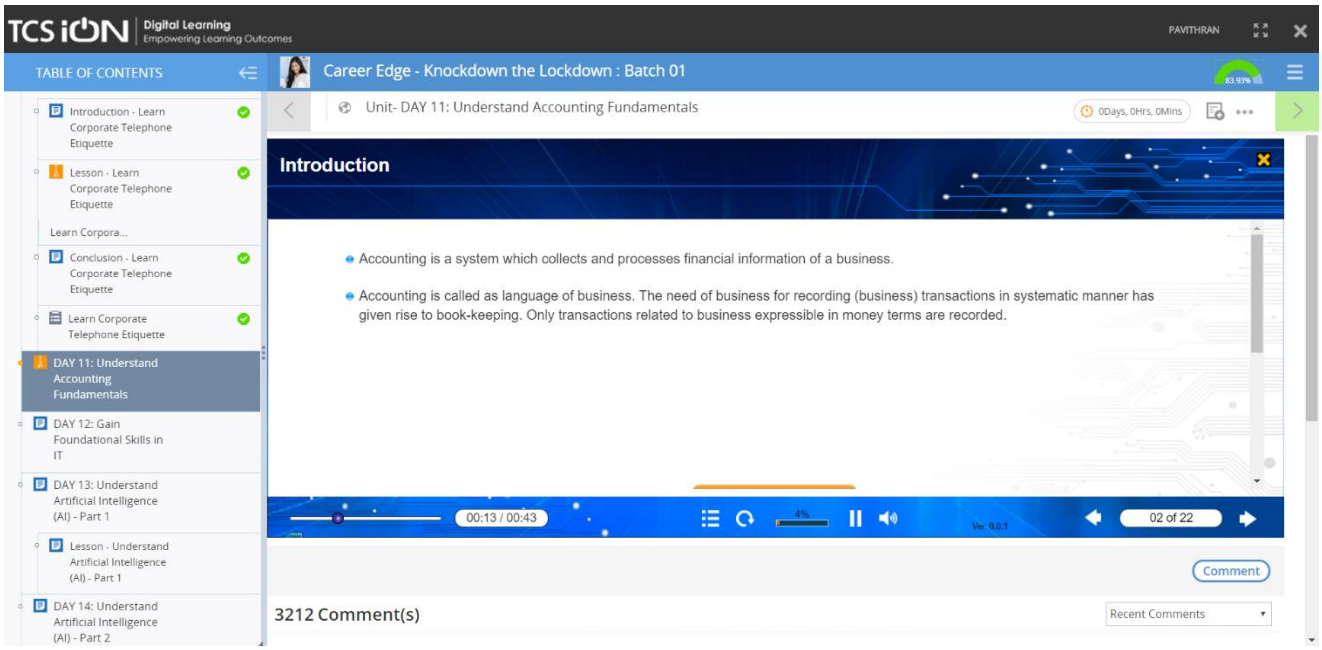
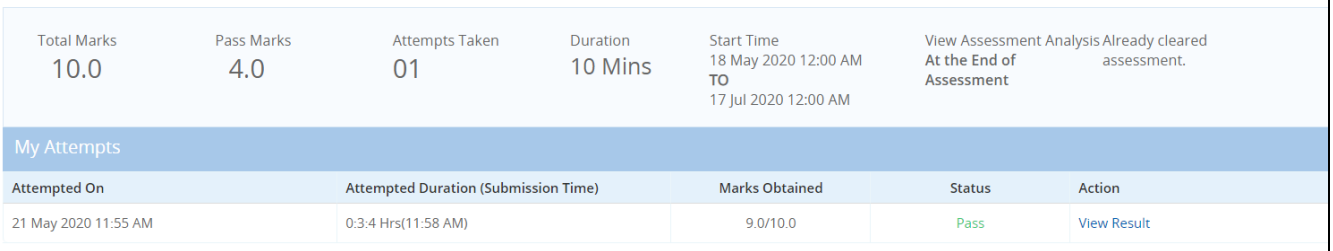
DAILY ASSESSMENT FORMAT

Date:	**21 MAY 2020**	**Name:**	**PAVITHRAN S**
Course:	**TCS ION – CAREER EDGE**	**USN:**	**4AL17EC068**
Topic:	**LEARN CORPORATE TELEPHONE ETIQETTE, UNDERSTANDING ACCOUNTING FUNDAMENTALS, GAIN SKILLS FOR IT**	**Semester & Section:**	**6TH B**
Github Repository:	**Pavithran**		

