

Learn corporate Telephone etiquette :-

- * Attend & make all calls in a professional manner.
- * Create a good first Impression.
- * Observe good Telephone etiquette
- * Use Appropriate phrases & expressions.
- * Speak with clarity over the phone.
- * Take Messages from others, put calls on hold (or) Arrange for call backs.
- * Take or give Voice Messages.
- * Avoid Negative Expressions.

How to Leave a good first Impression :- Remember "APEND"

- Be Alert.
- Be Pleasant.
- Be expressive
- Be Natural.
- Be Distinctive.

- * We had also learn the Do's of the Telephone etiquette. Which is necessary to follow in corporates. We had also learn Don'ts of Telephone etiquette. The should be Avoided While doing a Telephone conversation.

* Phrases of Making calls:-

- a) Introductory Phrases.
- 1) Formal phrases
- 1) Leaving a Message for a unavailable person.
- 8) Informal phrases.
- 2) Dealing with connection errors.
- 7) Closing the call.
- 1) Answering the call.
- 7) Asking the name of the caller.
- Asking the name of the caller.

Taking Messages

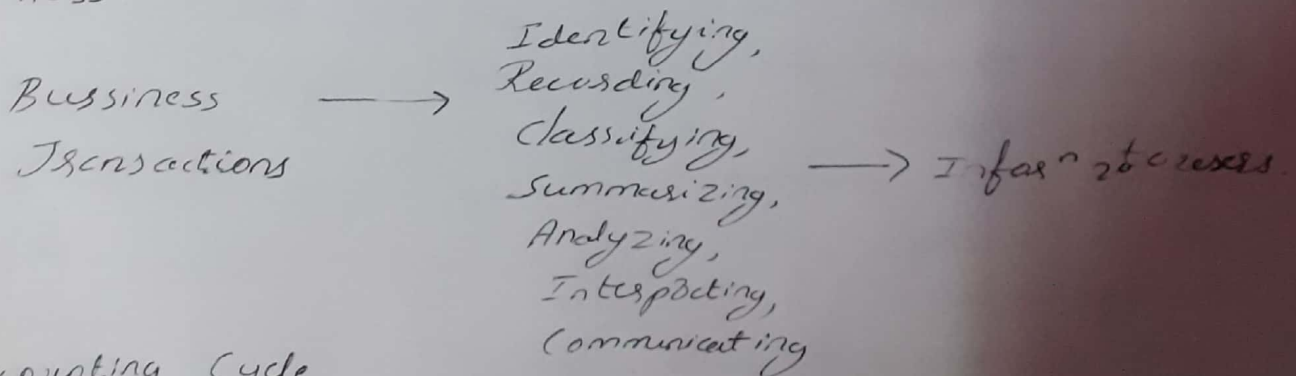
It is an Art & it should be done Accurately.

- * Take Notes on paper.
- * Keep your stationery Ready.
- * Jot down Important Information.
- * Write Neatly.
- * Verify the details of contact person.
- * Repeat the Message for confirm.
- * Note the urgency of Message
- * Put your Initials at the Bottom of message.
- * He had also learned about the Do's of placing call on hold & Don'ts of placing a call on hold.

- * Voice mail:- are the digital recording of Incoming & outgoing messages. It is Important to create a voice mail greeting. He had also learned about the Examples of Appropriate ~~for~~ Incoming Voice mail etiquette. He had also gone through a Do's of Voice mail etiquette and also He had learned Don'ts of Voice mail etiquette. He gone through about the Guidelines of Telephone etiquette.
- * Basic Telephone courtesies.

2) Accounting fundamentals:-

Accounting is a system which collects & process the Financial Information. It is called as Language of Business.



- * Accounting Cycle

We had Learn About the Double Entry system of Accounting.

* Each Amount is Recorded is at least for Two Accounts.

* For Each Transaction, There are two Aspects:-

a) Receiving Aspect.

b) Giving Aspect.

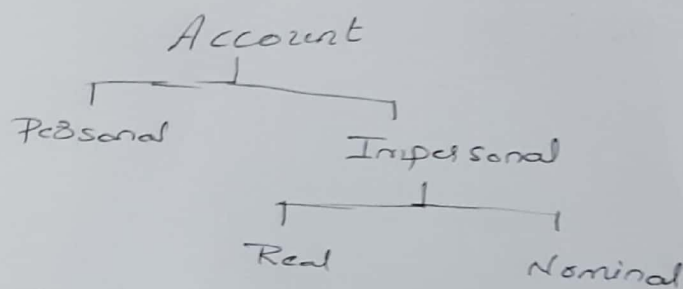
* Accounting eqn Approach

* $\text{Assets} = \text{Liabilities} + \text{stockholder's (owners) equity}$.

* Expenses is a loss to the company & Reduces capital.

* Income is a profit of company and hence \uparrow capital.

Account classification:-



* Journals & Ledgers:- * Journal is a Process of making Entries of Book

* Whereas ledger is a Process of it is a Principal book containing all the Accounts. Journals are the base for ledgers. Ledgers gives a snapshot of an Account with all Transactions.

* We had also gone through the Accounting Assumptions.

- Accounting entity Assumption
- Money measurement Assumptions.
- Accounting period principle
- Going concern Assumption.

Accounting principle & concept:- * Dual aspect principle

* Revenue Realisation concept.

* Historical cost concept

* Matching concept

* Full Disclose concept

* Verifiable & objective Enhance concept.

Modifying principles:- * cost benefit principle.

* Maturity principle.

* consistency principle.

Final Accounts:- * It shows the profitability & financial soundness of the business.

* prepare at the end of the year.

* For External Reporting and Internal needs of the Management like planning, decision-making & control

* Revenues & expenses.

* Balance sheet.

* Assets:- resource that company owns. Ex: cash, security.

* stock holders equity:- is a diff b/n liability & asset.

3) Brain Foundational skills at IIT

* Quality & quantity

* Basic IT skills.

→ ops concept

→ Any one programming language.

→ schema / Tables / columns / Indexes.

→ HTML / JS / CSS.

* Basic of HTTP / web Application:-

→ Library data

→ student data

→ payroll data

→ store data

* Dataware houses

→ OLAP Analysis

→ Repositing

→ Data mining.