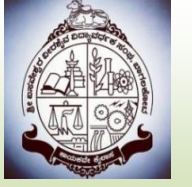




**B.V.V.Sangha's
Basaveshwar Commerce College, Bagalkot**



**CRITERION I
Curricular Aspects**



2023-24

**Certificate course on
Business Etiquettes**

Invitation for Inauguration of Certificate Course on Business Etiquettes



B V V Sangha's

**BASAVESHWAR COMMERCE COLLEGE
BAGALKOT**

Accredited at 'B⁺⁺' Grade by NAAC

DEPARTMENT OF MANAGEMENT STUDIES (B.B.A)

Inauguration of Certificate Course on

BUSINESS ETIQUETTES

President

**Dr.Jagannath V Chavan
Principal**

Presence

**Dr.M.Nanjundaswamy
BBA Coordinator**

**Prof.Smt.G.M.Navadagi
IQAC Coordinator**

**Prof.Smt.N.N.Doddamani
Head of Department**



Date: 04-05-2024

Venue: Hall No. 30

Time: 12-30pm

**Prof.Smt.Guramma.G.Balegar
Faculty, Department of BBA**

**Prof.Miss.V.V.Handral
Faculty, Department of BBA**

**Prof.Smt.Sheetal.V.Barshi
Faculty, Department of BBA**

☺All are Cordially Invited☺

Syllabus of Certificate Course on Business Etiquettes

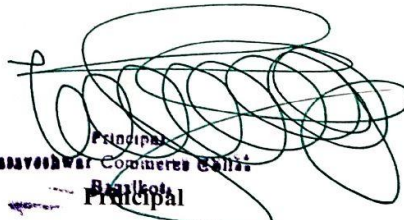
**B.V.V.SANGHA'S
BASAVESHWAR COMMERCE COLLEGE
Re-Accredited at 'B⁺⁺' Grade by NAAC
Department of Management Studies (B.B.A.)
CERTIFICATE COURSE 2023-24
BUSINESS ETIQUETTES
B.B.A II SEMESTER**

SYLLABUS

DURATION: 30 HOURS

Module: 1	Business Etiquettes- An Overview: Significance of Business Etiquettes in 21st Century Professional Advantage; Need and Importance of Professionalism. Workplace Etiquette: Etiquette for Personal Contact- Personal Appearance, Gestures, Postures, Facial Expressions, Eye-contact.	8 Hours
Module: 2	Telephone Etiquette: Telephone Communication Techniques -Placing Telephone calls, Answering Calls, Transferring Calls, Putting Calls on Hold, Taking Messages, Handling Rude Callers, Tactful Responses, Leaving Professional Messages; Developing Cell Phone Etiquettes; Voicemail Etiquette. E-Mail Etiquette: of Significance of Netiquette, E-mail: Way professional communication, Basic Email Etiquettes: Proper Grammar, Spelling, Punctuation, Styling and Formatting, Body of Email, Response	14 Hours
Module: 3	Dining Etiquette: Basics of Dining Etiquettes; Basic essentials of dining table etiquettes - Napkin Etiquette, Seating arrangements, laying the table, how to use Cutlery, Posture & Behavior, Do's and Don'ts; International Dining Etiquettes.	8 Hours




Principal
Basaveshwar Commerce College
Bagalkot

**Basaveshwar Commerce College
Bagalkote**

A Notice to students to enroll their names classes for certificate course on Business Etiquettes

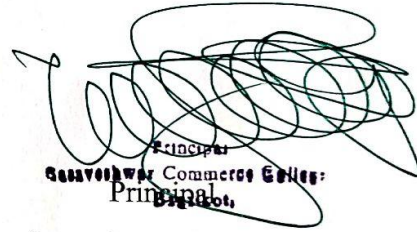
**B. V. V. Sangha's
BASAVESHWAR COMMERCE COLLEGE, BAGALKOT
Accredited at 'B⁺⁺' Grade by NAAC
DEPARTMENT OF MANAGEMENT STUDIES (B.B.A)**

NOTICE

Hereby inform to all the students of B.B.A. II Semester are brought under notice that the registered students for **Certificate Course on 'Business Etiquettes'** should attend the Inauguration function at 12.30pm on 04/05/2024.

