VISHNU
UNIVERSAL LEARNING

B V RAJU COLLEGE
VISHNUPUR:: BHIMAVRAM

WADHWANI

EMPLOYABILITY AND COMMUNICATION SKILLS

COURSE DETAILS:

The Department of English organized a hours based online courses for IV semester students of B.Sc., & B.com in collaboration with Wadhwani, an online platform to up skill the knowledge and technical skills, for the students. The courses offer a diverse range of curriculum that covers the main essence of

- Customer Center city
- Obtain an Appropriate Job

Which helps students in finding their own stream of vision and mission towards their career goals. Overall 55 students got registered in both the courses and gained an extensive knowledge through one assignment in which a student must obtain 70% of marks in order to get certified in the program. The courses were welcomed and thoroughly utilized by the students in an effective manner.

ASSIGNMENTS

CUSTOMER CENTER CITY

ASSIGNMENT – 1 : 10 Questions (6 TOPICS)

- Topic - 1 : Types of Customers – 1

- Topic - 2 : Types of Customers – 2

- Topic - 3 : Build a customer – Focused Mindset

- Topic - 4 : Build Rapport with Customers

- Topic - 5 : Respond Effectively to Customers

- Topic - 6 : Introduction to CRM Systems

OBTAIN AN APPROPRIATE JOB

ASSIGNMENT – 1 : 10 Questions (12TOPICS)

- Topic – 1 : Identify Your Own Skills Set

- Topic – 2 : Understanding Appropriate Job Options

- Topic – 3 : Define Short & Long Term Goals

- Topic – 4 : Searching and Applying for Relevant Jobs

- Topic - 5 : Create a Winning Resume

- Topic – 6 : Getting Ready for the Interview

- Topic – 7 : Interview Venue Etiquettes

- Topic – 8 : Navigating Interview Questions

- Topic – 9 : Wrapping the Interview

- Topic - 10 : Keep Up the Post – Interview Momentum

- Topic - 11 : Build Confidence for an Interview

- Topic - 12 : Your Interview Success Guide

Course Feedback:

Students have to success overall 70% of marks in order to get the course completion certificate which can be useful for their resume also.

HOD

Voice Principal

Principal

9 R Krishnam Raju

H.O.D.
Department of English
B.V. RAJU COLLEGE
Vishnpur, Bhimavaram-534 202.

B V RAJU COLLEGE
VISHNUPUR
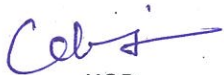
LIST OF THE STUDENTS ENROLLED FOR WADWANI

S.NO.	Name of the student	Group/Section	Contact	Signature
1.	K.EMMANUL RAJU	II MPC	7993170408	M. Emmanke
2.	K.SYAM BABU	II MPC	9381784417	k. Syam BABU
3.	R.M.SAI KUMAR	II MPC	8897611595	R.M.Sai Kums
4.	G.POOJA	II MPC	8591195516	G.pooja
5.	A.MANITHA	II MPC	9573016414	A. Manitha
6.	KOMA RAJYA LAKSHMI	II MPCS-A	9493276675	K. Rajya lakshmi
7.	CH.DIVYA	II MPCS-A	6303963139	ch. Divya
8.	CH.KUMARI	II MPCS-A	9550744141	Ch.kumari
9.	G.JAHNAVI	II MPCS-A	8977902258	G.Jahnavi (N.Q)
10.	B.PARA LAKSHIMI	II MPCS-A	9676618479	B. para lakshmi
11.	D.REVATHI	II MPCS-A	9573970253	D. Revathi
12.	SK.SANA	II MPCS-B	6305947282	Sk.sana
13.	V.S.G. LAKSHIMI	II MPCS-B	9347462212	lakshmi
14.	G.LIKHITHA	II MSCS-A	9494337095	G. Likhitha
15.	G.GAYATHRI	II MSCS-A	9885588249	G. Gayatri
16.	I.ANUSHA	II MSCS-A	9652503504	I.Anusha
17.	A.PAVANI	II MSCS-A	9515231713	A. pavani
18.	G.LOHITHA	II MSCS-A	9491318627	G. Lohitha.
19.	I.MANOHARI	II MSCS-A	9347147446	I. manohari
20.	K.LAVANYA	II MSCS-A	8465991192	k. Lavanya
21.	K.MAHITHA RANI	II MSCS-A	9392899748	K.Mahitha

