

Subject Code: 04CR0102

Subject Name: Corporate Grooming and Etiquette (Semester 1)

Objective: This an upper-intermediate qualification that shows students have a level that is adequate fluent in etiquette, and you will become an ambassador of civility in a business environment.

Credits Earned: 2 Credits

Course Outcomes: This an upper-intermediate level qualification, which shows students are:

- ✓ Polished Professionals
- ✓ Comfortable and confident in new situations
- ✓ Able to put others at ease
- ✓ Respectful, kind and considerate
- ✓ Remembered, in a good way

EVALUATION:

The students will be evaluated on a continuous basis and broadly follow the scheme given below:

Teaching Scheme (Hours)			Credits	Theory Marks			Tutorial/ Practical Marks		Total Marks
Theory	Tutorial	Practical		ESE (E)	Mid Sem (M)	Internal (I)	Viva (V)	Term work (TW)	
02	0	0	2	00	00	00	50	50	100

Course Content

UNIT	TOPIC	CONTACT HRS.
1 Your Professional Best	Prepare for success <ul style="list-style-type: none"> - Appearance and Attire - First impression - Clothes Encounters - Gauge in brain (Formal vs informal) 	2
	Hygiene and Grooming Guide <ul style="list-style-type: none"> - Posture and Gesture - YESes and NOes of Grooming - My Space 	1
2 People Skills	Connecting and Building Rapport <ul style="list-style-type: none"> - Listening Skills - Conversational Skills - Body Language - Greetings - Interpersonal skills - Telephone Skills 	3

3 Manners at your workplace	Job interview etiquette <ul style="list-style-type: none"> - Interview framing skills - Resume vs CV - Job satisfaction 	2
	Meeting Manners <ul style="list-style-type: none"> - Inviting for meetings (formal mails) - Business Meeting pre-requisites - Taking down the minutes of the meetings 	2
4 Down the Aisle	Elevator Etiquette <ul style="list-style-type: none"> - The TWO FLIGHT RULE - Hold the door - Your Proxemics - Phone or No phone 	2
	Cubical Etiquette <ul style="list-style-type: none"> - Knock it before you say it - Avoid Avoid Avoid - The Prairie Dog theory - Your Cubical Your Home 	2
5 Dining Decoded	General Guidelines Tabletop Tour Dining Styles Restaurant Dining Customer Courtesy	2
6 Business Correspondence	Written Discourse <ul style="list-style-type: none"> - Introduction to Basic Writing - Styles of writing - Significance of Writing - Do's and Don'ts of good writing 	1
	Email Writing <ul style="list-style-type: none"> - Elements of a formal email - Cohesive devices to used in writing formal email - Format - Kinds of emails - Practice 	4
	Writing formal Letters <ul style="list-style-type: none"> - Types of letters <ul style="list-style-type: none"> a. Circulars b. Promotional Content c. Sales - Format - Practice 	3
7 Presentation	Spoken Discourse <ul style="list-style-type: none"> - Introduction to Basic speaking - Styles of speaking - Significance of speaking - Do's and Don'ts of good speech 	2

Skills	<i>Using Power point</i> <ul style="list-style-type: none"> - Preparing effective slides - Using images, graphs and charts etc., - Delivering an effective presentation - Do's and Don'ts of Power Point 	2
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Reference Books:

Sr. No	Author/s	Name of the Book	Publisher	Edition and Year of Publication
R-01	Nancy R. Mitchell	Etiquette Rules A filed guide to modern manners	Wellfeet Press	2017