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| **Date:** | **21/5/2020** | **Name:** | **Abhishek Vasudev Mahendrakar** | |
| **Course:** | **TCS ION** | **USN:** | **4AL17EC003** | |
| **Topic:** | 1. **Learn Corporate Telephone Etiquette** 2. **Understand Accounting Fundamentals** 3. **Gain Foundational Skills in IT** | **Semester & Section:** | **6th-‘A’** | |
| **GitHub Repository:** | **ECEAbhishekVMahendrakar** | **E-mail:** | **abhi2244mahendrakar@gmail.com** | |
| **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.   How to leave a good first impression:   * Be alert * Be pleasant * Be expressive * Be natural * Be distinctive.   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.   Taking Messages:   * Take notes on paper. * Keep your stationary ready * Jot down important information * Write neatly * Verify the details of the contact person * Repeat the noted message for confirmation. * Note the urgency of the message.   Features of Voicemail:   * Messages can be taken from multiple callers. * Message from the called person is conveyed to each person who calls. * Messages can be stored for long time. * Messages can be stored locally or network or cloud storage.   Do’s of Voicemail:   * Leave a polite and professional message. * 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 (95).png**  **C:\Users\HP\Pictures\Screenshots\Screenshot (96).png**  **C:\Users\HP\Pictures\Screenshots\Screenshot (98).png** | | | | |
| **Date:** | **21/5/2020** | **Name:** | | **Abhishek Vasudev Mahendrakar** |
| **Course:** | **UDEMY-The Python Mega Course: Build 10 real world applications** | **USN:** | | **4AL17EC003** |
| **Topic:** | 1. **Project Exercise with Python and MySQL: Interactive English** 2. **Dictionary** 3. **Data Analysis with Pandas** | **Semester & Section:** | | **6th-‘A’** |
| **AFTERNOON SESSION DETAILS** | | | | |
| **Image of session** | | | | |
| **Report – Report can be typed or hand written for up to two pages.** | | | | |