B. Com (Hons.) (Accounting and Taxation)
VALUE ADDED COURSE (VAC)
SEMESTER VII
(BCB44706T): BUSINESS ETIQUETTE

MAX. MARKS: 100
EXTERNAL: 70
INTERNAL: 30
PASS: 40%
Credit: 4

Objective:
This comprehensive course provides you with a strong background in understanding the basics of business etiquette and professionalism in the workplace. With this course, you will get introduced to the principles of professional behavior, learn interview etiquette and electronic etiquette in an easy to grasp manner.

Course Outcomes:

CO 1	To learn a professional behavior and suggest standards for appearance, actions, and attitude in a business environment.
CO 2	To learn different communication styles and how to adjust to each.
CO 3	Prepare participants to handle a variety of social and business situations: networking events, business meetings, business meals, and more.
CO 4	Thoroughly review dining etiquette for everything from casual buffets to formal dinners Discuss workplace appearance for any dress code.

SECTION A

BLOCK 1- Communication Etiquette: Etiquettes– Importance & advantages, Social Etiquettes, Business etiquettes, Appropriate Communication for a social gathering Workplace Etiquette: Etiquette for Personal Contact- Personal Appearance, Gestures, Postures, Facial Expressions, Eye-contact, Space distancing.

BLOCK 2- Working in Teams: Define teamwork, Importance of teamwork, various stages of team development, various characteristics of effectiveness of a team, characteristics team member, team leader, Networking Magic: Connecting with Confidence: A plan for meeting and greeting as many people as you can, Prepared and practiced conversation starters, Skills for keeping the conversation going, exit strategies when it is time to move on, knowing how to juggle a plate, glass and a conversation.

SECTION B

BLOCK 3- E-Mail Etiquette: Significance of Netiquette, E-mail: Way of professional Communication, Basic Email Etiquette: Proper Grammar, Spelling, Punctuation, Styling and Formatting, Body of Email, Response, Privacy.

BLOCK 4- Rules for The Wireless: Offline Strategies for An Online World: To place callers on hold and transfer calls with courtesy, To correctly identify yourself when answering the phone, To manage your voicemail greetings and messages and to quickly to return phone calls, To handle

INSTRUCTIONS FOR THE PAPER SETTER/EXAMINER:

1. The syllabus prescribed should be strictly adhered to.
2. The question paper will consist of three sections: A, B, and C. Sections A and B will have four questions from the respective sections of the syllabus and will carry 10 marks each. The candidates will attempt two questions from each section.
3. Section C will have fifteen short answer questions covering the entire syllabus. Each question will carry 3 marks. Candidates will attempt any ten questions from this section.
4. The examiner shall give a clear instruction to the candidates to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.
5. The duration of each paper will be three hours.

INSTRUCTIONS FOR THE CANDIDATES:

Candidates are required to attempt any two questions each from the sections A and B of the question paper and any ten short questions from Section C. They have to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.

