HANDBOOK

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1:0 Definitions

This policy document provides a comprehensive overview of the organizational and managerial aspects related to the placement opportunities offered to students enrolled in various academic programs at Centurion University, located in Gurugram. The following terms, written in UPPERCASE, shall be interpreted as follows, unless specifically stated otherwise:

BRANCH / DISCIPLINE :

Refers to the specific undergraduate or postgraduate program in which a student is currently enrolled. Examples of branches include Management, Computer Science, Law, Physics, Agriculture , Optometry, Pharmacy and so on.

INSTITUTE/SCHOOLS:

Denotes the institutes or schools within Centurion University that offer the academic programs in which students are enrolled.

COMPANY:

Represents an organization that provides placement or internship opportunities to students.

COMPANY REGISTRATION:

The process through which students express their interest in participating in the selection process conducted by a visiting company.

DEPARTMENT:

Refers to the academic unit within an institute that offers a specific undergraduate or postgraduate program.

CAMPUS:

Refers to the Constituent campus located in Odisha & Andhra Pradesh that offers a specific vocational or undergraduate or postgraduate or doctral program.

INTERNSHIP:

Temporary short-term industrial assignments or engagements undertaken by students.

ON-CAMPUS PLACEMENTS:

Refers to job offers extended to students by companies that visit the institute's premises for recruitment purposes.

OFF-CAMPUS PLACEMENTS:

Denotes job offers extended to students by companies that are not associated with on-campus recruitment activities

PLACEMENT DRIVE:

The process through which a company selects students for employment opportunities, facilitated by the Corporate Resource Center.

2:0 About the Career Development Centre

The Career Development Centre (CDC) at Centurion University is a dedicated unit that works in collaboration with corporate entities and various industrial associations. Its primary objective is to assist students in understanding organizational requirements and prepare them not only for their initial job placements but also for long-term career success. Reputed corporations actively approach Centurion University to recruit our highly valued and appreciated students.

2:1 Objective

The Career Development Centre operates as an integral part of the university, employing a student-centric approach to meet the expectations of the corporate world. Throughout the year, the CDC focuses on expanding the university's corporate network and enhancing placement opportunities, higher studies & entrepreneurship for students.

2:2 Vision

The vision of the Career Development Centre includes the following goals:

- Equipping students with relevant and well-conceptualized professional skill sets and mindsets.
- Guiding students in choosing the right career path i.e placement opportunities, higher studies & entrepreneurship.
- Assisting corporations in recruiting the most suitable students and establishing successful recruiting relationships.
- Enabling the realization of students' career aspirations by aligning them with specific goal, ultimately producing holistic individuals for the all stake holders.

