

GANPAT UNIVERSITY										
FACULTY OF SOCIAL SCIENCES AND HUMANITIES										
Programme	Bachelor of Arts					Branch/Spec.	Psychology			
Semester	III					Version	1.0.0.0			
Effective from Academic Year			2026-27			Effective for the Batch admitted in		July 2025		
Course Code	BSEC207		Course Name			Corporate Etiquettes and Professional Readiness				
Teaching Scheme					Examination Scheme (Marks)					
(Per week)	Lecture (DT)		Practical (Lab.)		Total			CE	SEE	Total
	L	TU	P	TW						
Credit	2	00	00	00	2	Theory		25	25	50
Hours	2	00	00	00	2	Practical		00	00	00
<b>Pre-requisites</b>										
Basic communication skills and an orientation toward professional and workplace learning.										
<b>Course Objective:</b>										
To equip learners with essential grooming, business etiquette, and communication skills for confident and effective professional interactions.										
<b>Course Outcomes</b>										
On successful completion of the course, the students will be able to:										
CO1	Maintain a polished professional image through proper grooming, attire, and business etiquette.									
CO2	Demonstrate professionalism by adhering to proper etiquette in workplace interactions, meetings, and business meals.									
CO3	Display professionalism in office communication, including telephone, email etc.									
CO4	Develop interpersonal skills by using etiquettes in order to succeed in corporate culture.									
<b>Theory Syllabus</b>										
Unit	Content									Hrs.
1	<b>Business Etiquette &amp; Professional Presence:</b> Concept of Professional Business Etiquette, Importance of Personal Grooming in Business Settings, Personal Grooming Habits and Professional Appearance, Professional Grooming Etiquette for Female, Professional Grooming Etiquette for Male, Importance of Dining Etiquette in Professional Life, Do's and Don'ts of Dining Etiquette, Business Meal Etiquette, Professional Business Introduction, Handshake Etiquette in Business Settings, Business Card Exchange Etiquette, Business Meeting Etiquette									15
2	<b>Workplace Communication &amp; Digital Etiquette</b> Office Etiquette and Professional Conduct, Telephonic Etiquette: Making and Receiving Calls, Keeping Calls on Hold, Transferring Calls, Ending Calls Professionally, Cellular Phone Etiquette in the Workplace, Voice Message Etiquette, Email Etiquette, Social Media Netiquette for Professionals, Virtual Meeting Etiquette (Zoom, Google Meet and other platforms)									15
Exam: Theory 100%, Numerical 0%										
<b>Practical Content</b>										
Practical, assignments and tutorials are based on above syllabus.										
<b>Text Books</b>										
1	Alex K. Soft Skills Know Yourself and Know the World, Sultan Chand & Sons New Delhi									
<b>Reference Books</b>										
1	Bhatnagar, N., & Bhatnagar, M. (2011). Effective Communication and Soft Skills. Pearson Education India. ISBN: 978-8131760345.									
2	Butterfield, J. (2020). Soft Skills for Everyone (2nd ed.). Cengage Learning India Pvt Ltd. ISBN: 978-9353501051.									
3	Storey, J. (2016). Interview: The art of the interview: The perfect answers to every interview question. CreateSpace Independent Publishing Platform. ISBN 9781536856620.									
<b>ICT/MOOCs Reference</b>										
1	<a href="https://onlinecourses.swayam2.ac.in/imb25_mg210/preview">https://onlinecourses.swayam2.ac.in/imb25_mg210/preview</a>									
<b>Mapping of CO with PO and PSO:</b>										

Course Outcome (CO) No.	PO-CO Mapping								PSO-CO Mapping					
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO1	2	2	1	3	1	2	1	1	1	1	2	2	1	1
CO2	2	3	2	3	1	2	1	1	1	1	3	2	1	2
CO3	1	2	1	2	1	3	1	1	1	1	2	2	1	1
CO4	2	3	2	3	1	3	1	1	1	1	3	3	2	2