

Daily Assessment format
Date: 21 May 2020

Name: Jyoti S. Dore
USN: 4AL17EC037

Course: TCS-ION

Topic: Learn corporate telephone etiquette
Understand Accounting fundamentals
Gain foundation skills in IT

GitHub
repository: jyoti-course

Forenoon session details

image of the session

<Learn corporate... >

Attempts taken 01
Duration 10 Mins
start time

18 May 2020 12:00 AM

To
17 Jul 2020 12:00 AM

View Assessment Analysis
At the end of Assessment
Already cleared Assessment

My Attempts
Attempted on
Attempted
duration

21 May 2020 1:30 PM

0:30:15 Hrs (1:45 PM)

<Understand... >

Attempts taken 01
Duration 10 Mins
start time

18 May 2020 12:00 AM

To
17 Jul 2020 12:00 AM

View Assessment Analysis
At the end of Assessment
Already cleared Assessment

My Attempts
Attempted on
21 May 2020 03:16 PM

Attempted duration
0:5:22 Hrs (03:22 PM)

< Gain foundation ...

Attempts taken 01
Duration 10 mins
Start time
18 May 2020 12:00 AM

To
17 Jul 2020 12:00 AM

View Assessment Analysis
At the end of Assessment
Already cleared Assessment

My Attempts

Attempted on 21 May 2020 04:05 PM

Attempted
duration

0:3:40 Hrs (04:8 PM)

Report

Learn corporate telephone etiquette
In this module I learnt how to attend & make calls in a professional manner. create a good first impression. observe good telephone etiquette, use appropriate phrases & expressions, speak clearly over the phone, take message for others, put calls on hold or arrange for call backs

How to create first impression the first impression is reflection of you & the work you do it is an art which can be mastered to build stronger customer relationships.

Be alert

Be pleasant

Be natural

Be distinctive

Do's of telephone 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 the correct person & depart ment.

- Be courteous & respectful to the caller
- Use considerate phrases
- Be as helpful as you can
- Ask the purpose of the call Acknowledge the caller's
- Queue transfer the call if required

Don't of Telephone etiquette

- Don't bluff
- Don't speak negatively
- Don't sound weary
- Don't be impatient & rude
- Don't leave the caller on hold for long
- Don't speak to someone else when you answer the call
- Don't put the call on loud speaker mode
- Don't use slang
- Don't forget to the call properly.

Taking msgs

Take note on paper

Keep your stationery ready

Jot down important information

Write neatly verify the details of the contact person.

Repeat the noted msg.

Understand Accounting fundamentals

Accounting is a system which collects & possess financial information of a business. Accounting is called as language of business. Accounting is called transaction in systematic manner. Accounting is called book keeping only transactions related to business expressible in money terms are recorded.

The process of accounting is below

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

- Accounting principles & concepts dual aspect principle
- revenue realization concept historical
- cost concept
- matching concepts verifiable & objective evidence concept
- Modifying principles cost benefit principle
- Materiality principle consistency principle prudence principle
- Adjusting entries outstanding expenses repaired expenses.

Daily Assessment Journal

Date: 21 May 2020

Course: Python

Name: Tyoti S. Danna
USN: 4PH17EC037

Topic: project exercise with python & mysql

Interactive english dictionary
Data Analysis with pandas

Afternoon session details

image of session.

Report:

Data Analysis with pandas

pandas is a library of providing data structures & data analysis tools within python or the word tool consist you, then you can say pandas is a library providing data structures & data analysis code so basically pandas allow to load data from different sources into python & then use python code analysis the data & produce result which can be in the form of tables text & also visualization.

Installing pandas

Make sure you have pandas installed. you can install it with pip:

`pip install pandas`

or

`Pip3 install pandas`

Also, in the next lecture, we will use an enhanced python interactive shell called python.