FORENOON SESSION DETAILS

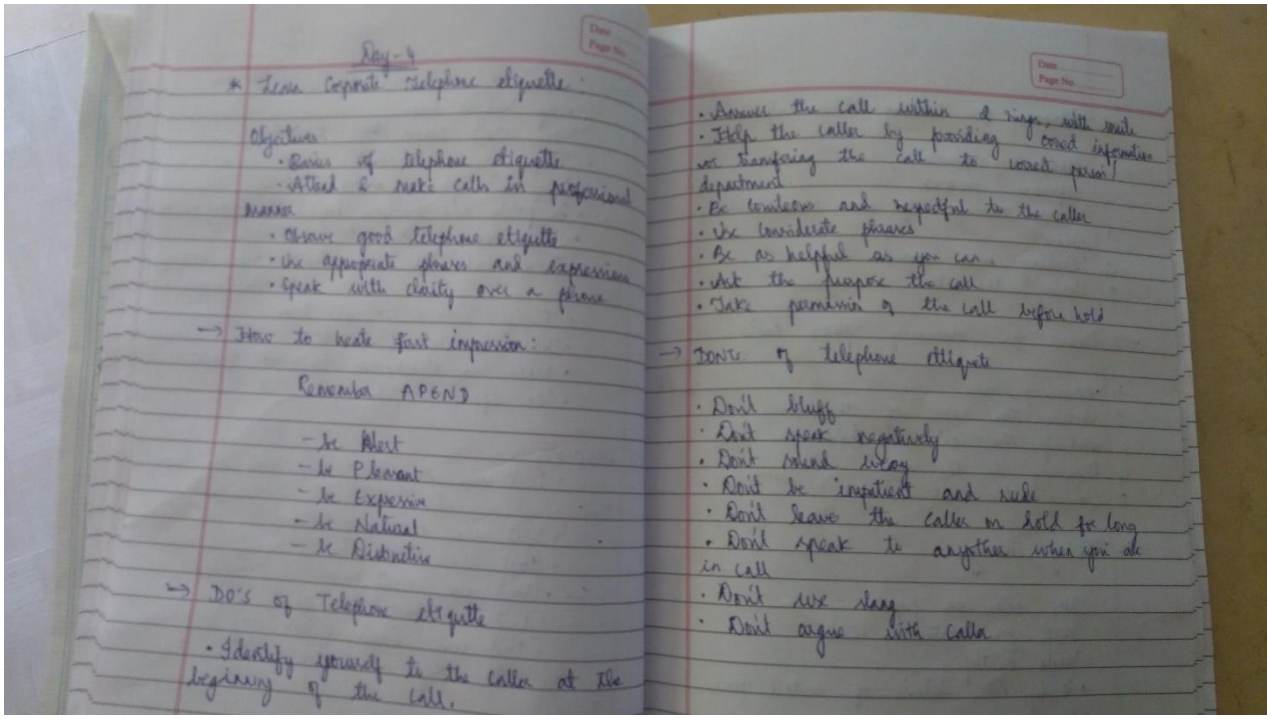
Image of session





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

LEARN CORPORATE TELEPHONE ETIQETTE



Day-4

* Learn Corporate Telephone etiquette

Objectives
- Basics of telephone etiquette
- Attend & make calls in professional manner
- Observe good telephone etiquette
- Use appropriate phrases and expressions
- Speak with clarity over a phone

→ How to make first impression:

