

GANPAT UNIVERSITY																	
FACULTY OF MANAGEMENT STUDIES																	
Program		Bachelor of Business Administration				Branch/Spec.		Business Analytics									
Semester		III				Version		1.0.0.0									
Effective from Academic Year				2025-26		Effective for the batch Admitted in				July 2024							
Subject Code		BSEC204		Subject Name				Professional Skills									
Teaching scheme						Examination scheme (Marks)											
(Per week)		Lecture (DT)		Practical (Lab.)		Total				CE		SEE		Total			
		L	TU	P	TW												
Credit		00	00	02	00	02		Theory		00		00		00			
Hours		00	00	04	00	04		Practical		25		25		50			
Pre-requisite:																	
Adaptability and flexibility to develop personality																	
Objective:																	
To equip learners with essential grooming, business etiquette, and communication skills for confident and effective professional interactions.																	
Learning Outcome/Course Outcome:																	
Learning Outcome: After completion of course, 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 & business meals.																	
CO3- Display professionalism in office communication, including telephone, email, and cross-cultural interactions.																	
CO4- Develop interpersonal skills by using etiquettes in order to succeed in corporate culture.																	
Mapping of PO-CO and PSO-CO:																	
		Course Outcome (CO) No.	PO-CO Mapping								PSO-CO Mapping						
			PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO	PSO	PSO	PSO	PSO	PSO	
			CO1	2	3	2	1	2	1	1	1	1	1	2	1	1	2
			CO2	2	3	2	1	2	1	1	1	1	1	2	1	1	2
			CO3	2	3	2	1	2	1	1	1	1	1	2	1	1	2
			CO4	2	3	2	1	2	1	1	1	1	1	2	1	1	2
Practical Syllabus																	
Unit	Content														Hrs		
1	Professional Business Settings Skills														30		
	Importance of Grooming, Personal Grooming Habits, Professional Grooming Etiquette for Female, Professional Grooming Etiquette for Male, Importance of Dinning Etiquette, Do's of Dinning Etiquette, Don'ts of Dinning Etiquette, Etiquette of Handling the Cutlery, Business Meal Etiquette, Business Introduction, Shaking Hands and Business Card Exchange Etiquette, Business Meeting Etiquette.																
2	Professional Workplace Settings Skills														30		
	Office Etiquette, Telephonic Etiquette for Making Call, Receiving Call, Keeping Call on Hold, Transferring Call and Ending Call, Cellular Phone Etiquette, Voice Message Etiquette, Email Etiquette, Understanding Cross-Cultural Gestures, Expressing Thanks and Appreciation, Art of Paying Compliments and Responding to Compliments Etiquette, Etiquette of Expressing Agreement and Disagreement, Social Media Netiquette, Zoom and Google Meet Netiquette																
Exam: Practical 100%																	
Text Books																	
	Usha Kaushik. Essential Etiquette and Netiquette: Green Flag Foundation, ISBN – 978-81-952915-6-4. June 2021																
Reference Books:																	
	Nimeran Sahukar and Prem P.Bhalla ,The Book of Etiquette And Manners Seema Gupta, Correct Manners and Etiquette Rai Urrnila , English Language Communication Skills, Himalaya Publishing House.																
Online Resources:																	
	<a href="https://www.udemy.com/course/business-etiquette-and-professionalism/">https://www.udemy.com/course/business-etiquette-and-professionalism/</a>																