No.	Name	Class	Phone	Signature
22.	M.SRAVANTHI	II MSCS-B	9398348231	M Sravanthi
23.	T.POORNIMA REKHA	II MSCS-B	6302138412	T.Poornima
24.	V.CHARISHMA	II MSCS-B	8493419254	V.Charishma
25.	S.D.SOWMYA	II MSCS-B	8897372389	S.D.Sowm
26.	P.DHANYA SRI	II MSCS-B	9494363488	P. Dhanya Sri
27.	SK.MUNTHAZ BEGUM	II MSCS-B	8466087857	SK. mundde
28.	V.HARSHITHA	II MSCS-B	9246080619	V.Harshitha
29.	M.VARA PRASAD	II MSCS-B	9573859466	M.vara prasad
30.	CH.SAILAJA	II MECS-A	6309348327	CH.Sailaja
31.	RICHITHA	II MECS-A	9494847949	Richitha
32.	P.YAMINI DEVI	II MECS-B	8688629445	P.Yamini devi
33.	P.CHAITRA	II MECS-B	9030434469	P. Chaitra
34.	V.PHRUDHVI	II MECS-B	8978296532	V. Prudhvi
35.	P.LOKESH	II MECS-B	8342981941	P. Lokesh
36.	S.N.V SAILAJA	II BTBCC	9553413757	S. Sailaja
37.	V.VARSHINI	II BTBCC	934664994	V. Varshini
38.	T.GANGA BHAVANI	II MBBTBC	7730098898	T Gangabhavani
39.	K.CHARISHMA	II MBBTBC	9392705085	K. charish
40.	R.NEELIMA	II MBBTBC	9014088366	R. Neelima (NA)
41.	R. MADHU SHALINI	II MBBTBC	8977241431	R. MADHU
42.	G.HEMA	II MBBTBC	9515074846	G.Hema
43.	K.SOWJANYA	II MBBTBC	7075905176	k. Sowjanya
44.	MD.UZMA	IIB.COM	8985302588	M.D.UZma
45.	M G K D D BHAVANI	II MECS - B	9010740578	m. Bhavani
46.	L. ISWARYA	II BT BC	8886181511	L. iswarya
47.	K. SUMALATHA	II BT BC	9100776193	K. Sumalatha
48.	D. MRUDULA	II BT BC	9100776493	D. Mrudula
49.	CH. JOSHNAVI	II MSCS - A	7288099134	CH. Joshnavi

50.	CH. JASHNAVI	II MSCS - A	9291630349	ch. Jashnavi
51.	A. L.S. SIRISHA	II MPCS - A	9553146418	A.L.S.Sirisha
52.	CH. CHARISHMA	II MB BT BC	93922705085	ch, Charishma
53.	S. SIMHADRI	II MECS - B	9063638743	S.Simhadri
54.	V. RAMANA	II MECS - B	7997935844	V.Ramana (N.O)

For this academic year, 2023-2024, 54 students were enrolled for WADHWANI CUSTOMER CENTER CITY and OBTAIN AN APPROPRIATE JOB and enjoyed the courses thoroughly; at the end of the course 51 students appeared for the online examination and got certificates.

HOD

Vice Principal

Principal

H.O.D.
Department of English
B.V. RAJU COLLEGE
Vishnpur, Bhimavaram-534 202.

& R Krishnam Raju

VISHNU
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B V RAJU COLLEGE

VISHNUPUR

LIST OF THE STUDENTS ATTENDED ASSIGNMENT FOR WADWANI

ASSIGNMENT – 1 **DATE 14-03-2024**

S.NO.	Name of the student	Group/Section	Contact	Signature
1.	K.EMMANUL RAJU	II MPC		M. Emmanhue
2.	K.SYAM BABU	II MPC		K. Syam BaBu
3.	R.M.SAI KUMAR	II MPC		R.M.SaiKumar
4.	G.POOJA	II MPC		G.pooja.
5.	A.MANITHA	II MPC		A. Manitha
6.	KOMA RAJYA LAKSHMI	II MPCS-A		K. Rajya lakshmi
7.	CH.DIVYA	II MPCS-A		ch. Divya
8.	CH.KUMARI	II MPCS-A		ch. kumari
9.	G.JAHNAVI	II MPCS-A		G.Jahanavi(No
10.	B.PARA LAKSHIMI	II MPCS-A		B. para lakshmi
11.	D.REVATHI	II MPCS-A		D. Revathi
12.	SK.SANA	II MPCS-B		Sk. Sana
13.	V.S.G. LAKSHIMI	II MPCS-B		Lakshmi
14.	G.LIKHITHA	II MSCS-A		G. Likhitha
15.	G.GAYATHRI	II MSCS-A		G. Grayathri
16.	I.ANUSHA	II MSCS-A		I. Anusha
17.	A.PAVANI	II MSCS-A		A. pavani
18.	G.LOHITHA	II MSCS-A		G. lohitha.
19.	I.MANOHARI	II MSCS-A		I. manohari
20.	K.LAVANYA	II MSCS-A		K. Lavanya

