

# Report on Tcs ion

## ASESSMENT REPORT:

Total Marks <b>10.0</b>	Pass Marks <b>4.0</b>	Attempts Taken <b>01</b>	Duration <b>10 Mins</b>	Start Time 17 May 2020 12:00 AM TO 16 Jul 2020 12:00 AM	View Assessment Analysis At the End of Assessment	Already cleared assessment.
My Attempts						
Attempted On	Attempted Duration (Submission Time)	Marks Obtained	Status	Action		
21 May 2020 09:39 AM	0:2:34 Hrs(09:41 AM)	9.0/10.0	Pass	<a href="#">View Result</a>		

## CORPORATE TELEPHONE ETIQUETTE

### APEND

- 1) Be **A**lert
  - 2) Be **P**leasant
  - 3) Be **E**xpressive
  - 4) Be **N**atural
  - 5) Be **D**istinctive
- Do's of telephone etiquette
- 1) Identify yourself to the caller at the beginning of the call.
  - 2) Answer the call within the 2 rings, with a smile.
  - 3) Help the caller by providing correct information of transferring the call to the correct person/department.
  - 4) Use considerate phrases.
  - 5) Be as helpful as you can.
  - 6) Give due importance of the call.
  - 7) Acknowledge the caller's queries.

- 8) Ask for callers name and number while taking down the message.
- Don'ts of telephone etiquette
    - 1) Don't bluff.
    - 2) Don't speak negatively.
    - 3) Don't sound weary.
    - 4) Don't be impatient and rude.
    - 5) Don't leave the caller on hold for long.
    - 6) Don't speak with someone else when you answer the call.
    - 7) Don't speak with your mouth full.
    - 8) Don't put the call on loud speaker mode.
    - 9) Don't argue with the caller.
    - 10) Don't use slang.
  - Phrases for making phone calls
    - 1) Formal phrases
    - 2) Informal phrases.
    - 3) Leaving messages for an unavailable person.
    - 4) Dealing with connection error.
    - 5) Closing the call.
  - Phrases for receiving the call
    - 1) Answering the call.
    - 2) Asking the name of the caller.
    - 3) Asking the caller to hold the line.
    - 4) Responding to the caller.
    - 5) Closing the call.
  - Taking messages.
  - Taking messages sample.
  - Placing the call on hold.

- Do's of placing the call on hold.
- Don'ts of placing the call on hold.
- Voice mail etiquette.
- What is voice mail etiquette?
- Voice mail greetings.
- Samples of appropriate outgoing voicemail.
- Do's of voicemail.
- Don'ts of voicemail.
- Guidelines for telephone etiquette.
- Basic telephone courtesies.

### **Understand accounting fundamental**

- introduction
- Accounting cycle.
- Double entry system of accounting.
- Account classification.
- Journals and ledgers.
- Accounting assumptions.
- Accounting principles and concepts.
- Modifying principles.
- Final accounts.
- Income statement.
- Revenues and expenses.
- Balance sheet.
- Assets.
- Liabilities.
- Stockholder's equity(owner's equity)

- Debit and credit rules.
- Cash flow statement.
- Adjusting entries.
- EOY closure.
- Accounting standards.

## **FOUNDATIONAL SKILLS IN IT**

Quality AND Quantity.

- 1) Basic IT skills.
  - 2) Delight factor.
  - 3) Pointers.
  - 4) Spend time on final year project.
  - 5) Communicate your technical strength.
  - 6) Give logical path to the solution.
  - 7) Communicate efficiently.
- Basic IT competencies.
    - 1) Basics of HTTP / web application.
    - 2) Basics of HTTP / JS / CSS.
    - 3) Demystify digital competencies | AI
    - 4) Data warehousing.
    - 5) Student management system.