Remember APEND

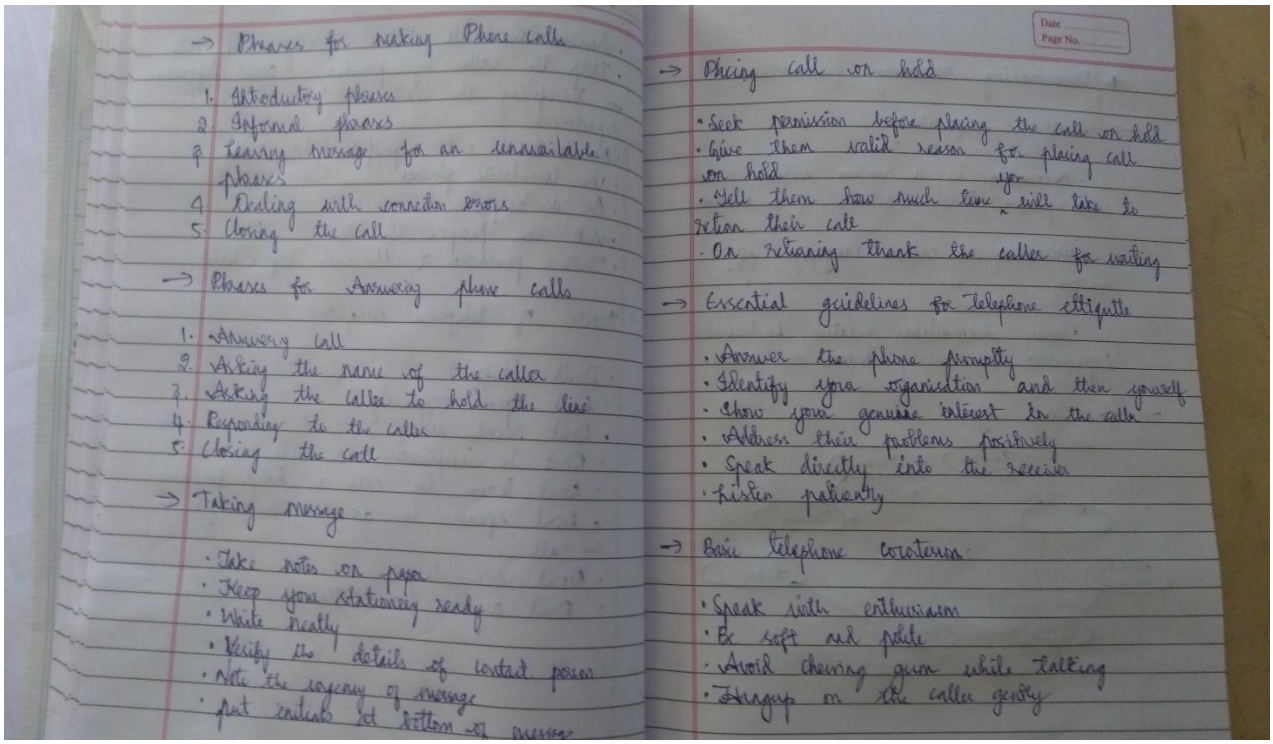
- Be Alert
- Be Pleasant
- Be Expressive
- Be Natural
- Be Distinctive

→ DO's of Telephone etiquette

- Identify yourself to the caller at the beginning of the call.
- Answer the call within 3 rings, with smile
- Help the caller by providing correct information or transfering the call to correct person/department
- Be courteous and respectful to the caller
- Use considerate phrases
- Be as helpful as you can.
- Act the purpose the call
- Take permission of the call before hold

→ DON'Ts of telephone etiquette

- Don't bluff
- Don't speak negatively
- Don't sound busy
- Don't be impatient and rude
- Don't leave the caller on hold for long
- Don't speak to anyother when you are in call
- Don't use slang
- Don't argue with caller



→ Phrases for making Phone calls

1. Introductory phrases
2. Informal phrases
3. Leaving message for an unavailable phrases
4. Dealing with connection errors
5. Closing the call

→ Phrases for Answering phone calls

1. Answering call
2. Asking the name of the caller
3. Asking the caller to hold the line
4. Responding to the caller
5. Closing the call

→ Taking message

- Take notes on paper
- Keep your stationery ready
- Write neatly
- Verify the details of contact person
- Note the urgency of message
- Put contacts at bottom of message

→ Placing call on hold

- Seek permission before placing the call on hold
- Give them valid reason for placing call on hold
- Tell them how much time will take to return their call
- On returning thank the caller for waiting

