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QUESTION 1

SIMULATION

Overview

You have negotiated a new deal with a customer. You now want to finalize their contract with your company for an annual supply of coffee beans.

The screenshot shows a Google Docs interface with a document titled "Contract". The table of contents is as follows:

1. Our Company & Team	2
2. Agreement Details	2
TERM	2
PRODUCTS	2
PRICE	3
ORDER DETAILS	3
PAYMENT	4
CONFIDENTIALITY	4

Below the table of contents, the text of the contract begins:

This Supplier Contract is dated August 23, 2017, between Cuppa Coffee Company and Bean Escape Inc.

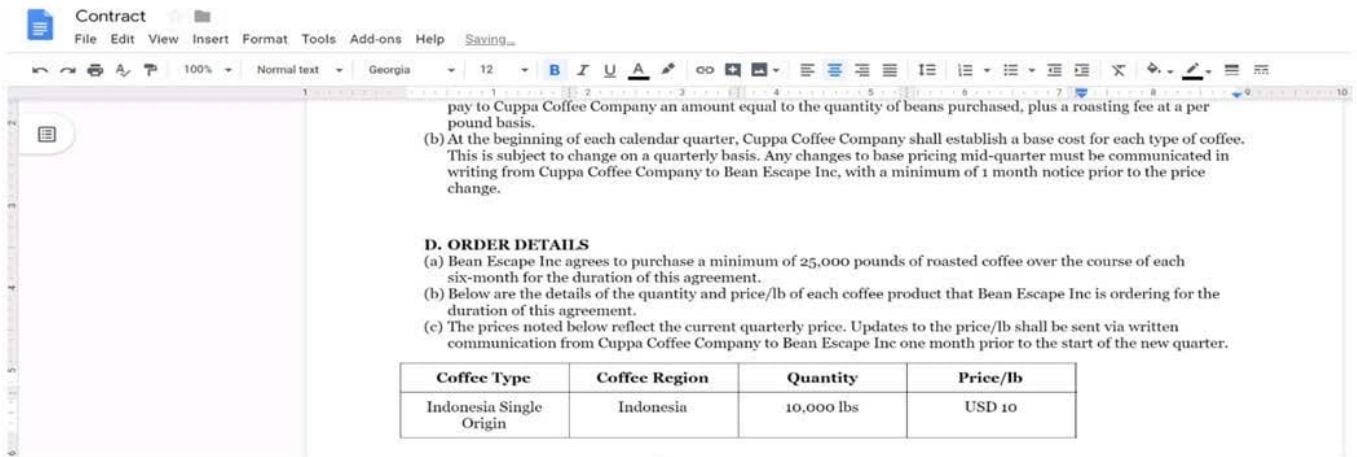
1. Our Company & Team
Our company, Cuppa Coffee Company, is a global coffee supplier. Our mission is to produce consistently quality coffee for local small businesses, cafes, restaurants, and corporations around the world. We started out small – three coffee lovers, eager to bring local flavor to a global audience. After 10 years, we've grown from a company of six employees to over 2,000 across 5 offices and 3 regions. While we supply our coffee products globally, it's important to us that local flavor, culture, and community are celebrated across our company. We serve global and showcase local.

Our team is based in three regions (North America, Asia, and Europe). We have five offices across these regions (in Chicago, Hong Kong, Dublin, Sydney, and Edinburgh). We are a team of industry experts, customer-focused leaders, and coffee connoisseurs.