Date: 04/05/2024

Place: Bagalkot


Principal
Basaveshwar Commerce College,
Bagalkot.

Basaveshwar Commerce College,
Bagalkot



List of students registered for certificate course on Business Etiquettes

B.V.V. SANGHA'S
BASAVESHWAR COMMERCE COLLEGE
Re-Accredited at 'B⁺⁺' Grade by NAAC
DEPARTMENT OF MANAGEMENT STUDIES (B.B.A.)
CERTIFICATE COURSE 2023-24
BUSINESS ETIQUETTES
List of students registered
CLASS: B.B.A. II SEM

SL. No.	Name of the Student
1.	PRIYA METRI
2.	NIDHI M KASAT
3.	RANJEETA RACHAYYA PALANKAMATH
4.	SAMEER VENKATESH JOSHI
5.	ASHRITA ASHOK DANI
6.	GIRISH HOLABASAPPA PANISHETTI
7.	BHUVANESHWARI PRABHU CHOUKIMATH
8.	RAJESH DODAMANI
9.	SIDDHARTH B HIREMATH
10.	PREETI SUBHAS GANGANAVAR
11.	AKSHATA PRAKSH ANGADI
12.	MEGHA VITTAL HUDED
13.	B HITESH
14.	DEEPA VEERESH TURKANI
15.	SANJANA SHIVAPPA GOUD MAGANUR
16.	SUJAL ZINGADE
17.	MUTTURAJGOUDA HANAMAGOU DA PATIL
18.	RAMYA DESHPANDE
19.	RANJITHA
20.	AMOGHA M CHOLACHAGUDD
21.	KIRTANA RAMESH CHOUDARI
22.	UMAR FARUQ MOHAMMAD RAFIQ MALLABADI
23.	NIVEDITA GURURAJ NEVANI
24.	ALFIYA PATAVEGAR
25.	PRAJWAL BANDI
26.	PALLAVI IRANNA PATTAR
27.	ANJALI HANAMANT SORAGANVI
28.	SRUSTI KOTI
29.	MANASI HUNDEKAR
30.	AISHWARYA JALAWADI
31.	BHARAT GANGADHAR SHIRAKOL
32.	KIRTANA GIRISH KONAPPANAVAR
33.	MOHASEEN RAJESH MULLA
34.	JYOTHI P PATEL
35.	BASAMMA BASAVARAJ SUNKAD
36.	SAHANA BHADRANNAVAR
37.	MAHESH KHAMITKAR
38.	ABHISHEK BALULMATH
39.	SHIVANAND M TELI
40.	BHAVANI VIJAYSHEKHAR RATHOD

G.G. Balegowar
Signature of the Lecturer




Principal
Basaveshwar Commerce College
Bagalkot

Notice of time table for certificate course on Business Etiquettes

**B.V.V.Sangha's
Basaveshwar Commerce College
Department of Management Studies [B.B.A]
Certificate Course on BUSINESS ETIQUETTES**

TIME TABLE (wef from 04-05-2024)


Class: B.B.A. II Semester


Duration: 30 Hours

Day Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3.00 PM to 4.00 PM	GGB	GGB	GGB	GGB	GGB	GGB


HOD

Smt. Nandini N. Doddamani


CO-ORDINATOR
Department of Management Studies BBA
Dr. M Nanjundaswamy


PRINCIPAL
Dr. Jagannath V. Chavan



Attendance of the students who have taken the certificate course on Business Etiquettes