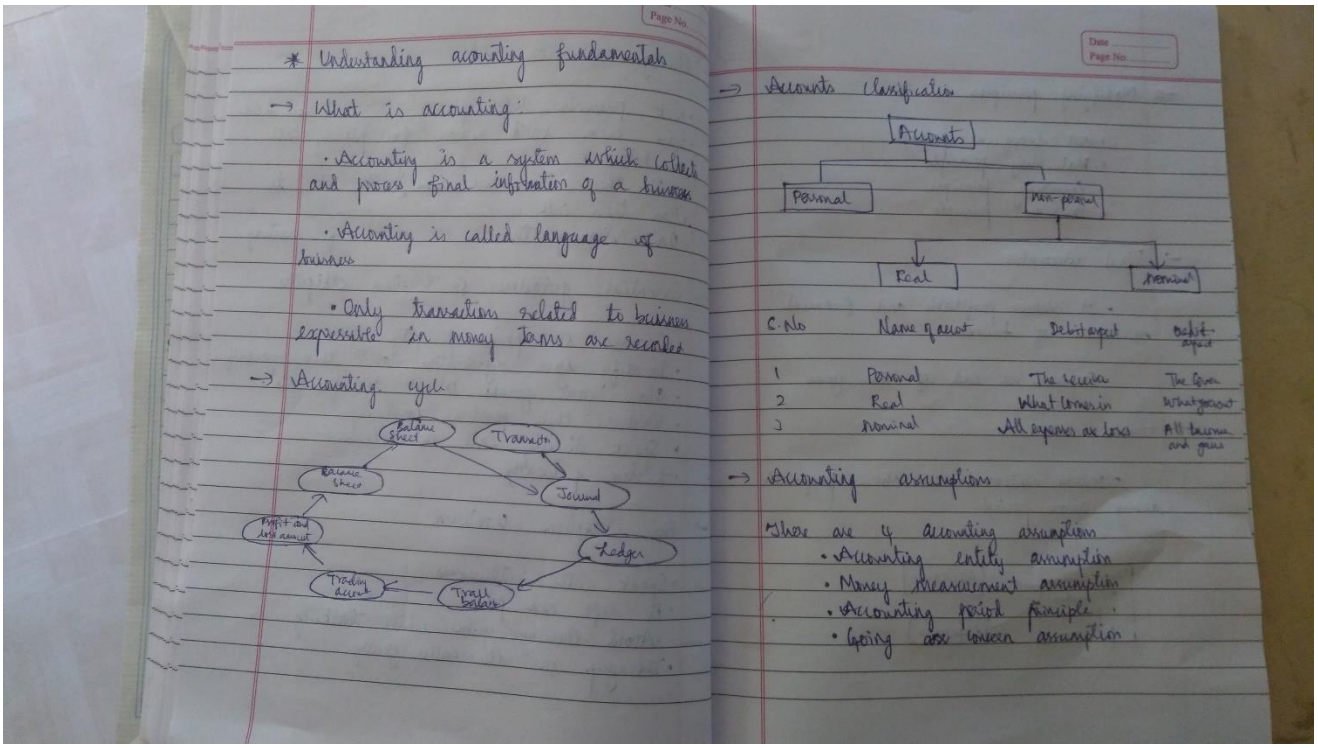
→ Essential guidelines for telephone etiquette

- Answer the phone promptly
- Identify your organisation and then yourself
- Show your genuine interest in the caller
- Address their problems positively
- Speak directly into the receiver
- Listen patiently

→ Basic telephone courtesies

- Speak with enthusiasm
- Be soft and polite
- Avoid chewing gum while talking
- Hangup on the caller gently

UNDERSTANDING ACCOUNTING FUNDAMENTALS



* Understanding accounting fundamentals

→ What is accounting:

• Accounting is a system which collect and process final information of a business