2. Agreement Details
It is hereby agreed as follows:

A. TERM
The term of this agreement is from October 23, 2017 until October 22, 2018.

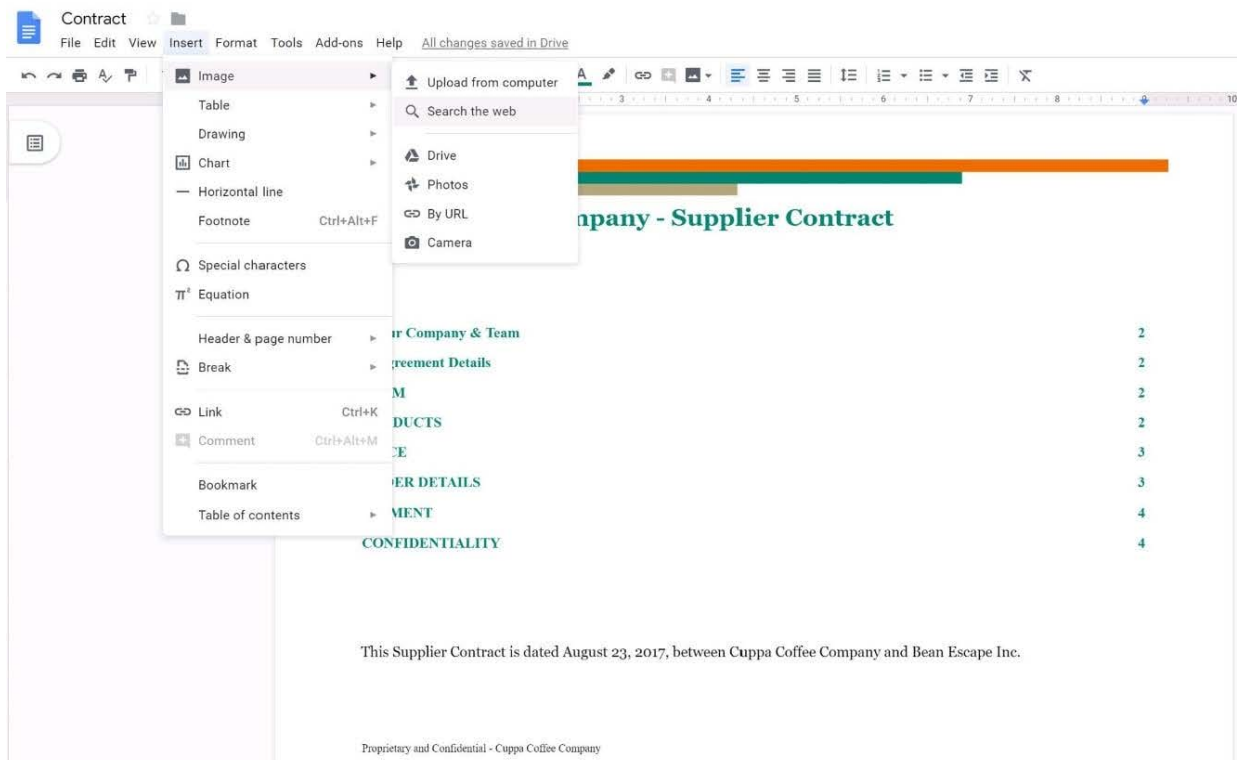
B. PRODUCTS
(a) Cuppa Coffee company will roast and supply Bean Escape Inc with coffee in the same manner and of the same quality as established between the two parties.
(b) All sales shall be in accordance with Cuppa Coffee Company's terms of sale except when modified by this agreement.
(c) All roasted coffee supplied by Cuppa Coffee Company will have been roasted and vacuum valve-bagged less than 30 days prior to delivery.



On the Contract document, you want to add your company logo under the header Cuppa Coffee Company ?Supplier Contract. Insert the Company Logo.jpg image located in your Drive directly under the header. You do not need to align or resize the image.

A. See explanation below.

Correct Answer: A



Contract ☆ ■


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100% Normal text Georgia 20 B I U A [Link] [Image] [List] [Table] [Text] [Text]

1 2 3 4 5 6 7 8 9 10

☰

Cuppa Coffee Company - Supplier Contract



1. Our Company & Team 2

2. Agreement Details 2

TERM 2

PRODUCTS 2

PRICE 3

ORDER DETAILS 3

PAYMENT 4

CONFIDENTIALITY 4

Proprietary and Confidential - Cuppa Coffee Company

QUESTION 2

Front Desk: Training Guide | Module 1

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Outline

- Mission and Vision
- Lodge Majestique Mission
- Lodge Majestique Vision
- Excellent Customer Service
- Do's and Don'ts of the Front Desk
- Staffing the Front Desk
- Summary
- End of Module 1

Training Objectives

In this 30-minute training session, we will go over the golden standards of customer service provided at Lodge Majestique. There is no action too small for our staff to do in order to create a world-class experience for our guests. The front desk managers are the first people our guests interact with upon arrival. Therefore, it is important for the front desk staff to create a positive first impression. With this in mind, we rely on our dedicated and passionate staff to provide our guests with professional and friendly service. Please take this time to ask questions, write down notes, and immerse yourself in this training journey. Welcome to the Lodge Majestique family!

- Become familiar with our **Mission and Vision**
- Discuss what it means to provide **Excellent Customer Service**
- Understand the **Do's and Don'ts of the Front Desk**
- Practice **Staffing the Front Desk**

Front Desk: Training Guide | Module 1

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SIMULATION

Overview

In the following tasks, you will demonstrate your ability to work in Google Docs. Lodge Majestique is a prominent vacation destination known for its great customer service. You will be finalizing a training guide for the Lodge Majestique Front Desk. Use the Front Desk: Training Guide | Module 1 for all the tasks in this scenario.

