

# HANDBOOK

## STUDENT PLACEMENT

Everything you need to Know about the Placements.



# Table of Content

1:0	Definitions
2:0	About the Corporate Resource Center
2:1	Objective
2:2	Vision
2:3	Mission
2:4	Scope of Work
2:5	Director CRC Message
2:6	Placement Process
3:0	Placement Policy
3:1	Aim of the Placement Policy
3:2	Scope of the Placement Policy
3:3	Roles and Responsibilities
3:4	Placement Policy & Procedure
4:0	Key Responsibilities of CRC
4:1	Career Counselling and Overall Development of the Students:
4:2	Job Trends:
4:3	Provide Career Services to Students:
4:4	Network with Local Employers:
4:5	Plan Hiring Events:
4:6	Screen Potential Candidates:
5:0	Sample Interview Questions
6:0	Frequently Asked Questions (FAQ)
7:0	Sample Formats and Template
7:1	Student Undertaking Format - Seeking Placement Assistance
7:2	Student Undertaking Format - Not Seeking Placement Assistance
7:3	CV / Resume Template
8:0	General Guidelines
8.1	E-Mail Etiquettes
8.2	Dress Code
8.3	Interview Etiquettes
8.4	Virtual Interview Etiquettes

## 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 Sushant University, located in Gurugram. The following terms, written in UPPERCASE, shall be interpreted as follows, unless specifically stated otherwise:

**BRANCH:**

Refers to the specific undergraduate or postgraduate program in which a student is currently enrolled. Examples of branches include Architecture, Design, Computer Science, Law, and so on.

**INSTITUTE/SCHOOLS:**

Denotes the institutes or schools within Sushant 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 academic unit within an institute that offers a specific undergraduate or postgraduate 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 Corporate Resource Center (CRC)

The Corporate Resource Center (CRC) at Sushant 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 Sushant University to recruit our highly valued and appreciated students.

### 2:1 Objective

The Corporate Resource Center 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 CRC focuses on expanding the university's corporate network and enhancing placement opportunities for students.

### 2:2 Vision

**The vision of the Corporate Resource Center includes the following goals:**

- Equipping students with relevant and well-conceptualized professional skill sets and mindsets.
- Guiding students in choosing the right career path.
- Meeting the expectations of the corporate world.
- Assisting corporations in recruiting the most suitable students and establishing successful recruiting relationships.
- Enabling the realization of students' career aspirations by aligning them with industrial parameters, ultimately producing holistic individuals for the corporate sector and society.

### 2:3 Mission

As an internationally acclaimed university, Sushant University is recognized for its excellence in teaching, research, and outreach. The mission of the Corporate Resource Center is to provide the highest quality education to students, nurture their talents, foster intellectual growth, and shape their personal development. It remains committed to the pursuit of truth, aligned with the requirements of the corporate world.

The mission also includes creating a transformative educational experience that focuses on deep disciplinary knowledge, problem-solving skills, leadership development, effective communication, and ethical conduct.

### 2:4 Scope of Work

- Serving as the industry-academia interface for Sushant 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.
- Conducting guest lectures by industry experts to supplement academic learning.
- Establishing collaborations with industries to foster partnerships and create mutually beneficial opportunities.
- Providing career counselling services to support students in their career-related decision-making processes

## 2:5 Director CRC Message



Gaurav Saini  
Director - CRC

Due to our specialized curriculum that integrates industry knowledge, our students are well-prepared to succeed in a competitive environment. As a result, more and more companies are trusting our students. Sushant University is known for its excellent academics, research contributions, and industry connections. Our major strengths are our highly qualified faculty, talented students, and dedicated staff.

In today's business world, companies need young and dynamic individuals who have managerial and technological skills and a forward-thinking mindset. To meet these needs, we use the latest technologies for teaching and emphasize a combination of theory and case studies.