• Accounting is called language of business

• Only transactions related to business expressable in money terms are recorded

→ Accounting cycle

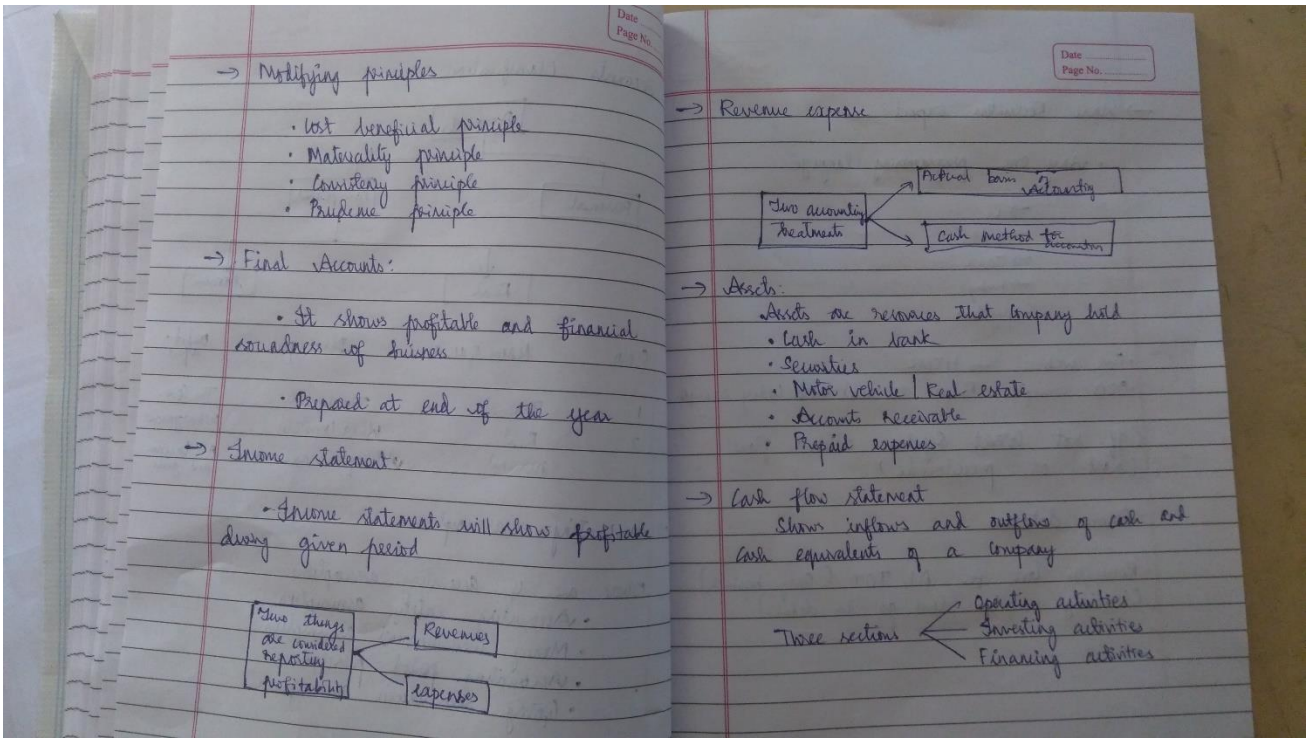
→ Accounts classification

C.No	Name of acct	Debit aspect	Credit aspect
1	Personal	The receiver	The Giver
2	Real	What comes in	What goes out
3	Nominal	All expenses or loss	All income and gains

→ Accounting assumptions

There are 4 accounting assumptions

• Accounting entity assumption
• Money measurement assumption
• Accounting period principle
• Going concern assumption



→ Modifying principles

• Cost beneficial principle
• Materiality principle
• Consistency principle
• Prudence principle

→ Final Accounts:

• It shows profitable and financial soundness of business

• Prepared at end of the year

→ Income statement:

• Income statements will show profitable during given period

→ Revenue expense

→ Assets

Assets are resources that company hold

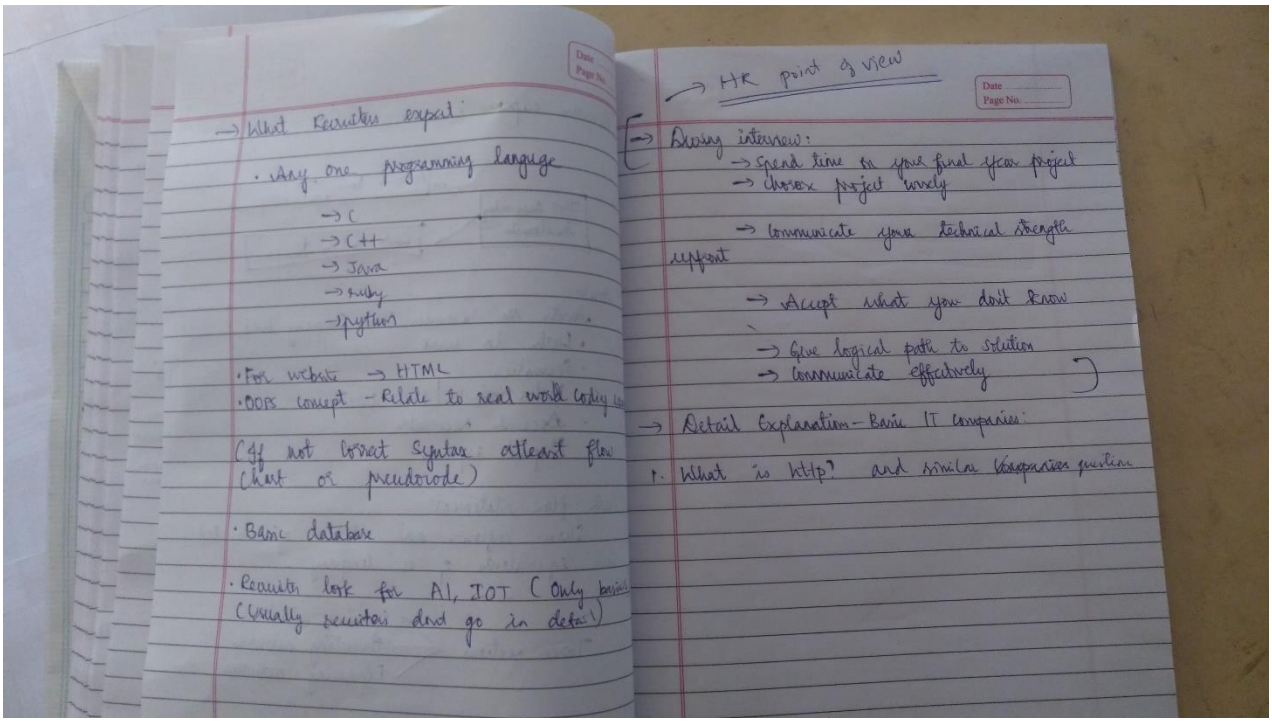
• Cash in bank
• Securities
• Motor vehicle | Real estate
• Accounts receivable
• Prepaid expenses

