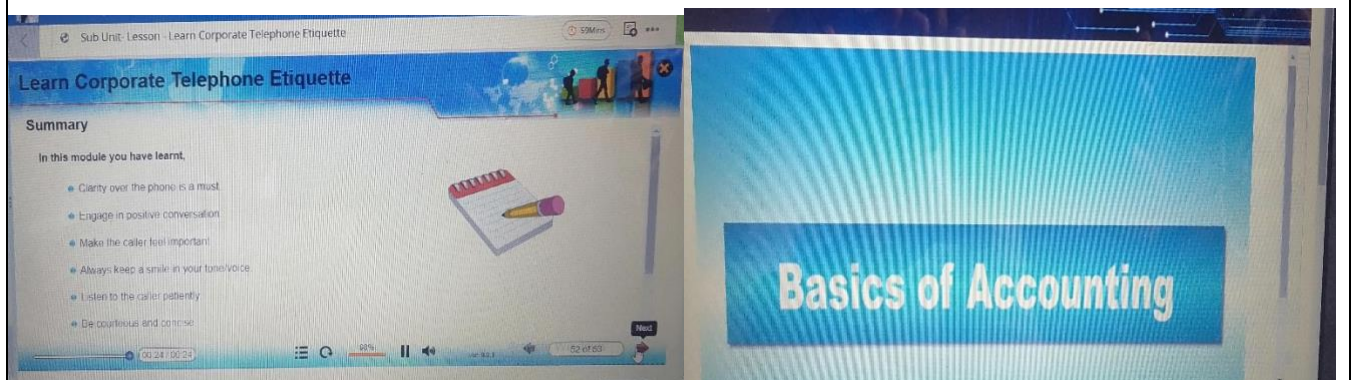


## DAILY ASSESSMENT FORMAT

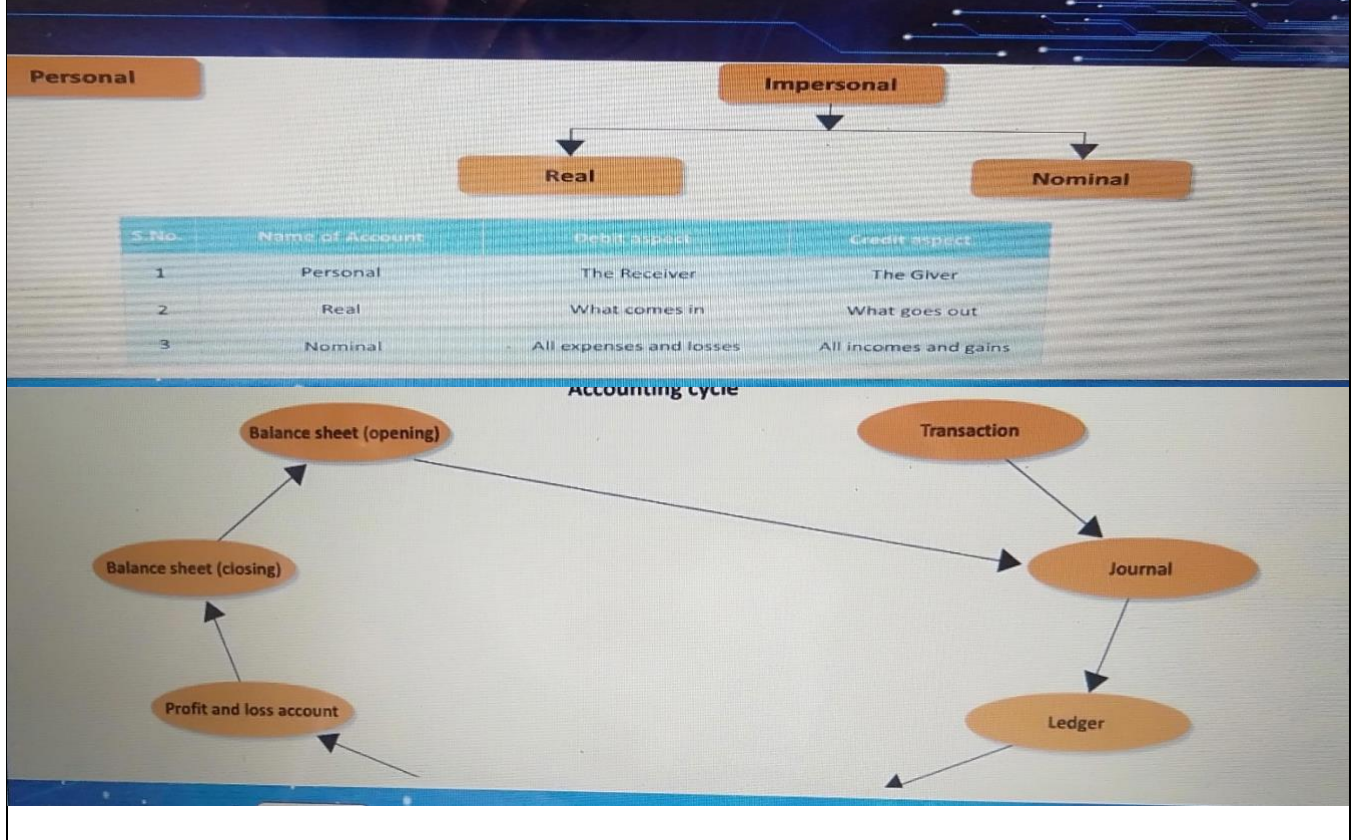
Date:	21-05-2020	Name:	Sahana S R
Course:	TCN ION	USN:	4a17ec083
Topic:	Learn corporate Telephone Etiquette, Understanding Accounting Fundamentals, Gain Foundational Skill in IT	Semester & Section:	6 <sup>th</sup> sem B sec
Github Repository:	sahanasr-course		