23	NVEDITA GURURAJ NEVANI	P																																						
24	ALFIYA PATAVEGAR	A	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
25	PRAJWAL BANDI		P	A	P																																			
26	PALLAVI IRANNA PATTAR	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		
27	ANJALI HANAMANT SORAGANVI																																							
28	SRUSTI KOTI	P	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		
29	MANASI HUNDEKAR																																							
30	AISHWARYA JALAWADI	P	P	P	P	P	P	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		
31	BHARAT GANGADHAR SHIRAKOL	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
32	KRITANA GIRISH KONAPPANAVAR	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
33	MOHASEEN RAJESH MULLA	P	P	P	P																																			
34	JYOTHI P PATEL	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		
35	BASAMMA BASAVARAJ SUNKAD	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		
36	SAHANA BHADRANNANAVAR	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		
37	MAHESH KHAMITKAR	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		
38	ABHISHEK BALULMATH	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		
39	SHIVANAND M TELI	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		
40	BHAVANI VILAYSHEKHAR RATHOD	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P		



Attendance of the students who have taken the certificate course on Business Etiquettes



B.V.V. SANGHA'S
BASAVESHWAR COMMERCE COLLEGE
Re-Accredited at 'B++', Grade by NAAC
DEPARTMENT OF MANAGEMENT STUDIES (B.B.A.)
CERTIFICATE COURSE 2023-24
BUSINESS ETIQUETTES

Attendance List
CLASS: B.B.A. II SEM

SL.NO	Name of the Student	22/5	23/5	24/5	25/5	26/5	27/5	28/5	29/5	30/5	31/5	1/6	2/6	3/6	4/6	5/6	6/6
1	PRIVA METRI	P	P	P	P	A	P	P	P	P	P	P	P	P	A	P	P
2	NIDHI M KASAT	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P
3	RANIETA RACHAYYA PALANKAMATH	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P
4	SAMEER VENKATESH JOSHI	P	P	P	P	P	A	P	P	P	P	P	P	P	P	P	P
5	ASHRITA ASHOK DANI	P	P	P	P	A	P	P	P	P	P	P	A	P	P	P	P
6	GIRISH HOLABASAPPA PANISHETTI	P	P	P	P	P	P	P	P	P	A	P	P	P	A	P	P
7	BHUVANESHWARI PRABHU CHOUKIMATH	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	A
8	RAJESH DODAMANI	P	P	P	P	A	P	P	P	P	P	P	P	P	P	P	A
9	SIDDHARTH B HIREMATH	P	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P
10	PREETI SUBHAS GANGANNANAVAR	P	P	P	P	P	P	P	P	P	P	A	P	P	P	P	P
11	AKSHATA PRAKSH ANGADI	P	P	P	P	P	P	P	P	A	P	P	P	P	P	P	P
12	MEGHA VITTAL HUDED	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P
13	B HITESH	P	A	P	P	P	P	P	P	P	A	P	P	P	P	P	P
14	DEEPA VEERESH TURKANI	P	P	P	P	P	P	P	P	P	A	P	P	P	P	P	P
15	SANJANA SHIVAPPA GOUD MAGANUR	P	P	P	P	P	A	P	P	P	P	P	P	P	P	A	P
16	SUJAL ZINGADE	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
17	MUTTURA GOUDA HANAMAGGOUDA PATIL	P	P	P	P	P	A	P	P	A	P	P	P	P	P	P	A
18	RAMYA DESHPANDE	P	P	P	P	P	P	P	P	P	A	P	P	P	A	P	P
19	RANJITHA	P	P	P	P	P	P	P	P	P	P	P	P	P	P	A	P
20	AMOGHA M CHOLACHAGUDD	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
21	KIRTANA RAMESH CHOUDARI	P	P	P	P	P	A	P	P	P	P	P	P	P	P	P	A
22	UMAR FARUQ MOHAMMAD RAFIQ MALLABADI	P	P	A	P	P	P	P	P	P	P	P	P	P	A	P	P

Attendance of the students who have taken the certificate course on Business Etiquettes

23	NIVEDITA GURURAU NEVANI	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
24	ALFIYA PATAVEGAR	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
25	PRAJWAL BANDI	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	A
26	PALLAVI IRANINA PATTAR	P	P	P	P	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P
27	ANJALI HANAMANT SORAGANVI	P	P	P	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P	A
28	SRUSTI KOTI	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
29	MANASI HUNDEKAR	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
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38	ABHISHEK BALULMATH	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
39	SHIVANAND M TELI	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
40	BHAVANI VIJAYSHEKHAR RATHOD	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P



Sample answer paper of the certificate course on Business Etiquettes

Ramya. Deshpande.