→ Cash flow statement

Shows inflows and outflows of cash and cash equivalents of a company

Three sections
- Operating activities
- Investing activities
- Financing activities

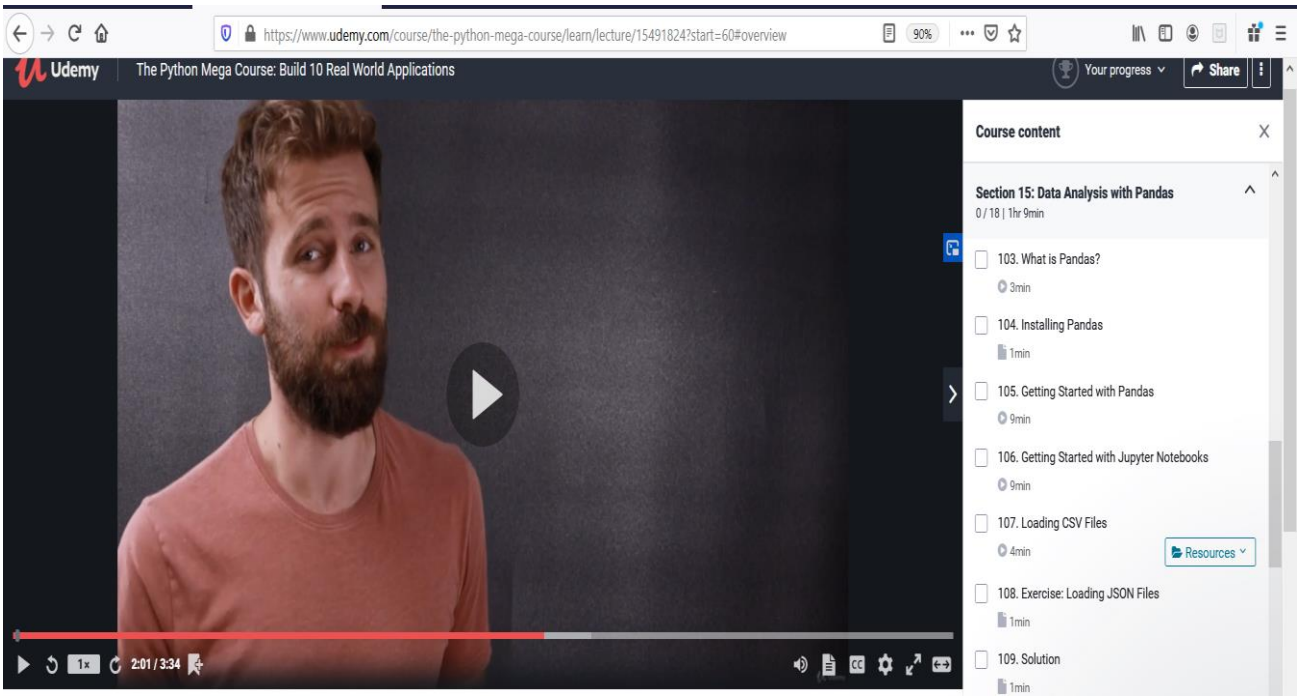
GAIN SKILLS FOR IT



Date:	**21 MAY 2020**	**Name:**	**PAVITHRAN S**
Course:	**PYTHON**	**USN:**	**4AL17EC068**
Topic:	**DICTIONARIES IN PYTHON**	**Semester & Section:**	**6TH B**
Github Repository:	**Pavithran**		

