **Image of session** | | | | |
| **Report – Report can be typed or hand written for up to two pages.**   1. **Learn Corporate Telephone Etiquette:**   Objectives:  Attend and make calls in a professional manner.Create a good first impression. Observe good telephone etiquette. Use appropriate phrases and expressions.  Speak with clarity over the phone. Take messages for others, put calls on hold or arrange for a call backs.Take or give voice mail messages. Avoid negative expressions.  Do’s of Telephonic Etiquette:  Identify yourself to the caller at the beginning of the call.Answer the call within 2 rings, with a smile.Help the caller by providing correct information or transferring the call to correct person.Be courteous and respectful to the caller.  Use considerate phrases.Be as helpful as you can.Ask the purpose of the call.  Give due importance to the call.Take permission before placing the call on hold.  Acknowledge the callers queries.Transfer the call if required.  Don’ts of Telephonic Etiquette:  Don’t bluff.Don’t speak negatively.Don’t sound weary.Don’t be impatient and rude.Don’t leave the caller on hold for long.Don’t speak to someone else when you answer the call.Don’t speak with your mouth full.Don’t argue with the caller.Don’t use slang.Don’t forget to end the call properly.    Leave a clear and understandable message.Leave your contact details twice.  Call back at the given address as soon as possible.Check your mails twice in a day.  Don’ts of a Voicemail:  Don’t make any sort of noise/background music.Don’t talk to others while recording a message.Don’t forget to leave your contact details for a call back.   1. **Understand Accounting Fundamentals:**   **C:\Users\HP\Pictures\Screenshots\Screenshot (96).png** | | | | |
| **Date:** | **22/5/2020** | **Name:** | | **Rachana C Hulikatti** |
| **Course:** | **UDEMY-The Python Mega Course: Build 10 real world applications** | **USN:** | | **4AL17EC108** |
| **Topic:** | 1. **Project Exercise with Python and MySQL: Interactive English Dictionary** 2. **Data Analysis with Pandas** | **Semester & Section:** | | **6th-B** |
| **AFTERNOON SESSION DETAILS** | | | | |
| **Image of session** | | | | |
| **Report – Report can be typed or hand written for up to two pages.**   1. **Project Exercise with Python and MySQL: Interactive English Dictionary**   SQL statement in our Python code:   1. query = cursor.execute("SELECT \* FROM Dictionary WHERE Expression = 'rain'") 2. **Data Analysis with Pandas**   **Installing Pandas:**  pip install pandas  or  pip3 install pandas  Python interactive shell called IPython.  pip install ipython  or  pip3 install ipython   If you get an error such as ModuleNotFoundError: No module named 'xlrd', you can fix the error.  We are going to use Nominatim() in the next video. Nominatim() currently has a bug. To fix this problem, whenever you see these lines in the next video:   1. from geopy.geocoders import Nominatim 2. nom = Nominatim()   change them to these   1. from geopy.geocoders import ArcGIS 2. nom = ArcGIS() | | | | |