2:3 Scope of Work

- Serving as the industry-academia interface for Centurion University.
- Facilitating the final placement of students in domestic and international companies.
- Arranging summer internships for students.
- Organizing live projects to provide practical industry experience.
- Coordinating industry visits to familiarize students with corporate environments.
- Enabling a ecosystem environment through industry academia interface for curriculum development, teaching and training, research, consulting, product development for mutually beneficial opportunities.
- Providing career counselling services to support students in their career-related decision-making processes
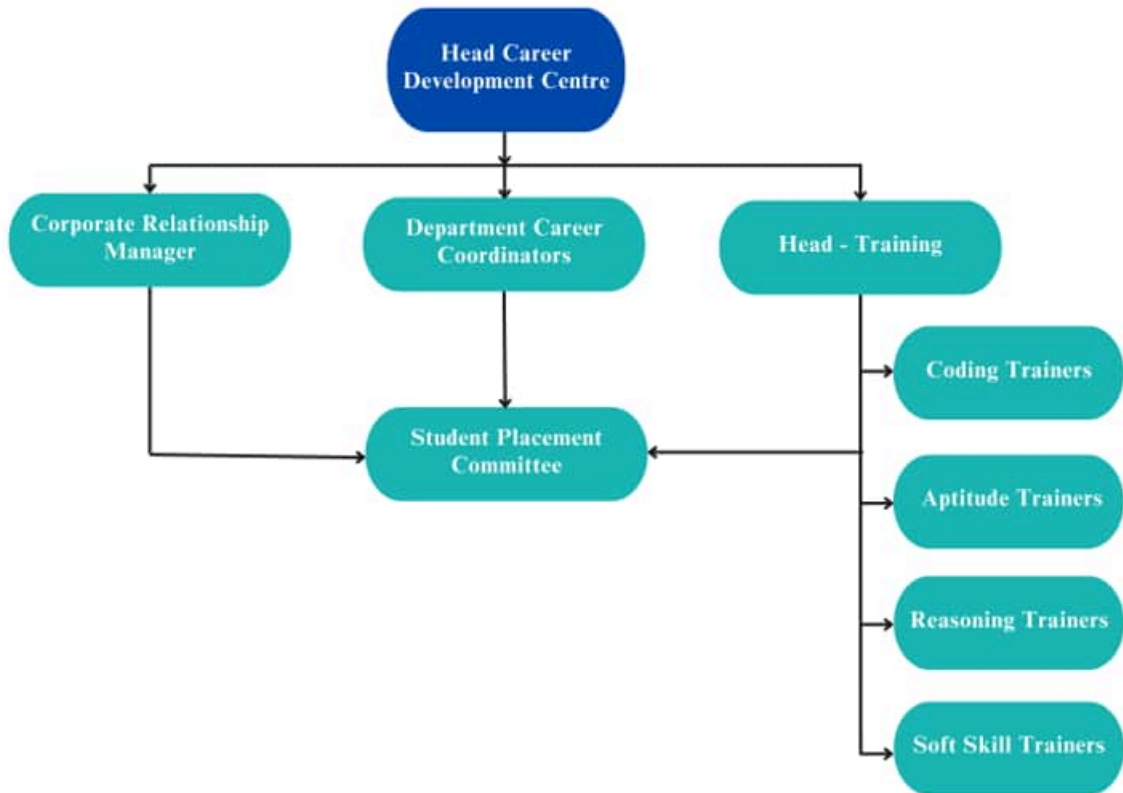
3:0 Placement

The objective of this policy is to ensure that the placement and internship opportunities for registered students at Centurion University, Gurugram are governed by fair and consistent principles, along with effective administration. The aim is to provide a positive experience and outcome for all stakeholders involved.

3:1 Aim of the Placement Policy

The main goals of this placement policy are as follows:

- Establish a clear and transparent framework for the processes related to student placements and internships at the institute.
- Define the roles and responsibilities of students participating in the placement and internship process.
- Maximize the placement opportunities for registered students.
- Ensure high-quality placements in terms of salary packages and the reputation/brand of visiting recruiters to the campus.

3:2 Scope of the Placement Policy

This policy is applicable to all students of the institute who have registered with the Career Development Centre for placement and/or internship assistance. It covers the following aspects:

- Student registration for placement and internship assistance.
- Processes related to providing assistance for placements and internships.
- Processes related to facilitating interactions between students and companies in the context of placements and internships.

This policy does not apply to: Internships, projects, or industrial engagements that fall outside the approved curriculum of the program. Off-campus placements and internships.

3:3 Roles and Responsibilities

The Career Development Centre (CDC) has the following responsibilities:

- Ensuring that appropriate procedures are in place to support the implementation of this policy.
- Contacting and inviting recruiters for placements and internships.
- Maintaining industry database, student's placed, offer letter, feedback of recruiter's and future scope of engagement.
- Coordinating with department career coordinator's, trainers, CRM, SPC members and SMT Members
- Collaborating with the institute's academic departments, centers, and administrative units to ensure the policy's implementation.
- Facilitating proper communication among all parties involved in student placement and internship activities.
- Conducting regular reviews to ensure adherence to the institute's placement policy, documenting any necessary updates as required.

Placement Procedure

Placement Process

RESULT
Declaration of result, Distribution offer letter, Recognition to students, sharing their experience to juniors

CAPTUING STUDENTS' DATABASE
School-wise Listing of Interested Students

CAMPUS DRIVE
Conducting campus drives and taking feedback from Recruiters and also participating students to improve training and grooming

BUILDING INDUSTRY DATABASE
Sourcing Recruiters through LinkedIn, Alumni, HR Meet, Open Source

TRAINING
Company Specific Training and briefing about job offers, skill set required and selection process

NOTIFICATION
Notifying Placements Offers to Students for Registration

1. The CRM connects with prospective recruiters to visit our campus and conduct campus drives.
2. The details of position, job role, job skill, eligibility, CTC, selection process etc. are collected from recruiters and the same is notified to students.
3. A registration link is shared with students to register and the same is shared to recruiters.
4. Resumes of interested students (if required) are made available to companies for shortlisting purposes.
5. The list of shortlisted students is sent to the Placement department before the campus selection date.
6. The schedule is notified and the drives may be conducted physical on campus or virtual mode.
7. Recruiters deliver pre-placement talk to all students prior to the interview process is conducted.
8. The company/organization is required to provide the final list of selected students promptly after completing the selection procedure. The selected students may or may not be allowed to participate in further job interviews, depending on the placement policy.