### FORENOON SESSION DETAILS

#### Image of session



#### Classification



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

Day 4  
Learn Corporate Telephone Etiquette  
 How to create first impression  
 It is a popular belief, that the first impression is a reflection of you and the work you do.  
 How to leave a good first impression  
 • Be Alert • Be pleasant • Be Expressive  
 • Be Distinctive  
 → Do's of Telephone Etiquette  
 • Identify yourself to the Caller at the beginning of the call.  
 • Be as helpful as you can • give due importance to the call  
 → Do's of Telephone Etiquette  
 • Don't bluff • Don't Speak negatively • Don't sound wary • Don't be impatient & rude  
 • Don't leave the Caller on hold for long  
 → Phase for Making Phone calls  
 • Formal • Informal phases  
 • Leaving message for an available person  
 • Dealing with Connection Error  
 • Closing the call  
 • Asking the name of the caller  
 • Responding to the caller  
 → Taking Messages  
 → Voicemail Etiquette  
 a. Understanding Accounting Fundamentals  
 • Accounting is a system a which collects and Process financial information of a business

• The process of accounting is below  
 → Accounting cycle  
 Balance Sheet Transaction, Journal, Ledger  
 Trial balance, Trading account, profit & loss account, Balance Sheet  
 → Double Entry system of Accounting  
 • Each amount recorded in at least two account  
 → Account classification  
 Account — Personal  
 — Impersonal — Real  
 — Nominal  
 → Journals & Ledgers  
Journals : Process of making entries in the books  
Ledgers : It is principal book containing all the accounts  
 → Accounting Assumption  
 → Accounting Principles and Concepts → Modifying Principle  
 → Final Accounts → Income Statement  
 → Revenues & Expense → Balance sheet → Assets  
 → Liabilities → Stockholder's Equity → Debit & Credit  
 → Cash flow Statement → Adjusting Entries → EOY closing  
 3. Gain Foundational Skills in IT  
 Interviewed seem to knowledge on various technologies like.

