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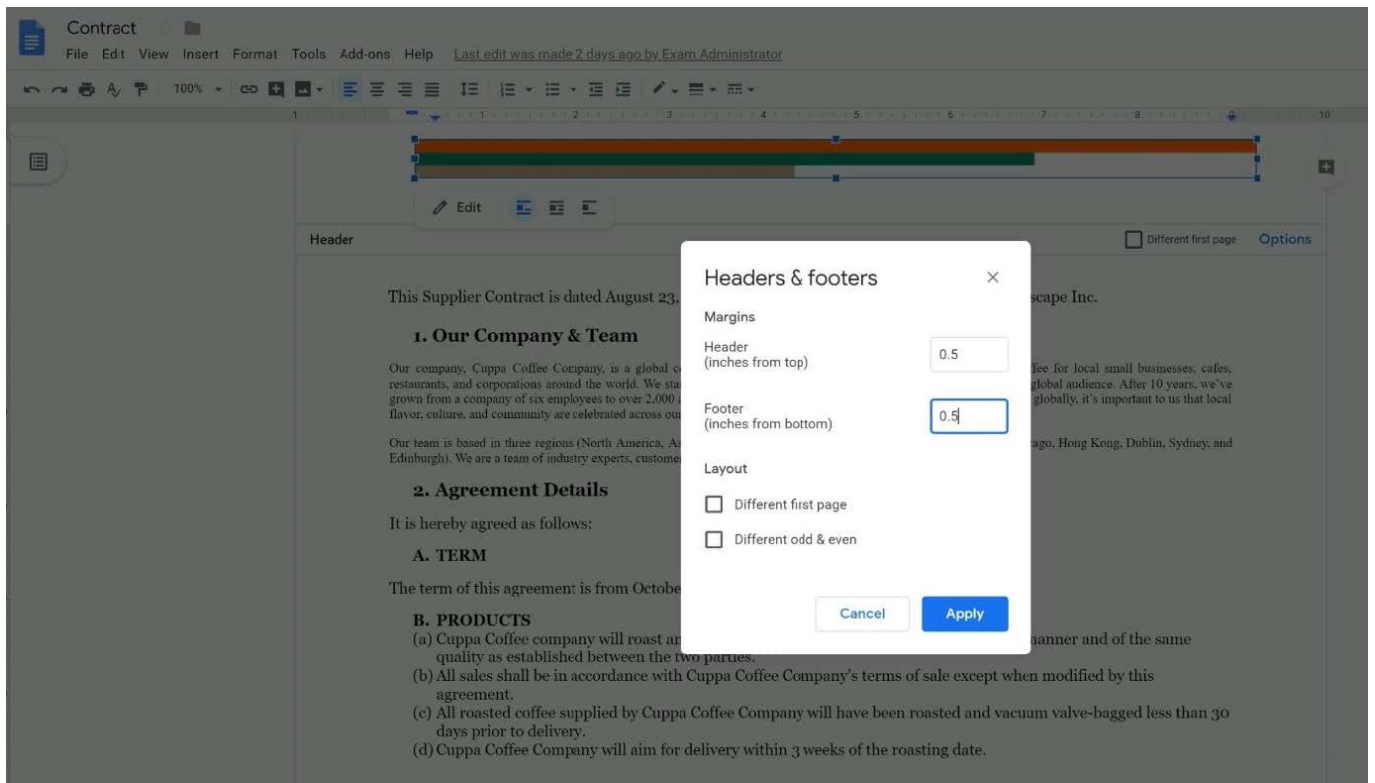
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QUESTION 1



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 document content includes a table of contents and the start of a 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 reads: "Proprietary and Confidential - Cuppa Coffee Company".