Placement Policies

1. The role of the CDC Department is to facilitate and advise on placement-related activities. The CDC Department does not guarantee job placements.

2. Students should not directly contact company officials for any purpose, including forwarding resumes, internship opportunities, or dissertations. All communication should be channeled through the placement representative of the training and placement cell.

3. Students are expected to maintain decorum during interactions with company officials, such as PPTs and written exams. Punctuality is essential for PPTs, tests, group discussions, and interviews. Leaving the hall before the completion of a PPT is strictly prohibited and may result in disciplinary action.

4. Students found misbehaving with CDC staff, student representatives, faculty members, or heads of departments will be disqualified from the placement session.

5. Students who withdraw after being shortlisted by a company at any stage will be disqualified from participating in the recruitment process of the next five companies they have applied to and been shortlisted for.

6. Students should have sufficient copies of their resume, passport-size photos, etc., ready to submit as required by companies. Requests for resume printouts from the Placement Department will not be entertained.

7. Students should not negotiate salary packages or job locations with companies unless specified in the job description. All negotiations regarding salary packages and job locations are handled by the Placement Department.

8. Offers from a particular company will be announced at the end of the selection process, and all offers must go through the placement department.

9. The Placement Department shares job description details via email and notices, and students from the respective specialization can apply for the position based on the company's requirements.

10. Students must submit a soft copy of their updated CV to the placement department before the start of placements.

11. Students should inform the placement department if they have previously applied for the same company or the same job profile independently.

12. The final authority in case of any disputes will be the Placement Committee Members, and their decisions will be final.

All the Best...!!!

Head - Career Development Centre
Centurion University

4:0 Key Responsibilities of CDC

4:1 Career Counselling and Overall Development of the Students:

- Inviting industry experts from various domains/industries to provide guidance and insights to students.
- Conducting mock interviews, group discussions, and interviews to enhance students' interview skills.
- Organizing personality and skill development sessions for pre-final and final year students.
- Identifying the competencies and skills required for different job profiles.

4.2 Job Trends:

The CDC team conducts research to identify the skills, abilities, and credentials that employers seek in graduates and postgraduates from SU departments. They gather information from degree plans, course descriptions, professors, and department heads to determine relevant job titles and industries for students.

4:3 Provide Career Services to Students:

Assisting students in creating resumes & cover letters, finding internship or externship opportunities, and applying for jobs in their fields are part of the CDC team's responsibilities. They also conduct mock interviews to help students practice answering common interview questions & provide information about companies hiring in the area.

4:4 Network with Local Employers:

Establishing strong relationships with employers enables placement officers to forge local partnerships with companies offering internships, externships, or job shadowing opportunities. They recommend students to these employers based on the skills and qualifications preferred by the companies.

4:5 Plan Hiring Events:

Organizing campus hiring events such as job fairs exposes students to potential job opportunities and helps local companies find suitable candidates. Leveraging their knowledge of job trends and their network of employers, the CDC team brings a diverse range of employers to the school for successful events.

4:6 Screen Potential Candidates:

In collaboration with employers, placement officers conduct background checks on students seeking internships or externships to ensure they meet the required educational qualifications and other criteria specified by the companies.

Eligibility and Registration:

1. Students should register by submitting their information in the prescribed format provided by CDC.
2. Each student can accept only one job offer. However, students who have already secured a job may be allowed to participate may be allowed to appear the recruitment process of ONE MORE additional company, if the CTC of additional company is 1.5 times or above of my first job's CTC OR the job role belongs to my core domain.
3. Students with three or more backlogs are not allowed to register for placements. They are advised to clear their backlogs before registering, unless they are extended students who have not completed their course/project requirements in their last two semesters.
4. The eligibility criteria set by recruiter's will be considered final.
5. Registered students must attend all training programs and workshops arranged by the university or their respective departments.
6. Students are required to have a PAN card as many companies require this document during the induction process.
7. Based on company instructions, students may be sent to attend pooled campus placement drives in other colleges. Students should inform their parents about the placement process, venue, and timings well in advance.

