



BLDE

(DEEMED TO BE UNIVERSITY)

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The Constituent College

SHRI B. M. PATIL MEDICAL COLLEGE, HOSPITAL & RESEARCH CENTRE, VIJAYAPURA

BLDE(DU)/AHS-PC/2022-23/

Date: 11th April 2023

Report on the Third Workshop on the topic “Telephone Etiquettes” as a part of Pre-Placement activity for the outgoing UG & PG students of AHS, BLDE(DU), Vijayapura.

As a part of the Pre-Placement activity for the outgoing UG & PG AHS course students, the Third workshop on the topic “Telephone Etiquettes” was conducted on 11th April 2023 (Tuesday). The program was conducted in the Anatomy Gallery hall from 11.00 am onwards and was coordinated by Dr. Siddaling Talikoti, The Placement Officer BLDE(DU), Vijayapura.

In the session, the speaker emphasized the following topics,

1. What is Telephone Etiquette?
2. The importance of Telephone etiquette in the workplace.
3. Etiquettes to be implemented while Answering Calls.
4. Etiquettes to be implemented while Making Calls.
5. Etiquettes to be implemented while handling rude calls or impatient callers.
6. Etiquettes to be implemented while Placing calls on hold.
7. Etiquettes to be implemented while Transferring calls.
8. Etiquettes to be implemented while Taking messages.
9. Etiquettes to be implemented while Ending Calls.
10. Q & A session.

The workshop concluded with a positive note and the students were happy and gave positive feedback for the initiative taken by the Placement Cell. The students are convinced in all aspects of the workshop.