**DAILY ASSESSMENT FORMAT**

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| **Date:** | **21 MAY 2020** | **Name:** | **Persis P** |
| **Course:** | **TCSION CARRIER EDGE** | **USN:** | **4AL17EC069** |
| **Topic:** | **Learn Corporate Telephone Etiquette** | **Semester & Section:** | **6th sem & B sec** |
| **Github Repository:** |  |  |  |

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| **FORENOON SESSION DETAILS** |
| **Image of session** |
| **Report – Report can be typed or hand written for up to two pages.**  **Learn Telephone Etiquette :**   * **●  How to Create First Impression** ❏ **Be Alert**   ❏ **Be Pleasant** ❏ **Be Expressive** ❏ **Be Natural** ❏ **Be Distinctive**  **Do’s**   * **●  Identify Yourself to the Caller at the Beginning at the Call** * **●  Answer the Call within Two Rings with Smile** * **●  Help the Caller by Providing the Correct Information or Transferring the Call to the Correct**   **Person/Department**   * **●  Use Considerate Phrases** * **●  Be as Helpful as You Can** * **●  Ask the Purpose of the Call** * **●  Give Due Importance to the Call** * **●  Take the Permission Before Placing the Call on Hold** * **●  Acknowledge the Caller’s Queries** * **●  Transfer the Call if Required** * **●  Ask for the Callers Name and Number while Taking down the Notes**   **Don’ts**   * **●  Don’t Bluff** * **●  Don't Speak Negatively** * **●  Don't be Impatient and Rude** * **●  Don't Leave the Caller on Hold for Long** * **●  Don't Speak to Someone While You Answer the Call** * **●  Don't Put the Cal on Loudspeaker Mode** * **●  Don't Argue With the Caller** * **●  Don't use Slang** * **●  Don't Forget to End Call Properly**   **Phrases for Making Phone Calls**   * **●  Introductory Phrases** * **●  Leaving Message for Unavailable Person** * **●  Dealing with Connection Error** * **●  Closing the Call**   **Phrases for Receiving the Call**   * **●  Answering the Call** * **●  Asking the Name of the Caller** * **●  Asking the Caller to Hold the Line** * **●  responding to the Caller** * **●  Closing the Call** |

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| **Date:** | **21 MAY 2020** | **Name:** | **Persis P** | |
| **Course:** | **PYTHON** | **USN:** | **4AL17EC069** | |
| **Topic:** | **Project Exercise with Python and MySQL ,Data Analysis with Pandas** | **Semester & Section:** | **6th sem & B sec** | |
| **AFTERNOON SESSION DETAILS** | | | |
| **Image of session** | | | |
| **Report – Report can be typed or hand written for up to two pages.**  **Project Exercise with Python and MySQL**  **pip install mysql-connector-python**  **import**​ **mysql.connector**  **con = mysql.connector.connect( user =** ​**"ardit700\_student"**​**, password =** ​**"ardit700\_student"**​**, host =** ​**"108.167.140.122"**​**, database =** ​**"ardit700\_pm1database" )**  **cursor = con.cursor() word=**​**input**​**(**​**"Enter the word: "**​**)**  **query = cursor.execute(**​**"SELECT Definition FROM Dictionary WHERE Expression = '%s'"**​ **% word) results = cursor.fetchall()**  **if**​ **results:** ​**for**​ **result** ​**in**​ **results:**  ​**print**​**(result[**​**0**​**]) else**​**:**  ​**print**​**(**​**"No word found!"**​**)**  **Data Analysis with Pandas**  page5image32900224  **from**​ **google.colab** ​**import**​ **files uploaded = files.upload() import**​ **pandas df1=pandas.read\_csv(**​**"supermarkets.csv"**​**) df1**  **from**​ **google.colab** ​**import**​ **files uploaded = files.upload() df2=pandas.read\_json(**​**"supermarkets.json"**​**) df2.set\_index(**​**"ID"**​**)**  **from**​ **google.colab** ​**import**​ **files uploaded = files.upload() df3=pandas.read\_excel(**​**"supermarkets.xlsx"**​**,sheet\_name=**​**0**​**) df3**  **from**​ **google.colab** ​**import**​ **files uploaded = files.upload() df4=pandas.read\_csv(**​**"supermarkets-commas.txt"**​**) df4**  **from**​ **google.colab** ​**import**​ **files uploaded = files.upload() df5=pandas.read\_csv(**​**"supermarkets-semi-colons.txt"**​**,sep=**​**";"**​**) df5**  **Geocoding Address with Pandas and Geopy pip install geopy import**​ **geopy from**​ **geopy.geocoders** ​**import**​ **Nominatim nom=Nominatim()**  **nom.geocode(**​**"3995 23rd st,san Francisco,CA 94114"**​**)** | | | |