Students attending campus interviews must adhere to the following instructions:

1. Follow the instructions regarding the venue of the pre-placement talk and interview.
2. Carry at least five copies of their resume, photocopies of all original certificates, and five passport-size photographs.
3. Dress professionally for the pre-placement talk/recruitment process; casual attire is not allowed.
4. CDC aims to provide placement assistance to final year students. However, placement is a privilege and cannot be claimed as a matter of right.

5:0 Job Role of Career Coordinator

The job role of a Career Coordinator is to work as bridge between students and placement cell to carry out following activities for placement of willing and eligible students of their school/department.

Hence Career Coordinators are required to deliver following jobs;

1. Identify and share list of eligible and interested students in excel sheet (as per University criteria) with their complete profile with a choice for job, higher study and entrepreneurship to Placement cell by specific time line/ placement calendar
2. Ensure that each student has prepared his/her CV as per standard format. Take help of
3. Trainers and other faculty experts to develop their CV
4. Coordinate with Trainers to conduct technical and soft skill training for students as per training calendar
5. Organise career talks, webinars, Industry/Alumni talks for students related to various career opportunity
6. Keep a track of all placement cell notices and share the same with students to register for campus drive.
7. Make a presentation to students about company profile, Job description, skill set required for the job and selection procedure as notified by placement cell.
8. Counsel students to register their names and coordinate with Trainers to conduct company specific customized training
9. Connect with parents of irregular and non-serious students to get them into main stream
10. Keep a track of student wise registration for campus drive, success and reason of failures
11. Take feedback from students after selection test and give input to Trainers for subsequent training plan
12. Maintain records of placed students viz; offer letter etc. and keep following up with unplaced students till they are placed
13. Contribute reference of perspective recruiters to placement team to try for placements
14. Keep records for each batch of students related to placement, higher study and entrepreneurship opportunity for NAAC/NIRF purposes
15. Recognizing the performers and arrange interaction with other students and juniors about their journey and success tricks
16. Collect feedback and video bites from students got placed, established startup or gone for higher study in a reputed University/Institutions within the country or abroad.
17. Be present during campus or off campus drive and meet recruiters and collect feedback from them regarding students' performance, scope for internship and academic collaboration
18. Carry out other necessary task related to training and placements as and when required
19. Escalate any persisting issue to the HOD/ Dean/ Placement team at the earliest
20. Take declaration from students, if not interested in placements and get it endorsed by parents and share it to placements cell
21. Comply to all above mentioned task diligently and give your feedback to improve placements

6:0 Job Role of Trainers

1. Each trainer will act as a mentor to the students interested in participating in training and placement activities for the job.
2. A group of students will be assigned to the trainers across multiple disciplines to facilitate training and moral support, public guidance till they are placed.
3. The trainer will impact training to the students as per the timetable during the semester and summer break.
4. The trainer has to follow a standard operating process of training diligently.
5. During campus drives, the trainer needs to conduct recruiter specific training.
6. To work in coordination with the Careers Coordinator, Student Placement Committee and corporate relationship managers.
7. To collect student's performance feedback from the companies coming for internship or placement.
8. Create a database of question banks that are administered by the requiters by interacting with the students immediately after the drives.
9. Trainers will share weekly training activity reports and attend weekly review meetings.
10. Trainer cum Mentor will have a target for placement of students allocated to him/her.
11. Attend training of Trainers (TOT) organized by the university.
12. Support the CRM team in conducting campus drives as per the schedule.

Training Process

Students' database — Identify eligible/interested students for Job

Building Student's Profile — Mapping students' profile(Coding Rank/MyPeferctice score)

Mentoring — Assign students group to Trainer/Career Coordinators for mentoring

Training — Aptitude, Technical & Coding Training

Alumni Guidance — Alumni Talk and mentoring

Company specific Training — Soft skill and company specific training to registered students

Training activities for Govt. Jobs/Higher study

Identify eligible/interested students for Higher study/Govt. Jobs

Training by external agency to registered students.

