

**WORKSHOP ON BUSINESS ETIQUETTES**  
**ACTIVITY REPORT**

Location	CHRIST (Deemed to be University), Pune Lavasa Campus
Target Audience	Student from B Com, & BBA FINAL YEARS
Department	Placement Cell – Central campus Christ university Lavasa Pu
Specialization	Business Etiquettes
Name of the Activity	WORKSHOP ON BUSINESS ETIQUETTES
Date	18 <sup>th</sup> October 2021 to 20 <sup>th</sup> October 2021
Organizers & Brief Details	<p>Day-1 started with the welcome address given by Placement Officer, Ms Irudaya Mary Daniel. The two guest speakers for the workshop were Ms Priyanka Srivasthava- the CEO &amp; Founder, Interface of the National Institute of Skills Training, and Ms Shivalika Raj- a soft skill trainer and digital marketer, Interface situated in National Institute of Skills Training.</p>
Faculty-in-charge	IRUDAYA MARY DANIEL

**Description of the event:**

**BUSINESS ETIQUETTES**

“As you climb the ladder of success, be sure it’s leaning against the right building” On that thought, the Placement Cell of CHRIST (Deemed to be University), Pune Lavasa Campus organized a three-day workshop named as- Business Etiquettes on the 18th, 19th and 20th October 2021.

More than 75 students from B Com Financial Analytics and BBA Business Analytics have participated in the 3 days’ program.

The workshop aimed at teaching the students of the third year batch to understand the basic necessities while greeting and meeting individuals at a higher rank. The workshop was organized in order to equip all the students to know and learn the importance of presenting themselves while in a room of people and especially during an interview process.

Day-1 started with the welcome address given by Placement Officer, Ms Irudaya Mary Daniel. The two guest speakers for the workshop were Ms Priyanka Srivasthava- the CEO & Founder, Interface of the National Institute of Skills Training, and Ms Shivalika Raj- a soft skill trainer and digital marketer, Interface situated in National Institute of Skills Training. Day-1 covered topics such as Business Etiquettes, telephonic conversations, email etiquette, and many more.

The Business Etiquette covered such topics as to how we need to present ourselves in an interview or while in a meeting. A new concept of 7P’s was introduced for handling a case study with excellence. This new technique taught the students very many approaches that can be determined while examining themselves in any situation in the life circle.

While in a telephonic conversation, the do's and don'ts while attending the calls were taught and well explained. Polite replies and not keeping the second person waiting were a few of the most important functions which should be kept in mind while answering a telephonic or while in a telephonic interview. Email writing can be very easy yet difficult and tedious at the same time. The techniques of using the flaming tool, help us distinguish a basic email and an advanced level email writing.

Day- 2 discussed the social media etiquette which should be maintained by each and every one.

The day-2 started with an interesting quiz conducted on the Mentimeter platform. The tricks to keep our profile updated whether it's on Twitter or on LinkedIn were easily elaborated to the students. The students were trained on how to work on our body language, meeting etiquettes, and greeting etiquettes. Social media platforms such as Instagram and Twitter contain personal information and pictures of individuals, hence all the uploaded material should be handled very carefully and instinctively. The guest speakers also explained the importance of resume writing in the selection of the interview process. The resume should not consist of any personal information and should only be restricted to professional information such as experiences, learnings, languages, and the objectives of oneself.

Day-3 was yet an exciting and interesting session for all the participants. The guest speaker- Ms Shivalika Raj very clearly explained the concepts of communication and grooming style. The interview process plays a very important role in an individual's career. If the individual is not groomed well, he/she does not create a good first impression in front of the interviewer. Having said that, the session will be added with practical knowledge on table ethics and manners. Table manners give a very vivid description of an individual's upbringing and behavior. Hence one should present him/ her in the best version of themselves.

The three days' workshop was indeed an incredible experience for all the final year students. It taught the importance of the tiniest detail in life while in a normal environment or at the professional front. The participants were thrilled and got insightful knowledge on different aspects of an individual's life which are frequently neglected.

**Credit: ANUSHKA KAKKAR (BCOM) Financial Analytics**



**Coordination: Dr Mahesh Kumar T (Prof B Com department)**  
**Special Thanks to HOD'S (Dr Vandana & Dr Parameswaran S)**



Priyanka Srivastava is presenting

**OBJECTIVES**

- Understand Business Etiquette.
- Identify behaviours and skills required for Business Etiquette.
- Identify benefits of Business Etiquette.