21.	K.MAHITHA RANI	II MSCS-A		K. Mahitha
22.	M.SRAVANTHI	II MSCS-B		M. Sravanthi
23.	T.POORNIMA REKHA	II MSCS-B		T. Poornima
24.	V.CHARISHMA	II MSCS-B		V. charishma
25.	S.D.SOWMYA	II MSCS-B		S.D. Sowmya
26.	P.DHANYA SRI	II MSCS-B		P. Dhanya sri
27.	SK.MUNTHAZ BEGUM	II MSCS-B		BEgum
28.	V.HARSHITHA	II MSCS-B		V. Harshitha
29.	M.VARA PRASAD	II MSCS-B		M. vara prasad
30.	CH.SAILAJA	II MECS-A		CH. Sailaja
31.	RICHITHA	II MECS-A		Richitha
32.	P.YAMINI DEVI	II MECS-B		P. yamini devi
33.	P.CHAITRA	II MECS-B		P. chaitra
34.	V.PHRUDHVI	II MECS-B		V. Prudhvi
35.	P.LOKESH	II MECS-B		P. LOkesh
36.	S.N.V SAILAJA	II BTBCC		S. Sailaja
37.	V.VARSHINI	II BTBCC		V. Varshini
38.	T.GANGA BHAVANI	II MBBTBC		T. Gangabhavani
39.	K.CHARISHMA	II MBBTBC		K. charis
40.	R.NEELIMA	II MBBTBC		R. Neelima (v.a)
41.	R. MADHU SHALINI	II MBBTBC		R. MADHU
42.	G.HEMA	II MBBTBC		G. Hema
43.	K.SOWJANYA	II MBBTBC		k. sowjanya
44.	MD.UZMA	IIB.COM		M.D. UZMa
45.	M G K D D BHAVANI	II MECS - B		M. Bhavani
46.	L. ISWARYA	II BT BC		L. iswarya
47.	K. SUMALATHA	II BT BC		K. Sumalatha
48.	D. MRUDULA	II BT BC		D. Mrudula

49.	CH. JOSHNAVI	II MSCS - A		CH. Joshnavi
50.	CH. JASHNAVI	II MSCS - A		ch. Jashnavi
51.	A. L.S. SIRISHA	II MPCS - A		A.L.S.Sirisha
52.	CH. CHARISHMA	II MB BT BC		ch. Charishma
53.	S. SIMHADRI	II MECS - B		S.Simhadri
54.	V . RAMANA	II MECS - B		V. Ramana.(N.)

ASSIGNMENT

Rina is a receptionist at a hotel, and Neil, a guest, has just arrived. How can Rina establish a good rapport with Neil during the check-in process?

- ○ a. Rina must greet Neil warmly, make eye contact, and smile.

- ○ b. Rina can ignore Neil and attend to other guests.

- ○ c. Rina must use a monotonous voice and not smile.

- ○ d. Rina must rush through the check-in process without asking any questions or making conversation.

Sia is an engineer. She is developing a domain-specific tool for a particular application, like a railway reservation system, weather forecasting, etc. Which domain of engineering does she belong to?

- a. Mechanical.
- b. Software.
- c. Hardware.
- d. Civil.

Tara and Kim own a shop. They kept a few offers that hiked their sales. They were earlier keeping track manually. How will they automate sales processing, inventory management, and customer management?

- a. By implementing a cloud-based POS system.

- b. By hiring a sales consultant.

- c. By using a paper-based inventory management system.

- d. By creating an employee incentive program.

Roy runs a mega mart. He comes across many types of customers every day. Which of the following qualities do customers of the Open type have?

A. Curiosity

B. Calm

C. Casual

D. Creativity

○ a. Only D and A

○ b. Only C and D

○ c. Only B and C

○ d. Only A and B

Jay is running a shop. He wants to make a profit. Which of the following should he do?

- ○ a. Offering no discounts to customers as you will lose money.

- ○ b. Start arguing with them and tell them to behave properly.

- ○ c. Ignore them.

- ○ d. Give them attention and bring them to the front of the line.