Free online training support to all students by Clicks Campus

Training for JRF/NET/Research profile

Alumni Talk

7:0 Role of Student Placement Committee

The following are the scopes that the student placement committee aims to acomplish in every academic year:

1. Preparation of an attractive and comprehensive Placement Brochure
2. Organizing Pre-Placement Seminars by Companies
3. Getting the Pre-Placement Job Announcement Form (declaration) filled in by the representatives of each visiting company
4. Maintaining and regularly updating Database of Students
5. Maintaining Database of Companies and establishing strategic links for campus recruitments
6. Gathering information about Job fairs and all relevant recruitment advertisements
7. Coordinating with companies to learn about their recruitment procedures
8. Identifying the needs and expectations of the companies to assist them in recruiting the most suitable candidates
9. Organizing pre-placement training for students(Soft Skills, Dress Codes, Mock Interviews)
10. Collecting feedback from employers where our students are placed

Some of our Recruiter's .....

CAREER DEVELOPMENT CENTRE (CDC)

STUDENT DECLARATION FORM

I, Mr./Ms._____ bearing registration number _____,

a bonafide student of _____ Programme at Centurion University of Technology and Management, do hereby pledge that I will take part in the training and placement Process conducted/facilitated by the university, for the students graduating in 2023. I understand participating in the process is voluntary and if I choose to participate, I will abide by the following norms and do undertake to reap benefits of the university placement process.

1. I will attend all training sessions, pre placement tests and mock interviews, conducted by T&P cell of the University, till I get my first job.

2. I assured to attend all my training classes and meet minimum 90% attendance in every class. In case I fail to achieve the minimum required 90% attendance, I shall be Liable to pay fine of Rs 500 for each 1% of shortage of attendance.

3. I understand that, I may be allowed to appear the recruitment process of ONE MORE additional company, if the CTC of additional company is 1.5 times or above of my first job's CTC OR the job role belongs to my core domain.

4. I agree that, in case of pre-placement offer given by a company and that I have accepted the offer and undertaken training/internship given by company, the University will not give further chance to appear any other campus drive. The clause no.2 will not be applicable in such cases.

5. I agree that University will debar me from attending TWO upcoming placement drives if I register for a placement drive and do not appear as per process sincerely. I pledge to respect honesty & sincerity of my batch mates in this regard.

6. I hereby undertake that if I am provided with an offer letter for any placement drive, I will be signed out of placements till the time clause 2 is applicable.

7. I shall submit the offer letter issued by a company to Placement cell and HoD of the Department to obtain NoC or any other certificate for joining.

8. Once I am selected and joined a company, I will be out of placement process and any subsequent offer is received, will not be claimed by me.

Declaration: I am signing this pledge on my own accord as I wish to be part of the University supported placement process. I undertake to have understood the guidelines specified by the recruiters for any of the recruitment drives that I will participate in and I will not hold the University responsible for any future consequences.

Date: **Signature:**

Programme: **Name:**

Campus: **Registration No.:**

Mail ID: **Mobile Number:**

Parent's Name:

Parent's Contact Number: **Career Coordinator Name:**

Parents's Signature: **Career Coordinator Signature:**

CAREER DEVELOPMENT CENTRE (CDC)

STUDENT DECLARATION FORM

I, Mr./Ms. _____ bearing registration number _____, a bonafide student of _____ Programme at Centurion University of Technology and Management, do hereby pledge that I am interested to pursue Higher Education / Entrepreneurship / Family Business after completion of my current degree. Currently, I am not interested to go for any job and hence not interested to participate in Training & placement activities of the University.

Declaration: I am signing this Pledge on my own accord as I wish to go for the above stated interest. I undertake to have understood the need for such declaration and will not hold the University responsible for any future consequences.

Date:

Programme:

Campus:

Mail ID:

Signature:

Name:

Registration No.:

Mobile Number:

Parent's Name:

Parent's Contact Number:

Parents's Signature:

Career Coordinator Name:

Career Coordinator Signature:

NOC for Joining Organization

To,

Career Development Centre

Sub: No Objection Certificate for joining at _____

Dear Sir/Madam,

I am _____bearing Registration Number _____ is pursuing _____with a CGPA of ____ and has _____backlogs.

I hereby declare that; I would abide by the following rules and regulations set by the university.

1. I have informed HOD and submitted the offer letter regarding joining.
2. I have to prepare for _____ Semester course by referring to Courseware No online class support will be given. I can personally take help from concerned faculty as required.
3. I have to appear for all internal and external exams for all components of a course.
4. I will carry out practice and project work online or physically in campus as required/suggested by faculty.
5. I will be in touch with HOD for any development and issues to resolve and comply with all notifications.
6. I will submit all the records required and instructed by my concerned faculty.