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Participants visible: Priyanka Srivastava, IRUDAYA MARY D, CLAYTON VALERE..., Shivalika Kaht, AKRUTI JENA 1911..., JHANVI MEHTA 19..., KRITTIKA 1911024, 54 others, You.

meet.google.com/fwi-oxzm-kaq

Participants visible: SHRUTHI PEDAL, Shivalika Kaht, Priyanka Srivastava, AKRUTI JENA L., JHANVI MEHT..., KRITTIKA 1911..., ABHISHEK JAIS..., KRITIKA ANIL L., RISHAB GANG..., L PRATHYUSHA..., SOURAV SANTI..., RADHIKA GAJ., AACHAL AGAR..., CRAIG ALEXA..., AYUSHI CHAN..., AADIL AGRAW..., HAARESHI 1911..., ANANTHALAK..., TANWANT SIN..., BAISHALI GUR..., MAYANK TYAGL..., SRISHANKAR..., RAGHAV S 1911..., IRUDAYA MAR..., ANUBHAV GAN..., AAYUSHI SHAR..., DERLIN DOMIN..., KUBER ARORA..., SURUCHI KUM..., VAIBHAV GUPT., BENSON MASS..., KHUSHI BATHL..., RONOJ DE 1911..., NALIN.S 19114..., 9 others, You.

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## Day-2 Highlights



Priyanka Srivastava is presenting

## Pointers for Subject Line

- Don't just type a string of punctuation.
- Don't put words in ALL CAPS
- Spark the recipients memory for an even better shot at getting your email opened.
- Make sure to re-read subject line.
- Don't start a sentence that you finish in your email's body.
- Create urgency by limiting the time frame.
- Personalize it with recipient's name or company name.
- Highlight the value you offer.
- Place the most important words at the beginning.
- Eliminate filler words.
- Indicate if you need response.
- If someone referred to you be sure to use their name.

**Tip**  
Start with the subject line first.  
Keep the Subject short  
Be clear & Specific about the topic of the email.

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### Day-3 Highlights

Priyanka Srivastava is presenting

Go to [www.menti.com](http://www.menti.com) and use the code 9619 8705

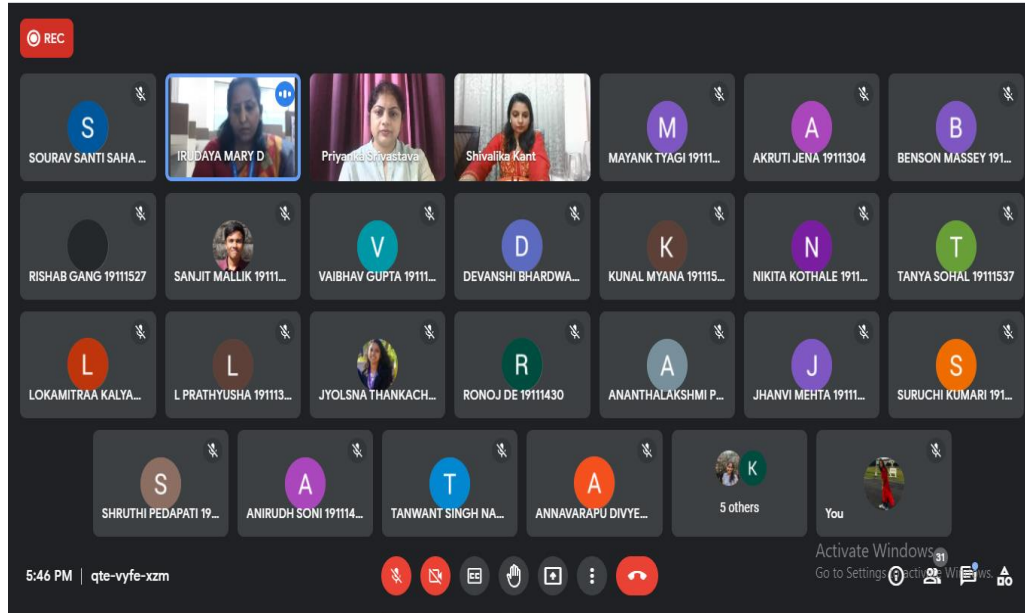
## Quiz time!

Go to [www.menti.com](http://www.menti.com)

Enter the code  
**9619 8705**

Or use QR code

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## **Conclusion:**

The workshop ended up with a feedback and review session and a vote of thanks, the insight of the workshop takeaway by the students was appreciable and cheered. on completion of the workshop, they were proposed to receive the Certificate of participation by the Team “Interface”.