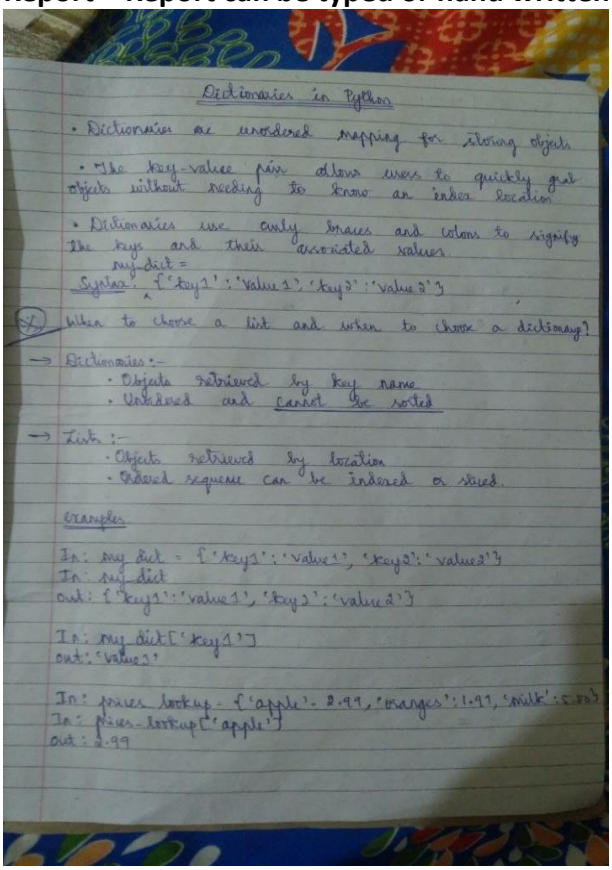
AFTERNOON SESSION DETAILS

Image of session




```
In [1]: d = {'k1':123,'k2':[1,0,4,5],'k3':{'insidekey':"virgin"}}

In [2]: d['k2']
Out[2]: [1, 0, 4, 5]

In [3]: d['k3']
Out[3]: {'insidekey': 'virgin'}

In [4]: d['k3']["insidekey"]
Out[4]: 'virgin'

In [5]: d['k2'][3]
Out[5]: 5

In [6]: dic = {'key1':['a','b','c']}

In [7]: dic
Out[7]: {'key1': ['a', 'b', 'c']}

In [9]: dic['key1'][2].upper()
Out[9]: 'C'

In [10]: D = {'keya':2000,'keyb':4000,'keyc':6000}

In [11]: D
```

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



Dictionaries in Python

- Dictionaries are unordered mapping for storing objects
- The key-value pair allows users to quickly get objects without needing to know an index location
- Dictionaries use curly braces and colons to signify the keys and their associated values

my_dict =
Syntax: {'key1':'value1','key2':'value2'}

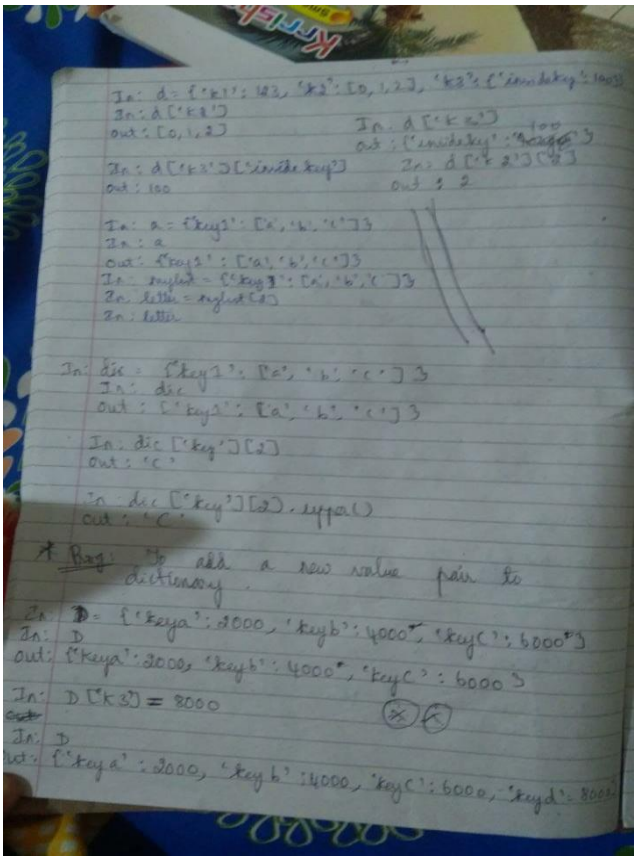
When to choose a list and when to choose a dictionary?