The main body of the document contains the following text:

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

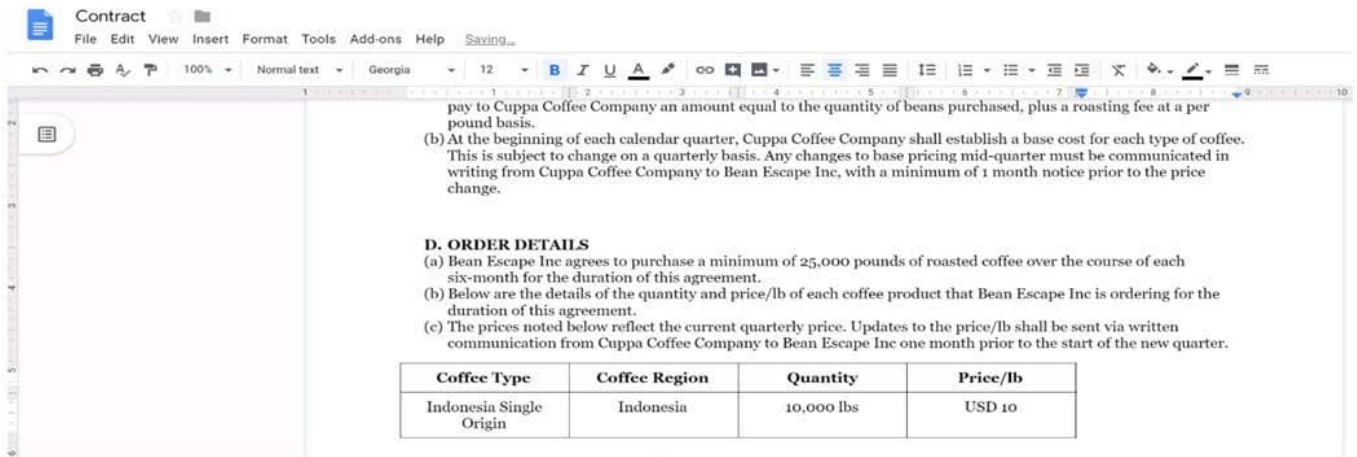
The term of this agreement is from October 23, 2017 until October 22, 2018.

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.



You want to add a table of contents to the Contract document that automatically updates when changes are made to the different section headers. Add a table of contents with page numbers to the beginning of the contract documents, directly under the title header Cuppa Coffee Company ?Supplier Contract.

A. See explanation below.

Correct Answer: A

Contract

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Cuppa Coffee Company - Supplier Contract

Table of Content

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

The screenshot shows a Google Docs interface with the following content:

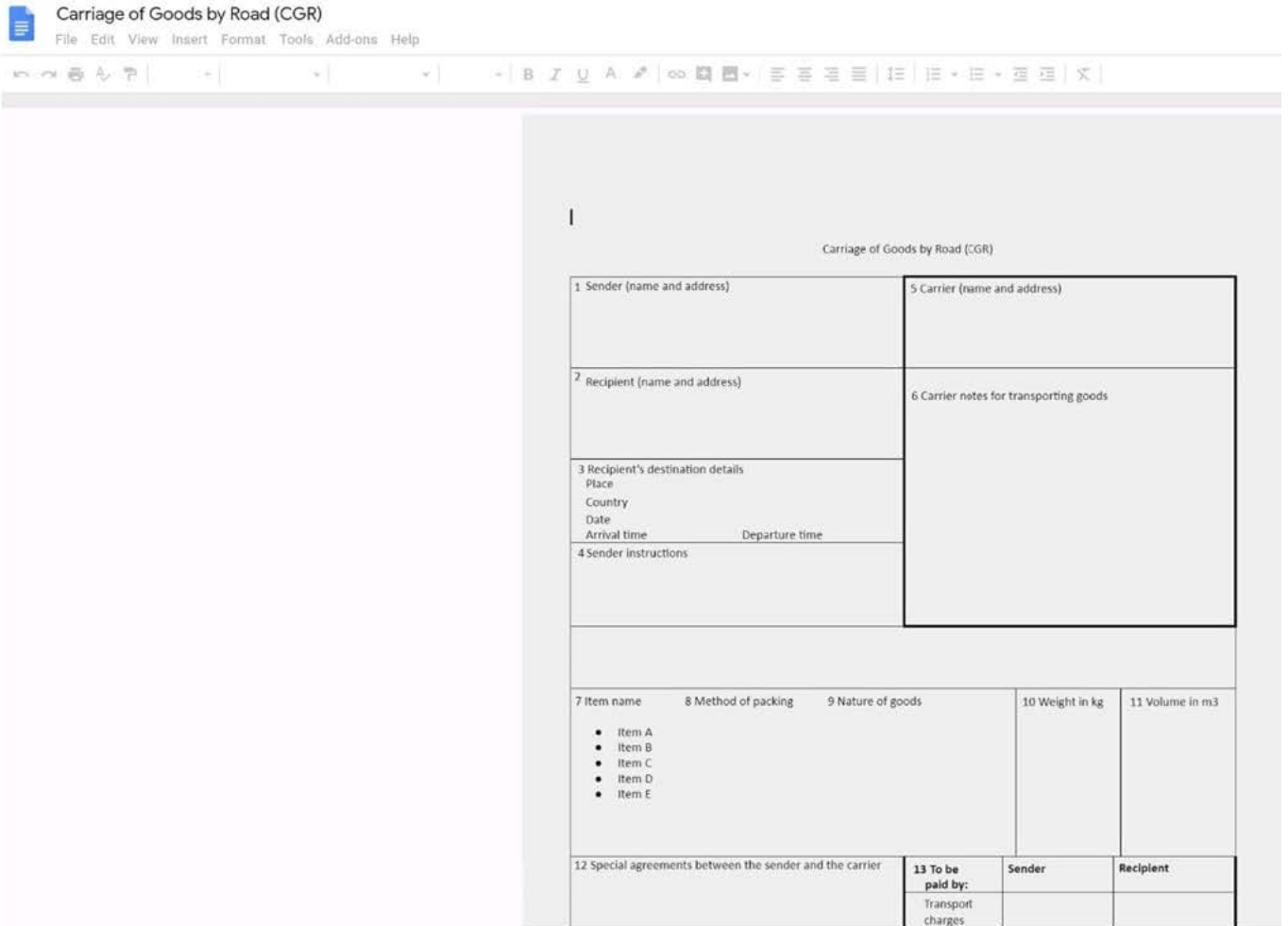
- Document title: Contract
- Menu: File Edit View Insert Format Tools Add-ons Help
- Status: All changes saved in Drive
- Table of Contents:

1. Our Company & Team	2
2. Agreement Details	2
TERM	2
PRODUCTS	2
PRICE	3
ORDER DETAILS	3
PAYMENT	4
CONFIDENTIALITY	4
- Text: This Supplier Contract is dated August 23, 2017, between Cuppa Coffee Company and Bean Escape Inc.
- Footer: Proprietary and Confidential - Cuppa Coffee Company

QUESTION 2

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.



In the Carriage of Goods by Road (CGR), change the color of the page to white.

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. 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

- 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

Facility: Lodge Majestique
Training Completed On:

Lodge Majestique Front Desk Training Module 1



Training Objectives

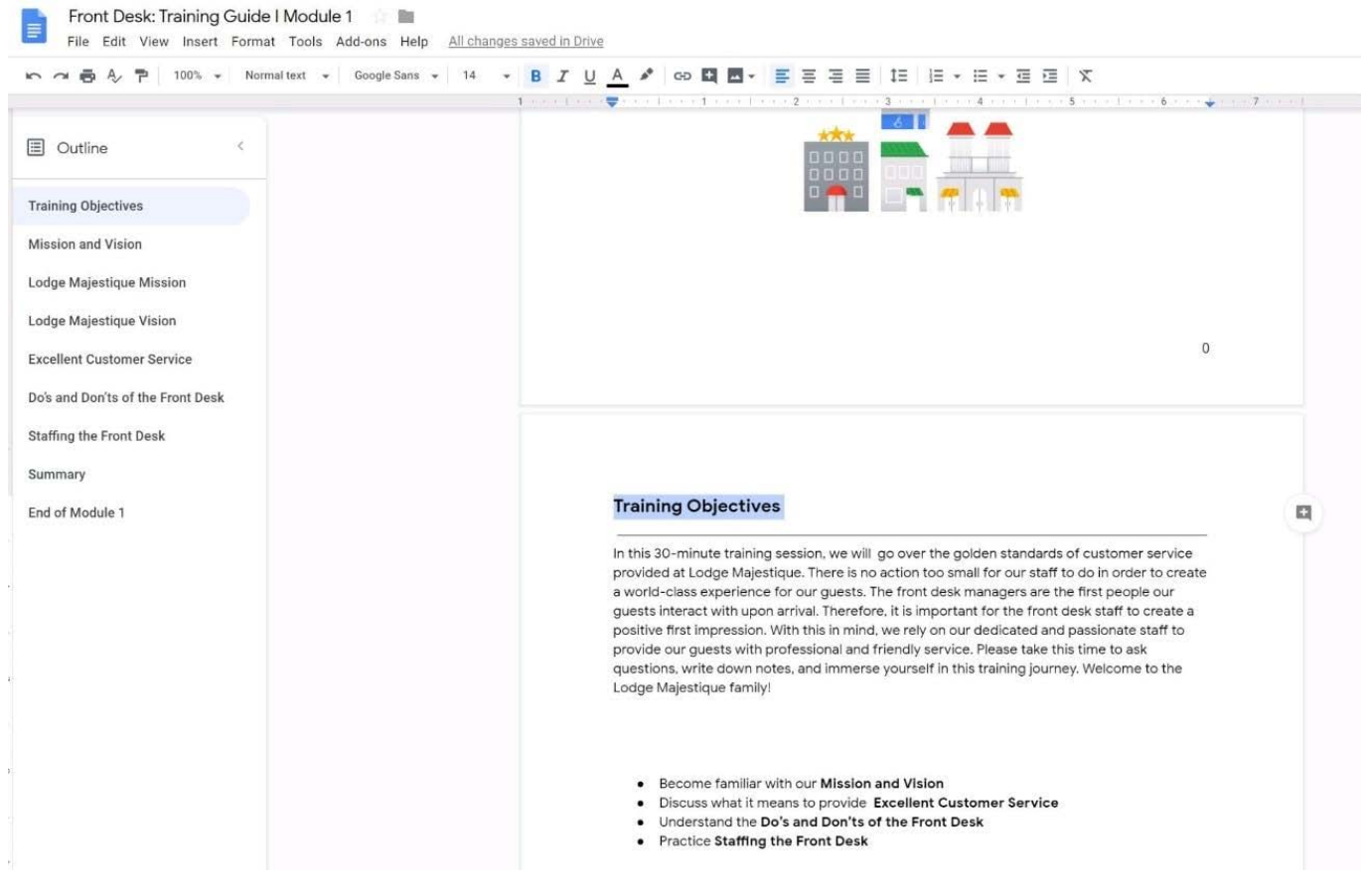
In this 30-minute training session, we will go over the golden standards of customer service provided at Lodge Majestique. There is no action too small for our staff to do in order to create a world-class experience for our guests. The front desk managers are the first people our guests interact with 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!

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**

On page 2 of the training guide, make the Training Objectives title bold.