We have made various improvements to enhance our programs. These include updating the course curriculum, offering new and relevant elective courses, using online learning methods, upgrading our IT infrastructure, and modernizing the library. We guide our students from the beginning of their studies and provide them with specific programs to develop their communication skills in the first year. In the second and third years, we focus on technical training, and in the final year, we offer specialized programs to further develop their technical and personal skills. These specially designed classes give our students an advantage in both on-campus and off-campus tests and interviews. We believe in instilling confidence through knowledge. We encourage critical thinking in our students, making them self-reliant leaders and lifelong learners. This approach has yielded positive results, as seen in the successful placements of our students.

Sushant University grooms young and dynamic individuals to face the challenges of the competitive industry and corporate world. Our interdisciplinary graduate and postgraduate programs provide students with theoretical knowledge and practical insights to develop a comprehensive understanding of real-world business situations. We offer practical experiences through industrial tours, workshops, seminars, guest lectures, summer and winter projects, live projects, and case studies. Additionally, we provide soft skills and personality development programs to help students improve their communication skills, build confidence, and develop a positive attitude. These efforts make our students valuable assets in the industry and enable them to succeed with confidence.

## 2:6 Placement Process



## 3:0 Placement Policy

The objective of this policy is to ensure that the placement and internship opportunities for registered students at Sushant 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 Cope of the Placement Policy

This policy is applicable to all students of the institute who have registered with the Corporate Resource Center 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 Corporate Resource Center (CRC) has the following responsibilities:

- Ensuring that appropriate procedures are in place to support the implementation of this policy.
- Contacting and inviting companies for placements and internships.
- Collaborating with the institute's academic departments, centers, and administrative units to ensure the policy's implementation.
- Maintaining a contact list of nominated members from faculty, staff, and students involved in placement and internship matters.
- 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.
- Students at Sushant University have the following responsibilities:
- Understanding and adhering to the placement policy established by the Corporate Resource Center.
- Providing all necessary and relevant information to the Corporate Resource Center in a timely manner when requested.
- Maintaining professional conduct at the highest possible standards, which does not harm the reputation of the Corporate Resource Center, the institute, or the recruiting companies.
- Attending mandatory sessions organized by the Corporate Resource Center for skill enhancement and briefings related to placements and internships.
- Participating in mandatory sessions organized by companies offering placements and internships.



## 3:4 Placement Policy and Procedure

### CORPORATE RESOURCE CENTER

Dear Students,

The placement policy aims to establish the roles, responsibilities, structure, and processes of the CRC Placement department. This policy is designed to maximize the number of students who secure placements through campus recruitment..

#### Placement Procedure

1. Companies are invited through email, providing relevant information and job descriptions.
2. Companies fill out the annexure and submit it back to the placement department via email.
3. Students receive details of the job descriptions via email.
4. Pre-placement talk (PPT) dates are finalized through discussions between the company and the placement department.
5. Once confirmed by the company, students are notified of the PPT date.
6. The company visits Sushant University Campus and conducts its PPT.
7. The Placement Department assigns a date to the company based on student rankings. The ranking is determined by the following parameters:
8. Job profile and growth prospects.
9. Salary package offered by the company.
10. Past recruitment record at Sushant University Campus.
11. Feedback from students regarding the company.
12. The company can confirm the dates with the CRC Placement department.
13. Resumes of interested students (if required) are made available to companies for shortlisting purposes.
14. The list of shortlisted students is sent to the Placement department before the campus selection date.
15. Companies visit the campus on the scheduled date & conduct written aptitude tests, group discussions, technical interviews, personal interviews as part of their selection process.
16. 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 CRC Department is to facilitate and advise on placement-related activities. The CRC 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 CRC 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...!!!