Sia has a clothing shop. A few days back, a customer complained about a faulty piece. Accepting it, she resolved the issue then and there. What more can she do?

- ○ a. Sia should follow up with the customer to make sure that they are happy with the resolution.

- ○ b. Sia can't do anything more than that.

- ○ c. Sia should give free clothing pieces to every angry customer!

- ○ d. Sia should ignore the whole scene after that day.

Joy is known for his exceptional dedication to consistently serving his customers' needs. One day, he receives a call from a customer named Sara, who is facing an issue with a product she recently purchased. Sara is satisfied as Joy resolves the issue. Based on the above situation, how is Sara likely to respond to her experience?

- ○ a. Sara will write a negative review about Joy's customer service skills.

- ○ b. Sara will become loyal to the respective company's products and refer their services to friends and family.

- ○ c. Sara will lose interest in the company's services and not recommend them.

- ○ d. Sara will file a complaint against Joy for being too

A customer has asked for a refund on a product that they purchased online. Create a template email response that demonstrates effective service recovery skills in addressing the customer's request.

○ a. Dear [Customer Name], We are sorry to hear that you are not satisfied with your purchase. Unfortunately, we are unable to offer a refund or replacement. Please refer to our terms and conditions. Thank you for your business.

○ b. Dear [Customer Name], We are sorry to hear that you are not satisfied with your purchase. We understand how frustrating this can be, and we would like to apologize for any

Ajay is a salesperson who is successfully selling his product as he listens to them carefully. Why is active listening an important aspect of building rapport with customers?

- ○ a. It helps you quickly close sales and move on to the next customer.

- ○ b. It allows you to promote products more effectively.

- ○ c. It allows you to interrupt the customer and offer your own opinions.

- ○ d. It helps you build trust and understand the customer's needs.

Sophie, a dedicated customer service representative, is attending a training session on developing a customer-focused mindset within the organization. The instructor asks the participants, "Which among the following does NOT fall under the five steps to creating a customer-foc mindset in an organization?" What should Sophie's response be?

○ a. Solve a specific customer need.

○ b. Overlook customer feedback and interactions.

○ c. Always look for product improvements.

○ d. Go above and beyond with customer service.

WADHWANI
FOUNDATION

Microcertificate of Completion

This is to certify that

Budi Paralakshmi

has successfully completed **Customer Centricity**

on **March 14, 2024**

Ajay Kela

Ajay Kela
CEO, Wadhwani Foundation

Scan &Verify

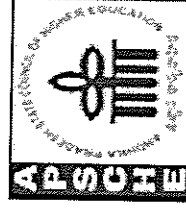WADHWANI
FOUNDATION

Microcertificate of Completion

This is to certify that

Divya Chuttugulla

has successfully completed **Customer Centricity**

on **March 14, 2024**

Ajay Kela

Ajay Kela
CEO, Wadhwani Foundation

APSCHE

WADHWANI
FOUNDATION

Microcertificate of Completion

This is to certify that

Pavani Akkala

has successfully completed **Customer Centricity**

on **March 14, 2024**

Ajay Kela

Ajay Kela
CEO, Wadhwani Foundation

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FOUNDATION

Microcertificate of Completion

This is to certify that

Sumalatha Kamparam

has successfully completed **Obtain an Appropriate Job**

on **April 08, 2024**

Ajay Kela

Ajay Kela
CEO, Wadhwani Foundation

Scan &Verify

WADHWANI
FOUNDATION

Microcertificate of Completion

This is to certify that

Mirapala Gayathri kusuma devi durga bhavani Gayathri

has successfully completed **Obtain an Appropriate Job**

on **April 10, 2024**

Ajay Kela
Ajay Kela
CEO, Wadhwani Foundation

WADHWANI
FOUNDATION

Microcertificate of Completion

This is to certify that

Kondaveti Charishma

has successfully completed **Obtain an Appropriate Job**

on **April 01, 2024**

Ajay Kela

Ajay Kela
CEO, Wadhwani Foundation

Scan &Verify

WADHWANI
FOUNDATION

Microcertificate of Completion

This is to certify that

Sathvika Simhadri

has successfully completed **Obtain an Appropriate Job**

on **April 10, 2024**

Ajay Kela
Ajay Kela
CEO, Wadhwani Foundation

WADHWANI FOUNDATION

Microcertificate of Completion

This is to certify that

Jashnavi Cheeday

has successfully completed **Obtain an Appropriate Job**

on **April 10, 2024**

Ajay Kela

Ajay Kela
CEO, Wadhwani Foundation

Scan &Verify