A. See explanation below.

Correct Answer: A

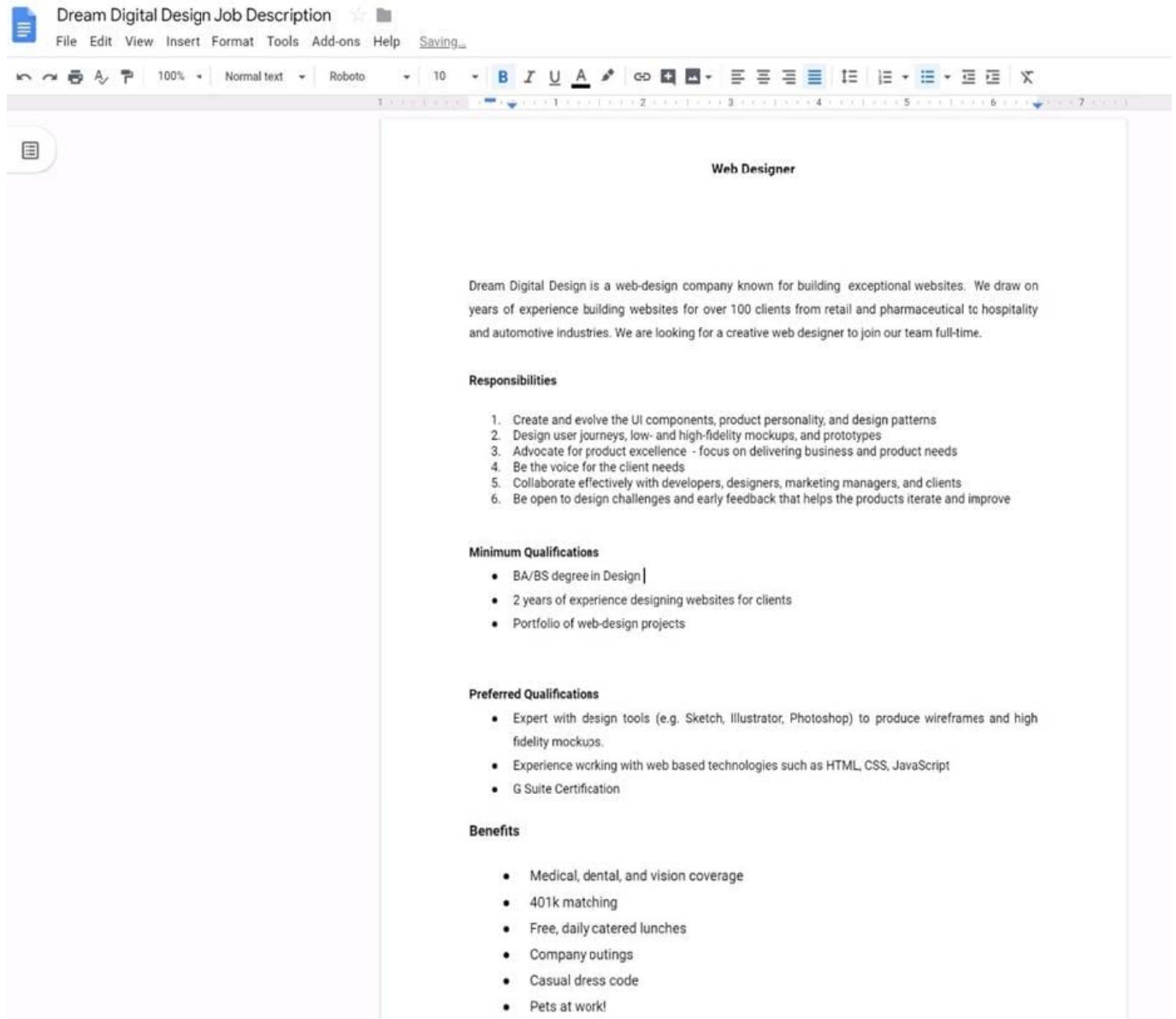


QUESTION 4

SIMULATION

Overview

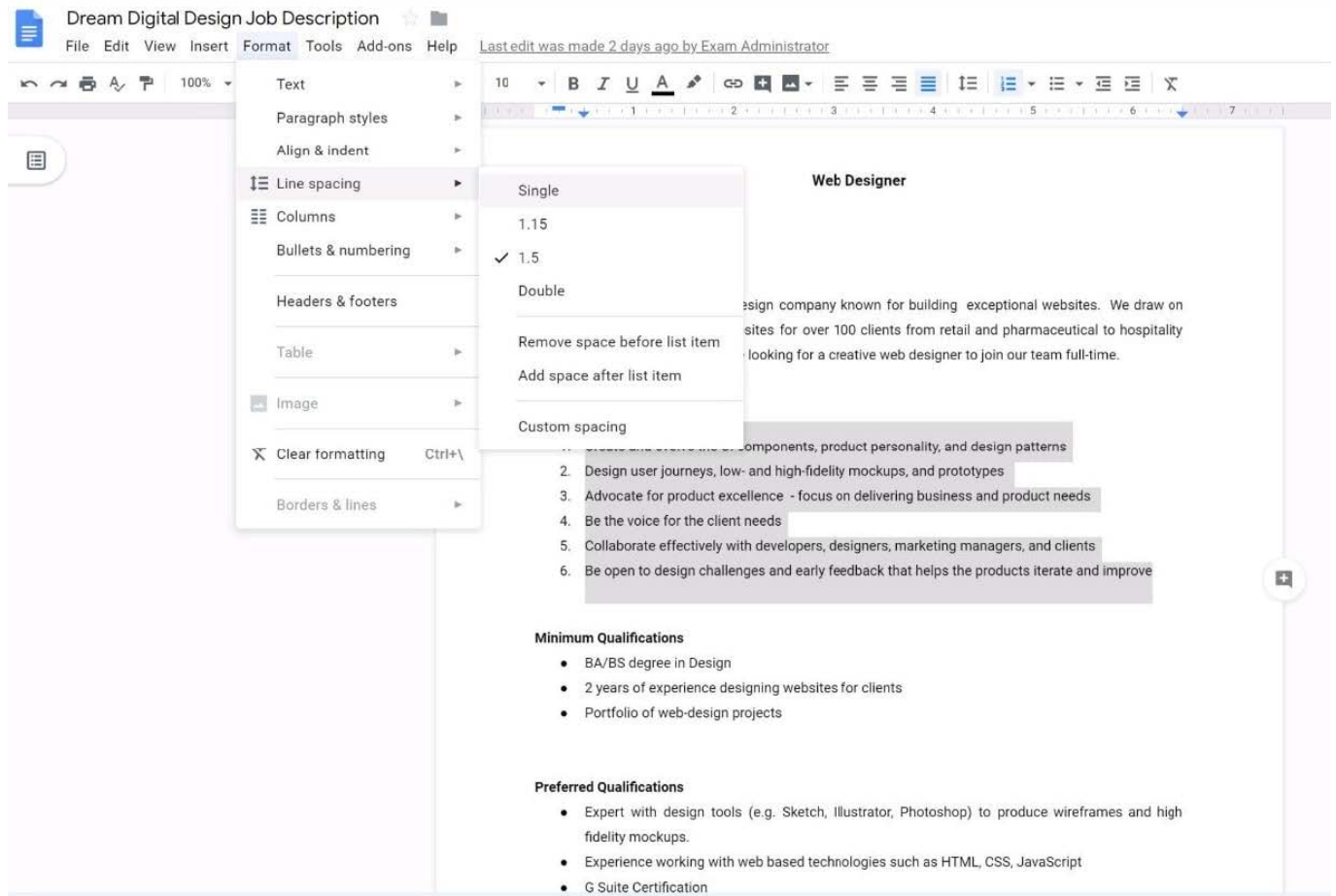
In the following tasks, you will demonstrate your ability to work in Google Docs. Dream Digital Design is a web design company known for building exceptional websites. You will be editing the job description for the new web designer role that will open shortly. Use the Dream Digital Design Job Description for all the tasks in this scenario.