Yours Sincerely,

Name:-_____

Regd. No. :- _____

Personal Mail Id:- _____

Contact Number:- _____

Alt Contact Number:- _____

Accounts Department	
Head of Department	
Dean	
Career Development Centre	

Note:-
1. Need to attach Offer Letter Copy / Mail Confirmation.

NAME

SKILLS

TECHNICAL: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris sed elit libero. Sed pulvinar maximus.

LABORATORY: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris sed elit libero. Sed pulvinar maximus.

BIOINFORMATIC: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris sed elit libero. Sed pulvinar maximus.

PROJECT UNDERTAKEN

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DOMAIN EXPERTISE

Lorem ipsum dolor | 1year

EDUCATION

B. Tech | Centurion University and Technology | 2020-2024
Earned my bachelor degree in biotechnology with 8.8 CGPA.

Class XII (science with math) | Kendriya Vidyalaya Khurda Road ,CBSE | 2019
Passed my Higher Secondary with 72.3%.

Class X | Kendriya Vidyalaya Khurda Road, CBSE | 2017
Passed my Matriculation School with 9.8 CGPA.

OBJECTIVE

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla mollis eros at metus tristique, eget ullamcorper lectus finibus. Morbi non elit ut elit suscipit commodo.

INTERNSHIP

Genetics and Genomics | centurion university and technology|1 month

ACHIEVEMENT/ INDUSTRY CERTIFICATION/ RECOGNITION

Was involved in various social services in my college as an active volunteer, also a part of summer training program organizing team. Contributed my programming skills to achieve many awards.

INTERESTS

- Surfing the Net
- Reading books
- Listening to the Music
- Writing journal
- Singing.

Centurion UNIVERSITY
Shaping Lives...
Empowering Communities...

Particulars	Information
Name of the Recruiter	
Date of Campus placement Drive	
Mode(On Campus/Virtual/Off Campus)	
Position / Job Profile	
CTC	
Location	
Eligibility	
No of students Registered	
No Students attended Pre-Placement Talk	
No of students appeared campus drive	
No of students cleared 1st round of selection test(Mention test type)	
No of students cleared 2nd round of selection test(Mention test type)	
No of students cleared 3rd / Final round of selection test(Mention test type)	
No of students got selected	
Tentative Date of Joining	

8:5 Campus Drive Report Part 2

Feedback from Recruiters	
Observation report by Career Coordinator / Trainer	
Remark by Pursuit Manager	

Centurion UNIVERSITY

Name:

Designation:

Organization:

Email: **Mobile No.:**

Date of Interaction:

Mode of Interaction:

Feedback taken by (Name & Designation):

Comments:

Sl No	Comments/Suggestions

Signature

9:0 General Guidelines

9.1 E-Mail Etiquettes

What are Email Etiquettes?

Email Etiquettes also called Internet Etiquette refers to a set of rules a Freshly passed out graduates and postgraduates need to follow while communicating through mails or any other online forum. Let us go through some Email etiquette

- Make sure emails are self-explanatory. The other person should understand your views and ideas.
- Don't use capital letters in emails unless and until it is the first alphabet of a word. Turn off the CAPS lock key. Emails written in all capitals are considered rude and loud.
- Be crisp. Lengthy emails are seldom read. Never ever deviate from the actual topic. ŸThe subject line ought to be meaningful and relevant. Through subject line employees can quickly know what is written in the email.
- Start your mail with formal greetings.
- Format your emails correctly. Justify your text. Break the complete message into short paragraphs with equal spaces in between. Use bullets -points wherever required.
- Keep all related members in loop. Do mark a blind copy to your reporting boss for him to know what you are up to?
- All official emails must have signatures at the bottom. Your signature should include your name, your company's name, your designation and contact details. Make sure your signatures do not have incorrect information.
- Avoid writing offensive emails to anyone. It worsens the situation. It is always better to sit with the other person and discuss issues face to face.
- Take care of your font style and size. Official emails should ideally be written in Arial style with a font size of twelve. Emails written in various colors and designer styles are considered unprofessional and childish.
- Make sure you reply to all your mails. Don't add members just for the sake of it. Don't send mails to individuals who have nothing to do with your information. It is a sheer waste of yours as well as their time.
- Don't write anything in your mail which might fall back on you. Read your mail twice before hitting the send button.
- MT and GET freshly hired by the companies should not open illegal or porn sites at workplace. Read carefully the terms and conditions before opening any website. Do not open any site which might harm your office computer.
- Take care of spelling errors, punctuation marks and grammar. Wrong spellings irritate the readers. Be polite and soft in your communication.