Front Desk: Training Guide | Module 1
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Facility: Lodge Majestique
Training Completed On:

Lodge Majestique Front Desk Training Module 1



Training Objectives:

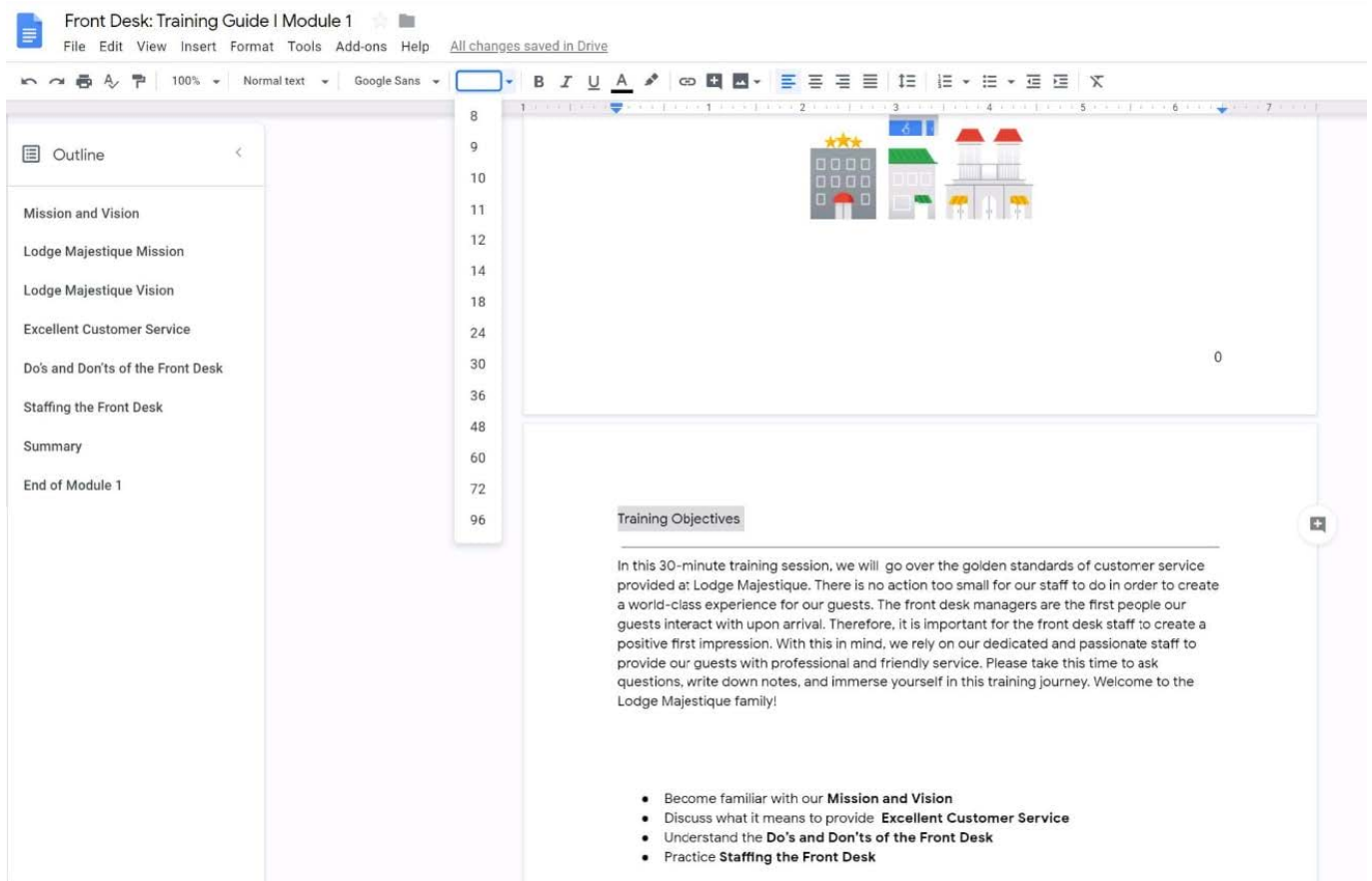
In this 30-minute training session, we will go over the golden standards of customer service provided at Lodge Majestique. There is no action too small for our staff to do in order to create a world-class experience for our guests. The front desk managers are the first people our guests interact with upon arrival. Therefore, it is important for the front desk staff to create a positive first impression. With this in mind, we rely on our dedicated and passionate staff to provide our guests with professional and friendly service. Please take this time to ask questions, write down notes, and immerse yourself in this training journey. Welcome to the Lodge Majestique family!

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Discuss what it means to provide **Excellent Customer Service**
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On page 2 of the Front Desk: Training Guide | Module 1, increase the font size of the Training Objectives section title to 14.

A. See explanation below.

Correct Answer: A



QUESTION 3

SIMULATION

Overview

In the following tasks, you will demonstrate your ability to work in Google Docs. Cascara is a furniture wholesaler with warehouses located in Europe. You will be filling out a form to ship a load of goods to one of the warehouses. Use the Carriage of Goods by Road (CGR) for all the tasks in this scenario.