Change the line spacing of the Dream Digital Design Job Description from 1.5 to single spacing.

A. See explanation below.

Correct Answer: A



QUESTION 5

SIMULATION Overview As the new regional sales manager at Cuppa Coffee Company, your manager has asked you to review,

update, and add to two existing Google Slides presentations. In the following questions, you will be editing presentations.



You need to edit an existing presentation all about your company, Cuppa Coffee Company. On the first slide of the Cuppa Coffee Company presentation, italicize the Consistently Quality Coffee text.

A. See explanation below.

Correct Answer: A

The screenshot shows a Google Slides presentation titled "Cuppa Coffee Company". The main slide features the company name "Cuppa Coffee Company" in a large, bold, orange font, with the tagline "Consistently Quality Coffee" below it in a smaller, grey font. The text is centered between two horizontal green lines. At the bottom center, there is a circular logo with "CUPPA COFFEE COMPANY" written around the perimeter. The left sidebar shows a table of contents with 8 slides, each with a thumbnail. The top menu bar includes "File", "Edit", "View", "Insert", "Format", "Slide", "Arrange", "Tools", "Add-ons", and "Help". The status bar at the bottom indicates "Click to add speaker notes".

The screenshot shows a Google Slides presentation titled "Cuppa Coffee Company". The interface includes a menu bar (File, Edit, View, Insert, Format, Slide, Arrange, Tools, Add-ons, Help, Saving...), a toolbar with various editing tools, and a slide navigation pane on the left. The main slide area displays the following content:

- Slide 1: Title slide with "Cuppa Coffee Company" and the tagline "Consistently Quality Coffee".
- Slide 2: "Our Vision" - To establish a reputation for quality coffee by using the best beans, coffee machines and equipment from the world.
- Slide 3: "Company Values" - Quality, Innovation, Customer Service, Sustainability, and Growth.
- Slide 4: "Our Mission" - To provide the best quality coffee to our customers.
- Slide 5: "Our Customers" - A list of customer types: Home, Office, and Retail.
- Slide 6: "Our Offerings" - A list of products: Coffee Beans, Coffee Machines, and Coffee Accessories.
- Slide 7: "Our Team" - A list of team members: CEO, CFO, and CMO.
- Slide 8: "Working With Us" - A list of services: Wholesale, Retail, and Online.

The main slide features the company name "Cuppa Coffee Company" in large orange font, the tagline "Consistently Quality Coffee" in a smaller font, and the company logo at the bottom right. The logo is a circular emblem with "CUPPA COFFEE COMPANY" text.

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