Date 21/5/20

Name Poojary Sushant

Course:- The TCSION

USN :- 4ALI8EC400

Topic :- Corporate Telephone Etiquette

semester :- 6th sem 'B' sec

- Understand Accounting fundamentals
- Gain foundational skills in IT

How to create first impression.

It is popular belief, that the 1st impression is the reflection of You and the work you do. It is an art which can be mastered to build stronger customer relationship

How to leave a good first impression. Remember APEND

- Be Alert
- Be Plesant
- Be Expressive
- Be Natural
- Be Distindive

Do's

- Identify yourself to the caller at the beginning of the call
- Answer the call within 2 rings, with a smile.
- Be courteous & respect to the caller
- Use considerate phrases
- Be as helpful as you can
- Ask the Purpose of a call

Dont's

- 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

�√ Phrases for Making calls

I) Introductory phrases
   Formal phrases
   Informal phrases

II) Leaving Messages for an unaviable person.

III) Dealing with connection Errors.

IV) Closing the call

✘ Phrases for Receiver Phone call

I) Answering the call

II) Asking the name Of the caller

III) Asking the caller to hold the call

IV) Responding to the caller

V) Closing the call

✘ Placing the call On Hold

Do's
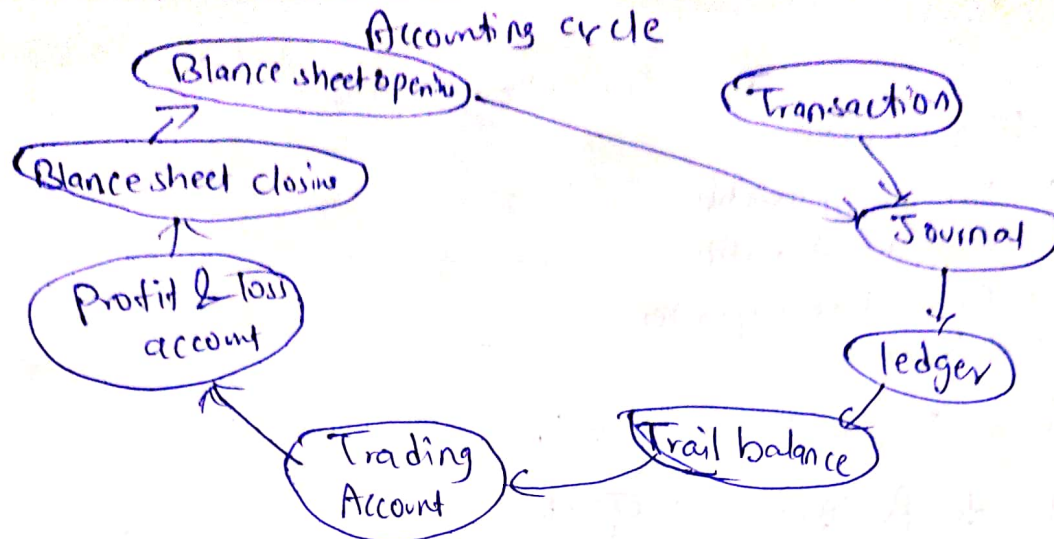   - Seek permission
   " Valid reason
   " Time required

Don't's
   • without permission
   ° too no more than minute
   • call back

✰ Understand Accounting fundamentals

Accounting is a system which collects & processes financial information of business

It is a language of a Business

Accounting cycle

Balance sheet opening → Transaction → Journal → ledger → Trail balance → Trading Account → Profit & loss account → Balance sheet closing → Balance sheet opening

Journal & ledgers

Journal	ledger
1) Process of making entries in the book	1) It is principal book containing all the accounts
2) Gives snapshort of an account with all the seperatly with double entry	2 Gives snapshot of an account with all the transaction

Final accounts

- It shows the profitability & financial sound ness of the business
- Prepared at the end of the year
- For external reporting & internal needs of the management like planning, decision-making & control.

✡ Assets

- cash in bank
- securities
- Motor Vechicles
- Account receivable
- prepaid expenses

dfl

✗ Liabilities
- Liabilities are obligation of the company
- loan payable
- Interest payable
- Accounts payable
- Outstanding expenses

✗ stockholder

✮ Gain Foundational skills in IT

what do Recruiters Expect

- Quality v/s Quantity
- Basic IT skill
- Delight factor
- Pointers

IT competencies

- Basic of HTML/SS
- Artifical intelligence
- Data warehouse

▶

⊡   SEARCH STACK OVERFLOW

```
[ ]    1 ip install mysql-connector-python
       2
       3 nport mysql.connector
       4
       5 on = mysql.connector.connect(
       6 ser = "ardit700_student",
       7 assword = "ardit700_student",
       8 ost = "108.167.140.122",
       9 atabase = "ardit700_pm1database"
      10
      11
      12 ursor = con.cursor()
      13
      14 ord=input("Enter the word: ")
      15
      16 uery = cursor.execute("SELECT Definit
      17 esults = cursor.fetchall()
      18
      19 f results:
      20    for result in results:
      21        print(result[0])
      22 lse:
      23    print("No word found!")
      24
```

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coure :- PYTHON   USN :- 4ALI8EC400

Topic:- Project Exercie with
        Python & Mysql, Data
        Analysis with Pandas

Project Exercie with python & MySQL

PiP install mysql-connector -python

```
import mysql.connector

Con = smysql.connector C
user = "ardit700_student",
Password = "ardit200_student",
host = "108.167.140.122",
database = "ardit200_Pmldatabase" )

Cursor = con.cursor()
word =input ("Enter the word: ")
query = cursor.execute ("select defination FROM Dichnary WHERE
        EXPression =' %s'" '/.word)
result result = cursor-fetchall()

if results:
    for result in results;
            Print (result [0])
else
    Print ("No word found!")
```

Data Analysis with Pandas

```
from google.colab import files
uploaded = files.upload ()
import pandas
dfl = Pandas-read_csv ("supermarkets.csv")
dfl
```

```
from google.colab import files
uploaded = files.upload()
df2 = Pandas.files.read-json ("supermarkets.json")
df2.set-index ("ID")

from google.colab import files
uploaded = files.upload()
df3 = Pandas.read_excel ("supermarket.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")
```