Carriage of Goods by Road (CGR)

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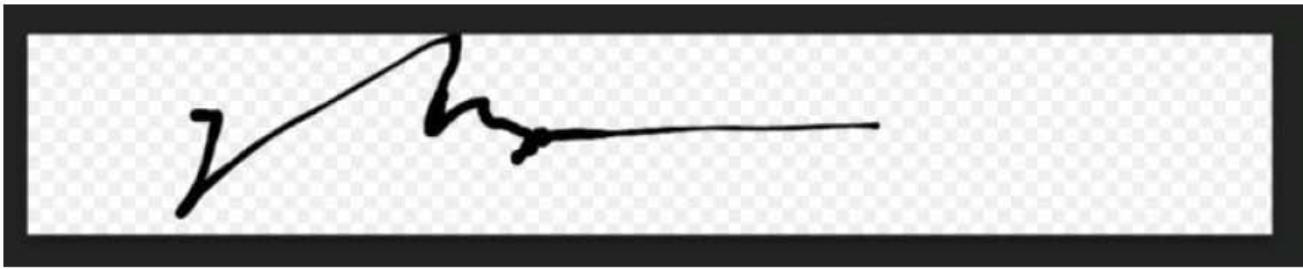
Carriage of Goods by Road (CGR)

1 Sender (name and address)		5 Carrier (name and address)		
2 Recipient (name and address)		6 Carrier notes for transporting goods		
3 Recipient's destination details Place Country Date Arrival time Departure time				
4 Sender instructions				
7 Item name	8 Method of packing	9 Nature of goods	10 Weight in kg	11 Volume in m3
<ul style="list-style-type: none"> • Item A • Item B • Item C • Item D • Item E 				
12 Special agreements between the sender and the carrier			13 To be paid by:	Sender
			Transport charges	Recipient

Insert the electronic signature, carrier_signature.png, in the cell titled, 17 Signature or stamp of the carrier.


A. See explanation below.

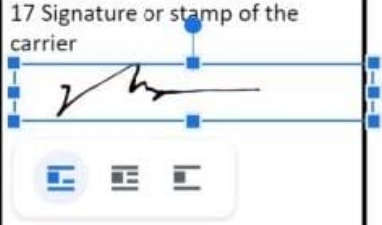
Correct Answer: A



2 4 6 7 8

ect, notwithstanding any clause to the contrary, to the Convention on the Contract for the
ge of Goods by Road (CGR)

		18 Goods received	
		Time of arrival	Time of departure
sender	17 Signature or stamp of the carrier 	Signature or stamp of the recipient	
Carrier			

15 This package is subject, notwithstanding any clause to the contrary, to the Convention on the Contract for the International Carriage of Goods by Road (CGR)			
15 Date		18 Goods received	
		Time of arrival	Time of departure
16 Signature or stamp of the sender	17 Signature or stamp of the carrier		
			
		Signature or stamp of the recipient	
Unofficial notes reserved for Carrier			

No 1234567

QUESTION 4

SIMULATION Overview In the following tasks, you will demonstrate your ability to work in Google Docs. Lodge Majestique is a

prominent vacation destination known for its great customer service. You will be finalizing a training guide for the Lodge Majestique Front Desk. Use the Front Desk: Training Guide | Module 1 for all the tasks in this scenario.

Front Desk: Training Guide I Module 1

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Outline

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Facility: Lodge Majestique
Training Completed On:

Lodge Majestique Front Desk Training Module 1



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On the front page of the training guide, highlight Module 1 and leave a comment for your manager, anna@lodgemajestique.com. The comment should say Approved, ready for print.

A. See explanation below.

Correct Answer: A

Front Desk: Training Guide | Module 1

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Outline

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- Staffing the Front Desk
- Summary
- End of Module 1

Facility: Lodge Majestique
Training Completed On:

Lodge Majestique Front Desk Training Module 1



+anna@lodgemajestique.com

Assign to Anna

Your +mention will add people to this discussion and send an email.

Comment Cancel

Front Desk: Training Guide | Module 1

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Facility: Lodge Majestique
Training Completed On:

**Lodge Majestique
Front Desk Training
Module 1**



Assigned to Anna CharacterP ✓

+anna@lodgemajestique.com
Approved, ready for print.
Assigned to Anna CharacterP

QUESTION 5

You want to link to your Google Slides presentation from the company's website. The web developer has asked you to provide a hyperlink that will start the slideshow as soon as the user clicks the link. What should you do?

- A. Click Insert and then click Link
- B. Click File, click Download as, and then click Microsoft PowerPoint (.pptx)
- C. Click Share and then click Get shareable link
- D. Click File, click Publish to the web, click Link, and then click Publish

Correct Answer: C

Reference: <https://business.tutsplus.com/tutorials/embed-google-slides-presentations-online--cms-29503>

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