Director - Corporate Resource Center  
Sushant University, Gurugram

## 4:0 Key Responsibilities of CRC

### 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 CRC 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 CRC 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 CRC 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 CRC.
- 2 Each student can accept only one job offer. However, students who have already secured a job may be allowed to participate in the selection process for their "Dream Company." Once a student accepts a job offer from their dream company, they cannot participate in any further campus recruitment processes.
- 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 visiting companies 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 encouraged to apply for a passport and PAN card as many companies require these documents 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.
- 8 Students attending campus interviews must adhere to the following instructions:
  - 9 Follow the instructions regarding the venue of the pre-placement talk and interview.
  - 10 Carry at least five copies of their resume, photocopies of all original certificates, and five passport-size photographs.
  - 11 Dress professionally for the pre-placement talk/recruitment process; casual attire is not allowed.
- 12 CRC aims to provide placement assistance to final year students. However, placement is a privilege and cannot be claimed as a matter of right.
- 13 Future plans:
  - Introduce short-term courses to enhance students' soft skills and personality development.
  - Establish an effective coordination system between the placement center and other departments.
  - Establish an entrepreneurial cell to encourage students to start their own ventures after graduation.

Develop an online database of students for easier access and communication

## 5:0 Sample Interview Questions

1. Tell me about yourself ?
2. Why should I hire you ?
3. What are your strength and weakness ?
4. Why do you want to work at our company ?
5. What is the difference between confidence and over confidence ?
6. What is the difference between hard work and smart work ?
7. How do you feel about working nights and weekends ?
8. Can you work under pressure?
9. Are you willing to relocate or travel ?
10. What are your goals ?
11. What motivates you to do good job ?
12. What makes you angry ?
13. Give me an example of your creativity?
14. How long would you expect to work for us if hired ?
15. Are not you overqualified for this position ?
16. Describe your ideal company, location and job ?
17. What are your career options right now ?
18. Explain how would be an asset to this organization ?
19. What are your outside interest?
20. Would you lie for the company?
21. Who has inspired you in your life and why ?
22. What was the toughest decision you ever had to make ?
23. Have you considered starting your own business ?
24. How do you define success and how do you measure up to your own definition?
25. Tell me something about our company ?
26. Where do you see yourself five years from now ?
27. On a scale of one to ten, rate me as an interviewer ?
28. Do you have any question for me ?

## 6:0 Frequently Asked Questions (FAQ)

### 1. What is Campus recruitment?

Campus recruitment refers to the process whereby employers undertake an organised program of attracting and hiring students who are about to graduate & postgraduates from universities. (On-campus / Off campus / Pool-campus/Virtual) The objective of campus placement is to identify the talented and qualified students before they complete their education.

### 2. When does the campus recruitment season begin?

Normally, the campus placement season begins at the prefinal/final semester. It commences in the month of August and goes on till the end of the academic year.

### 3. What are the eligibility criteria to register for the campus placements?

Eligibility criteria to participate in the campus placements for the graduating class of 2018 are as below: a. 60% throughout. (10th, 12th, UG/PG)/60% in UG/PG b. No Standing Arrears. c. Students with Standing Arrears (Maximum-02) will be only considered as per the company's discretion. d. Students opting for placements will be given LOR (Letter of Recommendation) for higher studies except the students getting placed in Core / Dream companies.

### 4. How can I register myself for a particular company's placement process?

Once a recruiter's campus plan is confirmed, all eligible and placement registered students will receive a mail from the Placement Cell with the detailed Job description(Eligibility/company and job profile/Work Location /Salary Package/mandatory requirement) and the respective company willingness registration link. The respective interested student must give his/her confirmation that he/she is willing to participate in the respective campus placements. All students who thus confirm their willingness must attend the respective campus recruitment without fail.

### 5. What is Company shortlist?

At times, the recruiter may shortlist the candidates from the willingness database sent by the placement cell

### 6. What are the stages of the recruitment process?

The following are the typical stages of recruitment - elimination happens at every stage

- a. Pre-placement Talk (PPT)
- b. Aptitude Test / Technical Test (Online/Pen and Paper)
- c. Group Discussion(GD)
- d. Personal Interview (PI)
- e. Technical & HR Interview (TI)

The above mentioned stages may vary as per each company recruitment pattern.

### 7. Can one student get more than one offer?

The placement policy of the University is designed to benefit all campus eligible students so that maximum number of students gets real opportunity to secure job offers through campus recruitment. a. One offer is allowed for a student to provide an opportunity for pursue a career related to his/her discipline. b. Students who get selected in dream company will not be allowed to participate any further campus interviews with the exception of 'Super Dream' & 'International' opportunities subject to Placement norms.