B V V Sangha's
BASAVESHWAR COMMERCE COLLEGE, Bagalkot
DEPARTMENT OF MANAGEMENT STUDIES B.B.A
CERTIFICATE COURSE
TEST ON BUSINESS ETIQUETTES

Time: 03:00 pm-03.30 pm
Class: B.B.A. II Semester

Max. Marks: 15
Date: 10/06/2024

Choose the correct answer

$\frac{10}{15}$

1. What is the appropriate dress code for a business meeting?
 - a. Casual
 - b. Business Casual
 - c. Formal ✓
 - d. Cocktail
2. How early should you arrive for a business meeting?
 - a. 5 minutes late
 - b. Right on time
 - c. 5 minutes early ✓
 - d. 15 minutes early
3. During a business meal, when should you start eating?
 - a. After everyone has been served
 - b. As soon as you are served ✗
 - c. After the host start
 - d. When you are hungry
4. In a business setting what is the best way to handle a phone call?
 - a. Answer immediately
 - b. Let it go to voicemail
 - c. Excuse yourself and answer quietly ✓
 - d. Check the caller ID and ignore
5. How should you pass business cards?
 - a. With one hand
 - b. With both hands ✓
 - c. Toss it to the person
 - d. Leave it on the table
6. What should you do if you are late to a meeting?
 - a. Ignore the fact ✗
 - b. Blame traffic
 - c. Sneak in quietly
 - d. Apologize and explain briefly



Sample answer paper of the certificate course on Business Etiquettes

7. What is an Email Etiquette?
 - a. How you write the Email ✓
 - b. How you send the Email
 - c. How much an Email costs
 - d. How to make an Email Account
8. What does BCC stand for?
 - a. Big Cobra Coming
 - b. Blind Carbon Copy
 - c. Blind Copy Copy ✓
 - d. Blind Copy Carbon
9. Who should end the phone call? No matter whom called first
 - a. CSR can after all customer issues are completed
 - b. Let the customer be the ending party
 - c. After you thank the caller for their business ✓
 - d. When the customer doesn't have any more questions
10. What type(s) of speech should you avoid using on the phone?
 - a. Slang words
 - b. Bad language
 - c. Technical words or abbreviations
 - d. All above ✓
11. Where is your bread plate positioned?
 - a. On you left side
 - b. On your right side ✓
 - c. In the middle of the table
12. Liquids are served from the right, while foods are served from the left
 - a. True ✓
 - b. False
13. What is the appropriate way to address a new client?
 - a. By their first name
 - b. By their last name with Mr./Ms. ✓
 - c. By a nickname
14. How often should you check your phone during meetings?
 - a. Frequently
 - b. As needed
 - c. Not at all ✓
 - d. Only at breaks
15. What is an appropriate conversation topic for a business dinner?
 - a. Politics
 - b. Personal life
 - c. Religion
 - d. Industry news ✓



Sample answer paper of the certificate course on Business Etiquettes

Name: Nidhi Kasat

B V V Sangha's
BASAVESHWAR COMMERCE COLLEGE, Bagalkot
DEPARTMENT OF MANAGEMENT STUDIES B.B.A
CERTIFICATE COURSE
TEST ON BUSINESS ETIQUETTES

Time: 03:00 pm-03.30 pm
Class: B.B.A. II Semester

Max. Marks: 15
Date: 10/06/2024

Choose the correct answer

11
15

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Sample answer paper of the certificate course on Business Etiquettes

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15. What is an appropriate conversation topic for a business dinner?
- Politics
 - Personal life
 - Religion
 - Industry news ✓



Sample answer paper of the certificate course on Business Etiquettes

— Sameer Joshi.