→ Dictionaries :-
- Objects retrieved by key name
- Unordered and cannot be sorted

→ Lists :-
- Objects retrieved by location
- Ordered sequence can be indexed or sliced

Examples

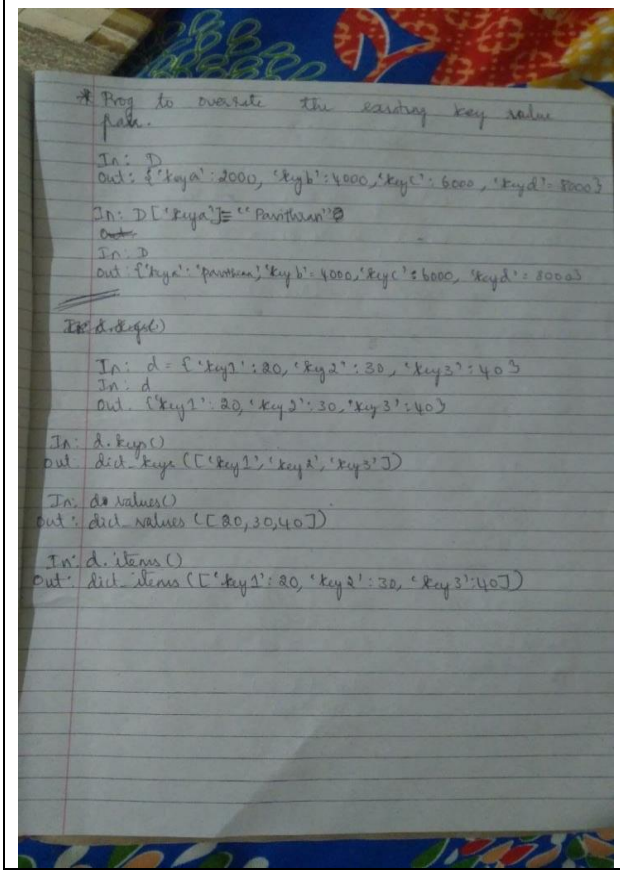
```
In: my_dict = {'key1':'value1','key2':'value2'}
In: my_dict
out: {'key1':'value1','key2':'value2'}

In: my_dict['key1']
out: 'value1'

In: prices_lookup = {'apple': 2.99,'oranges':1.99,'milk':5.03}
In: prices_lookup['apple']
out: 2.99
```



```
In: d = {'k1': 123, 'k2': [0,1,2], 'k3': {'insidekey': 100}}
In: d['k1']
out: 123

In: d['k2']
out: [0,1,2]

In: d['k3']['insidekey']
out: 100

In: a = {'keys': ['a','b','c']}
In: a
out: {'keys': ['a','b','c']}
In: mylist = {'key1': ['a','b','c']}
In: letter = mylist[0]
In: letter

In: dic = {'key1': ['a','b','c']}
In: dic
out: {'key1': ['a','b','c']}

In: dic['key'][2]
out: 'c'

In: dic['key'][2].upper()
out: 'C'
```

* Prog: To add a new value pair to dictionary.

```
In: D = {'keya': 2000, 'keyb': 4000, 'keyc': 6000}
In: D
out: {'keya': 2000, 'keyb': 4000, 'keyc': 6000}
In: D['k3'] = 8000
In: D
out: {'keya': 2000, 'keyb': 4000, 'keyc': 6000, 'keyd': 8000}
```



* Prog to overwrite the existing key value pair.

```
In: D
out: {'keya': 2000, 'keyb': 4000, 'keyc': 6000, 'keyd': 8000}

In: D['keya'] = "Parthiban"
In: D
out: {'keya': 'parthiban', 'keyb': 4000, 'keyc': 6000, 'keyd': 8000}
```

```
In: d = {'key1': 30, 'key2': 30, 'key3': 40}
In: d
out: {'key1': 30, 'key2': 30, 'key3': 40}

In: d.keys()
out: dict_keys(['key1', 'key2', 'key3'])

In: d.values()
out: dict_values([30, 30, 40])

In: d.items()
out: dict_items([('key1': 30, 'key2': 30, 'key3': 40])
```