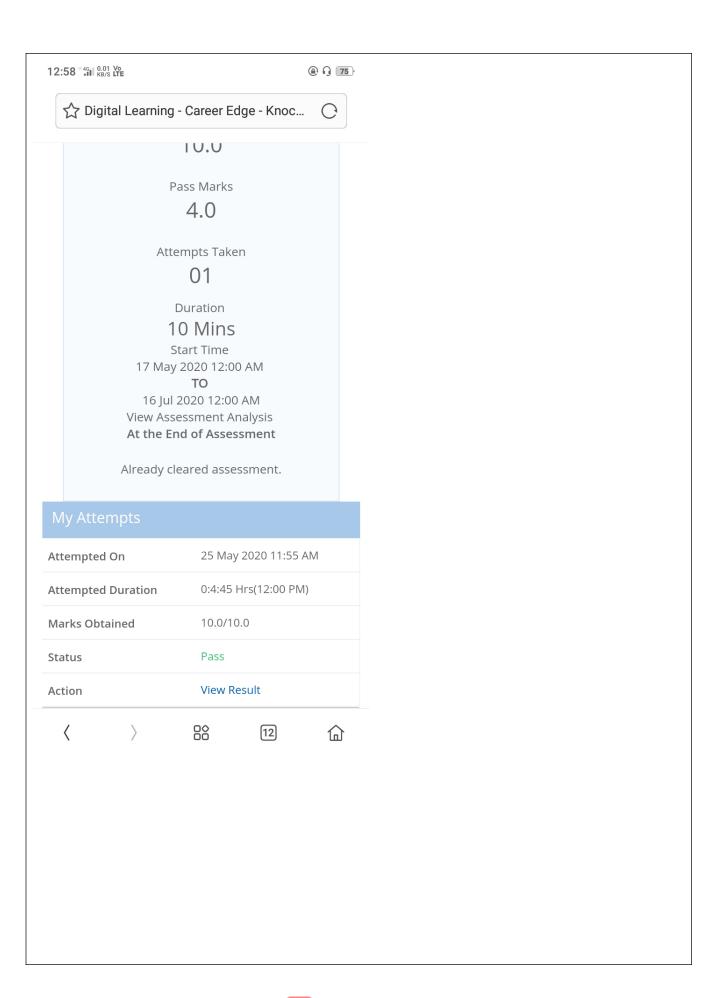
## DAILY ASSESSMENT FORMAT

Date:	25 may 2020	Name:	karegowda kn
Course:	TCS ION	USN:	4al16ec29
Topic:	Learn corporate telephone etiquette, basics of accounting	Semester & Section:	6th A section
Github Repository:			



#### Report--

Learn corporate telephone etiquette

#### Objectives:

- \* Attend and make call in a professional manner.
- \* Create a first good impression
- \* Observe good telephone etiquette
- \* Use appropriate phrases and expression
- \* Speak clarity with expression
- \* Take messages for others, put calls on hold arrange for call back
- \* Take or give voice mail messages
- \* Avoid negative expressions.

How to leave a first good impression:

#### APEND:

- \* Be Alert
- \* Be Pleasant
- \* Be Expressive
- \* Be Natural
- \* Be Distinctive

Dos of telephone etiquette:

- \* Identify yourself to caller at the beginning of call
- \* Answer the call within 2 rings
- \* Help the caller to correct information
- \* Be courteous and respectful to the caller
- \* Use considerate phrases
- \* Be a helpful as you can

Don't s of telephone etiquette:



* Don't bluff
* Don't speak negatively
* Don't sound weary
* Don't be impetient and rude
* Don't leave the call on hold for too long
Phrase's for making phone calls
1.introductory phrases
Formal phrases:
* Hello
* Good morning/afternoon/evening
* This is(name of receiver) speaking
* Is this(name of organisation)
Informal:
* Hi
* It's(name of the caller)
* I want to talk(name of the concerned person)
2.Leaving messages for unavailable persons:
Formal:
* May I leave a message for Mr/Mrs(full name of the concerned person)
* Could you convey to him/her that I phoned
Informal:
* Hi I want to leave a message for ( name of concerned person)
* Please take down my message and pass it to( name of concerned person)
3.Closing the call:

# Formal: \* Thank you for your help \* Thank you for assisting me \* Have a great day ahead Informal: \* Bye bye \* Thanks \* Talk later Voice mail etiquette: What is voice mail? Voice mail's are digital recording of incoming and outgoing messages. The voice mail system allows the caller to convey a message even in the absence of called person. Basics of accounting Introduction: Accounting is a system which collects and processes financial information of the business. Accounting cycle: Transaction>journal>ledger>trail balance>trading account>profit and loss account>sheet balance(closing)>balance sheet (opening). Double entry system if accounting: \* Each amount recorded in at least two account \* For each transaction there are two aspects 1.recieving aspects 2.giving aspects

Accounting principles and concepts:
* Dual aspect principal
* Revenue realization concept
* Historical cost concept
* Matching concept
* Full disclose concept
* Variable and objective evidence concept

Day: 25 may 2020 Name: Karegowda kn

Course: Python USN: 4al6ec029

Topic: Basics: processing user input. Semester 6th A section

& Section:

### **AFTERNOON SESSION DETAILS**

```
Report -
1.user input
def weather_condition(temperature):
  if temperature > 10:
    return "warm"
  else:
    return "cold"
user_input = float(input("enter temperature:"))
print(weather_condition(user_input))
2. String formatting
user_input = input("enter your name:")
message = ("Hello %s" % user_input)
print (message)
3. String formatting with multiple variables
name = input("enter your name:")
surname = input("enter your surname:")
when = "man"
message = "Hello %s %s" % (name,surname)
message = f"Hello {name} {surname}. whats up {when}"
print (message)
4. Summary
Input function:
```