## 8. What is Dream, Super Dream & International offer?

- Regular Offers (up to 4 LPA)
- Dream Offers (up to 7 LPA)
- Super Dream Offers (up to 15 LPA)
- Marquee Offers (More than 15 LPA)

## 9. How do I communicate with a particular Company?

All communications should be routed only through the Placement Cell. No direct communication with company HR should be done. Any communication received from the company by the students should be forwarded to the CRC for the records.

## 10. What is Aptitude Test?

- a. Consists of Verbal Reasoning, Logical Reasoning and Numerical / Analytical sections.
- b. Duration of the test varies from Company to Company.
- c. Every company has minimum cut-off marks. (Section-wise and Overall).
- d. Some companies may have negative marking also.
- e. Those that clear the Aptitude test will go to the next round of the selection process.

## 11. What is GD?

GD stands for Group Discussion. GD is conducted to evaluate the students on the basis of knowledge on current affairs, communication skills, leadership qualities and group behaviour. Those who clear the GD will go to the next round of the selection process.

## 12. What is personal interview (HR)?

HR interviews are conducted to assess Attitude, Communication, Confidence level, Flexibility and Fitment of the candidate into the respective company culture

## 13. What is technical interview?

- a. It is to assess technical knowledge of the students based on their core area of study.
- b. In case a student has done any certification course, knowledge in that area will also be evaluated

## 14. Will the results be declared on the same day of the campus placements?

Results will be declared on the same day by most of the companies, but a few companies might announce the results later.

15. What are the documents to be carried by the students on the day of campus placements?

- a. College identity card.
- b. Three sets of updated Resume, Photocopies of mark sheets & other certification if any.
- c. 2 recent passport size photographs.

16. What is internship?

- a. The selection process for internship is similar to that of full time recruitment process and the selected students must join as per the company decision. However, final placements are based on the performance during the internship tenure.
- b. Student who are selected only for internship are allowed for full time placement Company process (Internship cum placement will not be allowed for full time placement)

17. I have 6 CGPA but my 10th and 12th are less than 60%. Am I eligible for placement Registration?

No. Most of the companies prefer candidates with an average of 60% in 10th , 12th, UG / PG :However, criteria may differ based on company's recruitment policy.

18. If I am awaiting results in one company, am I eligible to attend other company?

You are eligible till the final results are declared by the earlier company. If you are selected it is mandatory to take earlier offer. Attendance Guidelines Student Attendance is part of all Placement Processes whether it is online test or Written test or Technical interview. It is mandatory to sign the attendance sheet; else he/she will be marked absent. Student having given his / her willingness to attend a process is not allowed to be absent without a prior intimation and valid reason. For such absenteeism the link will be given to the students the cutoff time for prior intimation is 3.00pm on the day before the respective campus drive. If prior intimation is not given, you will be blocked for further placement drive. Revoke Absenteeism -Guidelines Revoke Absenteeism form is available in all Placement Cell. The student has to fill all required details, sign the self-declaration and submit the Top portion of the form (duly signed by the Class In-charge and HOD with seal) to the Placement Cell. The student whose absenteeism is revoked will be considered only for Jobs being posted after the date of revocation and not for ongoing Placement processes as on date of revocation of absenteeism.



**CORPORATE RESOURCE CENTRE (CRC)**

**STUDENT DECLARATION FORM**

**Undertaking for Placement Assistance - 2024 Passout Batch**

**(For students seeking Campus Placement assistance)**

**Student's Name:** ..... **Mobile Number:** ..... **Course:** .....

**E-Mail ID :** ..... **Department** .....

10 <sup>th</sup> %	Year of Passing	12 <sup>th</sup> %	Year of Passing	Graduation % till Last Semester	PostGraduation % till last Semester	No of Backlogs till last semester-(Please refer the placement guidelines in the university placement handbook)

I hereby undertake, in seeking Placement Assistance from Sushant University and to abide by the Placement Rules-2023-24 in particularly as drafted the Placement Guidelines mentioned in university placement handbook that my Placement Assistance form will be treated null and void if I fail to appear for 3 consecutive placement opportunities of my major/minor stream, and the modified rules, if any and the ones stipulated by the CRC for placement from time to time during Placements-2023-24

I shall also honor the efforts of the University by joining the organization that has offered me a job of my choice through the placement program.