- Avoid using short forms or abbreviations in official mails.
- It is important to respect other's privacy. Don't check anyone's mails in his absence.
- The mail meant for an individual should be marked only to him. Do not mark anyone else in bcc. Communicate with him in private.
- Use words like "regards", "thanks", "yours sincerely" to close your mails.
- Avoid attaching heavy files to your mail.
- Do not upload objectionable photographs in any networking site.
- Respect the other person's views while sharing information on various online forums

9.2 Dress Code Interview Attire for Men

1. Clean Shaven face or Neatly Trimmed beard.
2. Two Piece Suit- Cleaned and pressed, Use conservative colors like Navy blue or Gray.
3. Long sleeves Shirts even in summers- White or light blue solid color.
4. Empty pockets to eliminate bulges.
5. Conservative Tie
6. Belt Matching the color of the shoes.
7. Leather Shoes – black or cordovan. Polish the shores a night before.
8. No Earrings
9. Clean Trimmed Fingernails.

Interview Attire for Women's

1. Two Piece matched suit. Skirt should cover the thighs when seated Navy Blue, Black, Gray or Dark brown.
2. Tailored blouse, Shell or Knit Top.
3. Leather Shoes – No Stilettos or platforms.
4. Carry only one bag
5. Avoid perfume and heavy makeup.
6. Clean Trimmed fingernails.

9.3 Telephonic Etiquettes

Telephone etiquettes - An individual need to follow a set of rules and regulations while interacting with the other person over the phone. These are often called as telephone etiquettes. It is important to follow the basic telephone etiquettes as our voice plays a very important role in creating an impression of our personality, education, family background as well as the nature of job we are engaged in. The person giving the information is called the sender and the second party is the recipient.

Let us now study the various telephone etiquettes. Please find below the various telephone etiquettes.

- Always remember your voice must be very pleasant while interacting with the other person over the phone. Don't just start speaking, before starting the conversation use war m greetings like "good morning", "good evening" or "good noon" depending on the time.
- Never call any person at odd hours like early morning or late nights as the person will be sleeping and will not be interested in talking to you.
- In any official call, don't use words like" Any guess who I am? "as the person on the other side might be occupied with something and can get disturbed. Always say "Is it Ted?", and do ask him, "Is it the good time to talk to you?" and then start communicating. If the person sounds busy always wait for the appropriate time.
- Make sure your content is crisp and relevant. Don't play with words, come to the point directly and convey the information in a convincing manner. First prepare your content thoroughly and then only pick up the receiver to start interacting.
- After dialing, always reconfirm whether the person on the other side is the desired person whom you want to interact with. Always ask "Am I speaking to Mike?" or "Is this Jenny?" before starting the conversation.
- Always carefully dial the numbers, never be in a rush or dial the numbers in dark as it would lead to a wrong call. If by mistake you have dialed a wrong number, don't just hang up, do say sorry and then keep the phone courteously.
- Never put the second party on a very long hold. Always keep the information handy and don't run for things in between any call as the listener is bound to get irritated.
- While interacting over the phone, don't chew anything or eat your food. First finish your food and then only dial the number. If you are reading, please leave the book aside, first concentrate what the other person wishes to convey and then continue with the book.
- After completing the conversation, don't just hang up. Reconfirm with the receiver whether he has downloaded the correct information or not and do end your conversation with pleasant words like "Take care", "nice speaking with you" and a warm bye. Never say Goodbye.
- Always speak each word clearly. The person on the other hand can't see your expressions so remember your tone should be apt to express your feelings in the correct form.
- Don't take too long to pick up any call. If you miss the call, make sure you give a call back as the other person might have an important message to convey. Avoid giving missed calls at workplaces as it irritates the other person.
- In professional talks, never keep the conversation too long as the other person might be busy. Always keep the content crisp and relevant and do come to the point after formal greetings.
- If you are not the correct person and the speaker needs to speak to your fellow worker always say, "one moment please- I will call him in a minute". If the colleague is not in the office premises, always take a message on his behalf and don't forget to convey him when he is back.
- Decrease the volume of the television or turn off the speakers while speaking over the phone as noise acts as a hindrance to effective communication
- If there is any disturbance in the network, don't just keep speaking for the sake of it; try to call after some time with a better line.

