

*This is to certify that*

**Saurabh Jojare**

*has successfully completed*

**Telephone Etiquette**

*online course offered by TCS iON*

SHUf8 UHY: 31 May 2020 p 9 bX'8 UHY. 31 May 2020

**Topics:**

- Objectives ■ First Impression ■ Guidelines for Telephone Etiquette ■ Do's and Don'ts of Telephone Etiquette
- Phrases for Making and Receiving Phone Calls ■ Taking Messages ■ Placing a Call on Hold ■ Voice Mail Etiquette



Cert. ID.: 66788-8306867-1016  
Dated: 31 May 2020

Head - Learning,  
iON Digital Learning Hub