**INTERNSHIP DETAILS**

<b>Internship Company Name</b>	
<b>Duration of the Internship</b>	

**Kindly Note :**

- CRC shall aim to provide placement assistance to all graduating & post graduating students. Placement is a privilege extended to the students not a right
- CRC reserves the right to change this document at any time. Changes will be communicated to students in a timely manner.
- Placement Assistance form will NOT be accepted unless you produce 10th, 12th and every semester Marksheet.

**JOB PREFERENCE**

<b>Industry &amp; Job Location Preference</b>	
<b>Area of Specialization</b>	

**Student Name & Signature**





**CORPORATE RESOURCE CENTRE (CRC)**

**STUDENT DECLARATION FORM**

**Undertaking for Placement Assistance-2024 Passout Batch**

**(For students NOT seeking Campus Placement assistance)**

**Student's Name:** ..... **Mobile Number:** ..... **Course :** .....  
**E-Mail ID :** ..... **Department** .....

**Please specify your reasons for opting out of campus placement**

- Higher Education**
- Entrepreneurship/Family Business**
- Marriage Prospects**
- Any other (Please specify below)**

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**Student Name & Signature**

# Curriculum Vitae

Name: **Karan**

Address: House No - 1, Sector 55, Gurugram

Email Address: karan2020@gmail.com

Mobile Number: 9999999999



## **Career Objective:**

- Seeking a position in hospitality industry to utilize and enhance my management and leadership skills
- To secure a challenging position to hone my skills with hard work and firm determination

## **Work Experience/ Industrial Training:**

Industrial Trainee 21 Jan 2019 – 24 Jun 2019 Westin Hotel, Gurugram

- Supported organizing and catering for elite customer events
- Delivered high quality and timely food and beverages
- Managed the reservation system for the hotel

Summer Intern 21 Jun 2018 – 20 Jul 2018 Martinsville Garden (CP), New Jersey (USA)

- Completed training in food and beverages services department
- Assisted in organizing multiple events with 50+ international guests
- Assisted in logistics and transportation

Industrial Trainee 22 Dec 2017 – 21 Jan 2018 ITC Fortune Select Global, Gurugram

- Completed training as a customer service professional in the food and beverage department
- Served snacks and drinks to guests
- Ensured proper workflow
- Assisted in preparing simple dishes

## **Professional Qualifications:**

- BSC in Hotel Management and Catering Technology from Vatel Hotel and Tourism Business School, Sushant University, Gurugram

### **Academic Qualifications:**

- Senior Secondary Examination from National Institute of Open Schooling, India
- Higher Secondary Examination from CBSE Board, Gurugram

### **Computer Knowledge:**

- MS Office (Word, Excel, Outlook, Powerpoint, OneNote)
- Google Drive (Docs, Sheets, Slides, Forms)
- Spreadsheets (Excel, Google Sheets)
- Enterprise Systems (Billing Systems, Payment Processing Systems)

### **Hobbies:**

- Interacting with new people
- Travelling

### **Strengths:**

- Quick to adopt to new Environment
- Team player
- Creative
- Detailed oriented

### **Area of Interest**

- Front Office

### **Personal Profile:**

- Name: Karan
- Date of Birth: 20.10.1997
- Father's Name: Mr. Rohan
- Sex: Male
- Nationality: Indian
- Languages Known: English & Hindi
- Blood Group: O+

### **Declaration:**

I hereby declare that above mentioned information provided by me is correct and I bear all the responsibility for the correctness of the above details. .

**Karan**

## 8:0 General Guidelines

### 8.1 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.
- The 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

## 8.2 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 shoes 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.

## 8.3 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 warm 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.

## 8.4 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

## 8.5 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.

For further information, please visit D-209 & D-210 CRC office.





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