9.4 Interview Etiquettes

Interview etiquette refers to codes of conduct an individual must follow while appearing for interviews. Let us go through some interview etiquette:

- While appearing for telephonic interviews, make sure you have your resume in front of you. Move to a quiet place and keep a pen and paper handy to jot down address or other necessary details.
- An individual must be present at the interview venue before time. Start from your home a little early and allow a margin for traffic congestions, car problems, route diversions and other unavoidable circumstances. Check the route well in advance to avoid last minute confusions. If you do not have own conveyance, book a cab or ask your friend or family member to drop you right outside the venue. Avoid going by public transport that day.
- Be very particular about your appearance. Follow the professional dress code for an everlasting first impression. Wear something which looks good on you. Coordinate a light color shirt with a dark color well fitted trouser. Make sure your shoes are polished and do not make noise. It is essential to smell good.
- Enter the interviewer's cabin with confidence. Greet him with a warm smile. A firm handshake says that an individual is confident, aggressive and willing to take challenges. Do not offer to shake hands if the interviewer is a female. Do not sit unless you have been told to so.
- Make an eye contact with the interviewer. Avoid looking here and there.
- Be honest with the interviewer. Remember a single lie leads to several other lies. Avoid fake stories. It might land you in trouble later.
- Take care of your pitch and tone. Be polite but firm.
- Stay calm. Avoid being nervous during interviews. Remember no one will hang you till death if you do not clear the interview. There is always a second chance.
- One must sit straight for the desired impact. Avoid fiddling with pen and paper. It is important to have the right attitude as it helps you stand apart from the crowd.
- Keep your cell phone in the silent mode while attending interviews. Cell phone ringing during interviews is an offence.
- Chewing gum during interview is childish.
- Do not fold your resume; instead keep it in a proper folder. Carry all other relevant documents which you might need during interview. Keep a passport size photograph handy.
- Slangs and one-liners must not be used in interviews.
- Avoid cracking jokes with the interviewer.
- Once you are done with the interview, do not forget to thank the interviewer

9.5 Virtual Interview Etiquettes

- Find a quiet, private, well-lit place, free from possible interruptions.
- Eye contact is very important during an in-person interview, and you want to convey that same level of connection during a video interview.
- Ensure your internet connection is stable.
- Check that your computer's audio is working.
- Test your computer's webcam. Position the camera so that you are looking up slightly and centered on the screen. While it's likely that the interviewer will only see your upper half, it's still a good idea to wear professional pants or a skirt in case you need to stand up for any reason
- Close any unnecessary web browser tabs and applications and notifications.
- Dress professionally and avoid bright colors.
- Have a pen, notepad and copy of your resume on your desk.
- When listening, nod and smile to show you are engaged.
- Use hand gestures when appropriate.
- Place your phone in silent mode.

If things go wrong with technology, there's always a chance thing could go wrong. Here are some backup plans to have ready just in case.

- If your video or audio stops working Before the interview, ask the interviewer for a phone number where you can reach them if you experience technical difficulties. If the video cuts out, call them at that number. Ask if you can continue the interview by phone or if you can reschedule.
- If noise interrupts the conversation If noises (sirens, construction, etc.) interrupt your video interview, apologize for the interruption and ask for a few moments until the noise has subsided. You may want to mute the microphone if the noise is severe.
- If someone enters the room unexpectedly If family members, housemates or pets enter the room while you're interviewing, apologize to the interviewer, ask for a few moments, mute your microphone and turn off your camera, and then step away to deal with the interruption. Make sure that the room is secure before beginning the interview again.

On the day of your interview, review this checklist as you're setting up:
- Ensure that you won't be interrupted, either by locking the door or by alerting others that you can't be disturbed (a note on the door of the room as well as the door to the outside may be helpful).
- Clear the desk space, except for a notepad and pen/pencil for you to take notes.
- Have a copy of your resume and any other notes ready for you to reference. • Set out a glass or bottle of water for yourself.
- Check that your webcam is working.
- Check that your audio is working.
- Close any windows, tabs or applications on your computer that you're not using.
- Check your internet connection and make sure you're not downloading anything in the background.
- Set your phone to silent.
- Check that the background behind you is neutral and free from clutter.
- Adjust the lights in the room. If things appear dark or dim, you may want to bring in an extra desk lamp to brighten the space.

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