B V V Sangha's
BASAVESHWAR COMMERCE COLLEGE, Bagalkot
DEPARTMENT OF MANAGEMENT STUDIES B.B.A
CERTIFICATE COURSE
TEST ON BUSINESS ETIQUETTES

Time: 03:00 pm-03.30 pm
Class: B.B.A. II Semester

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Choose the correct answer

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14. How often should you check your phone during meetings?
 - a. Frequently
 - b. As needed
 - c. Not at all
 - d. Only at breaks
15. What is an appropriate conversation topic for a business dinner?
 - a. Politics
 - b. Personal life
 - c. Religion
 - d. Industry news



Sample answer paper of the certificate course on Business Etiquettes

Rajesh doddamani

B V V Sangha's
BASAVESHWAR COMMERCE COLLEGE, Bagalkot
DEPARTMENT OF MANAGEMENT STUDIES B.B.A
CERTIFICATE COURSE
TEST ON BUSINESS ETIQUETTES

Time: 03:00 pm-03.30 pm
Class: B.B.A. II Semester

Max. Marks: 15
Date: 10/06/2024

Choose the correct answer

06
15

1. What is the appropriate dress code for a business meeting?
 - a. Casual
 - b. Business Casual
 - c. Formal
 - d. Cocktail
2. How early should you arrive for a business meeting?
 - a. 5 minutes late
 - b. Right on time
 - c. 5 minutes early
 - d. 15 minutes early
3. During a business meal, when should you start eating?
 - a. After everyone has been served
 - b. As soon as you are served
 - c. After the host start
 - d. When you are hungry
4. In a business setting what is the best way to handle a phone call?
 - a. Answer immediately
 - b. Let it go to voicemail
 - c. Excuse yourself and answer quietly
 - d. Check the caller ID and ignore
5. How should you pass business cards?
 - a. With one hand
 - b. With both hands
 - c. Toss it to the person
 - d. Leave it on the table
6. What should you do if you are late to a meeting?
 - a. Ignore the fact
 - b. Blame traffic
 - c. Sneak in quietly
 - d. Apologize and explain briefly



Sample answer paper of the certificate course on Business Etiquettes

7. What is an Email Etiquette?
 - a. How you write the Email
 - b. How you send the Email ✗
 - c. How much an Email costs
 - d. How to make an Email Account
8. What does BCC stand for?
 - a. Big Cobra Coming
 - b. Blind Carbon Copy ✓
 - c. Blind Copy Copy
 - d. Blind Copy Carbon
9. Who should end the phone call? No matter whom called first
 - a. CSR can after all customer issues are completed
 - b. Let the customer be the ending party ✓
 - c. After you thank the caller for their business
 - d. When the customer doesn't have any more questions
10. What type(s) of speech should you avoid using on the phone?
 - a. Slang words
 - b. Bad language
 - c. Technical words or abbreviations ✗
 - d. All above
11. Where is your bread plate positioned?
 - a. On you left side
 - b. On your right side ✗
 - c. In the middle of the table
12. Liquids are served from the right, while foods are served from the left
 - a. True ✓
 - b. False
13. What is the appropriate way to address a new client?
 - a. By their first name
 - b. By their last name with Mr./Ms. ✓
 - c. By a nickname
14. How often should you check your phone during meetings?
 - a. Frequently ✗
 - b. As needed
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 - d. Only at breaks
15. What is an appropriate conversation topic for a business dinner?
 - a. Politics
 - b. Personal life ✗
 - c. Religion
 - d. Industry news



Certificate of certificate course on Business Etiquettes



B.V.V. Sangha's

Basaveshwar Commerce College, Bagalkot

Accredited at "B⁺⁺" Grade by NAAC

DEPARTMENT OF MANAGEMENT STUDIES (B.B.A.)



CERTIFICATE OF PARTICIPATION

This is to certify that Mr. /Miss _____ of B.B.A. IV Semester has attended the

Certificate Course on "Business Etiquettes" conducted by Department of Management Studies (B.B.A.)

from 04 May, 2024 to 08 June, 2024 and secured good marks.


Smt. Nandini N. Doddmani

HOD

Dr. M Nandidaswamy

CO-ORDINATOR
Coordinator

Department of Management Studies BBA



Dr. Jagannath V. Chavan

Principal


Principal
Basaveshwar Commerce College
Bagalkot

Inauguration of Certificate Course On Business Etiquettes On 13-05-2024

