DAILY ASSESSMENT FORMAT

Date:	21/05/2020	Name:	Poorvi hj
Course:	TCS-ION	USN:	4al17ec071
Topic:	Learn Corporate Telephone Etiquette Understand Accounting Fundamentals Gain Foundational Skills in IT	Semester & Section:	6th,B
Github Repository:	Poorvi-2000		

FORENOON SESSION DETAILS
Image of session

How to create first impression:

It is a popular belief, that the first impression is a reflection of you and the work you do. it is an art which can be mastered to build stronger customer relationships.

How to leave a good 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 2 rings, with a smile.**
• **Help the caller by providing correct information or transferring the call to the correct person/department.**
• **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 caller's queries.**
• **Transfer the call if required.**
• **Ask for the caller's name and number while talking down a message.**

Don't of Telephone Etiquette:

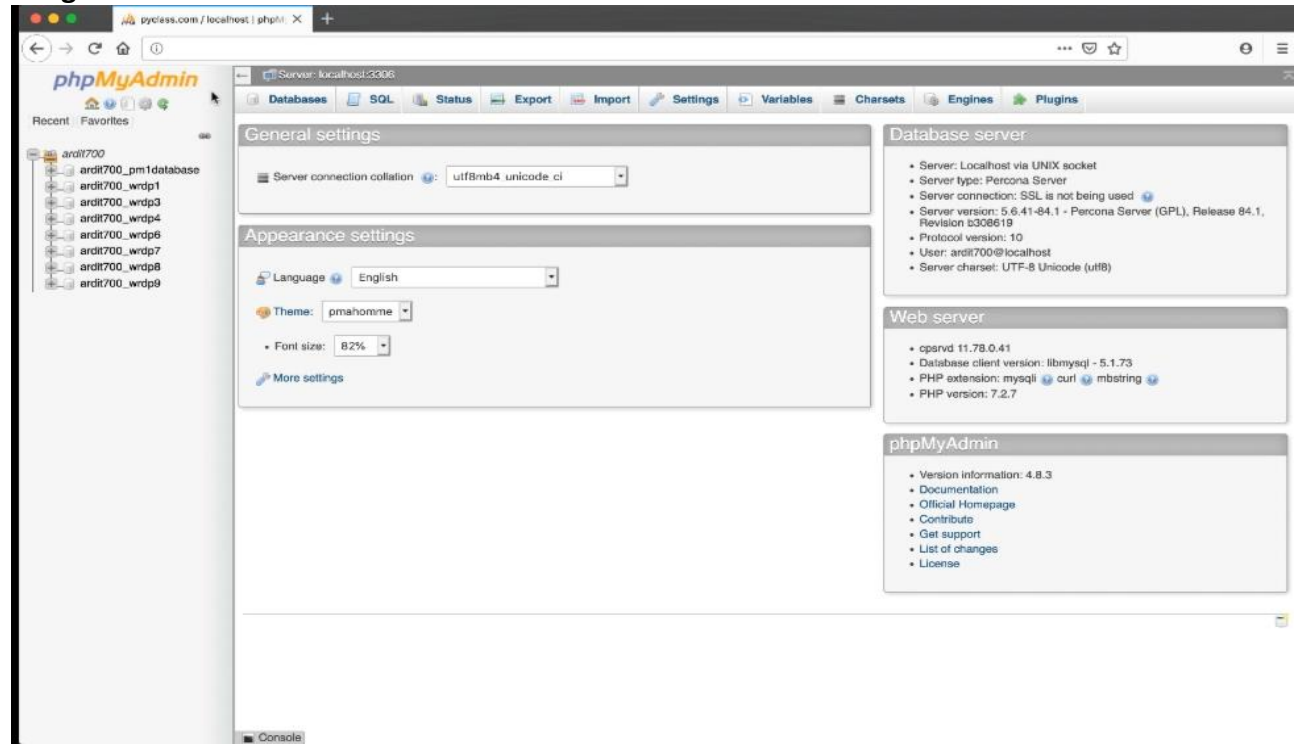• **Don't speak to someone else when you answer the call.**
• **Don't speak with your mouth full.**
• **Don't put the call on loud speaker mode.**
• **Don't argue with the caller.**
• **Don't use slang.**
• **Don't bluff.**
• **Don't speak negatively.**
• **Don't sound weary.**
• **Don't be impatient and rude.**
• **Don't leave the caller on hold for long.**
• **Don't forget to end the call properly.**

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Topic:	Project Exercise with Python and MySQL: Interactive English Dictionary 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.

More SQL Statements
In the example you just saw we used the following SQL statement in our Python code:

query = cursor.execute("SELECT * FROM Dictionary WHERE Expression = 'rain'")
That statement retrieved all the rows of the Dictionary table where the value of the column Expression was rain. The string inside cursor.execute() is SQL code that Python sends to the database. That kind of language is understood by the database.

Here are some more examples of SQL queries that you can try out from within your Python script just like we did previously:

Get all rows where the value of the column Expression starts with r:

"SELECT * FROM Dictionary WHERE Expression LIKE 'r%'"
Get all rows where the value of the column Expression starts with rain:

"SELECT * FROM Dictionary WHERE Expression LIKE 'rain%'"
All rows where the length of the value of the column Expression is less than four characters:

"SELECT * FROM Dictionary WHERE length(Expression) < 4"
All rows where the length of the value of the column Expression is four characters:

"SELECT * FROM Dictionary WHERE length(Expression) = 4"
All rows where the length of the value of the column Expression is greater than 1 but less than 4 characters:

"SELECT * FROM Dictionary WHERE length(Expression) > 1 AND length(Expression) < 4"
All rows of column Definition where the value of the column Expression starts with r:

"SELECT Definition FROM Dictionary WHERE Expression LIKE 'r%'"

Note on Loading Excel Files:
In the next lecture you're also going to learn how to load Excel (.xlsx) files in Python with pandas. Pandas may require the xlrd library as a dependency. If you get an error such as ModuleNotFoundError: No module named 'xlrd', you can fix the error by installing xlrd:

pip install xlrd
or
pip3 install xlrd
Note on Nominatim:
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:

from geopy.geocoders import Nominatim

```
nom = Nominatim()
change them to these

from geopy.geocoders import ArcGIS
nom = ArcGIS()
The rest of the code remains the same.
```