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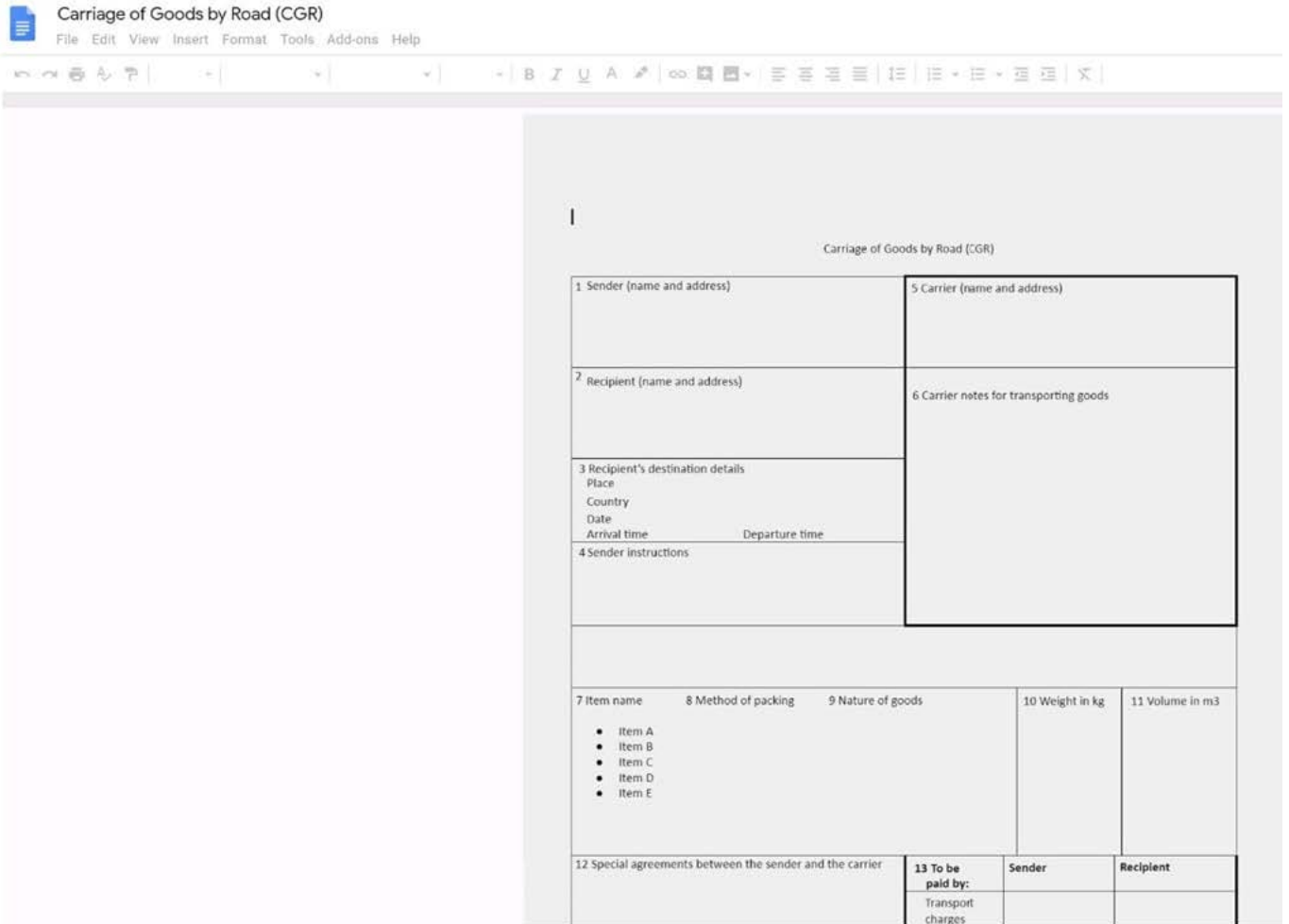
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QUESTION 1

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.

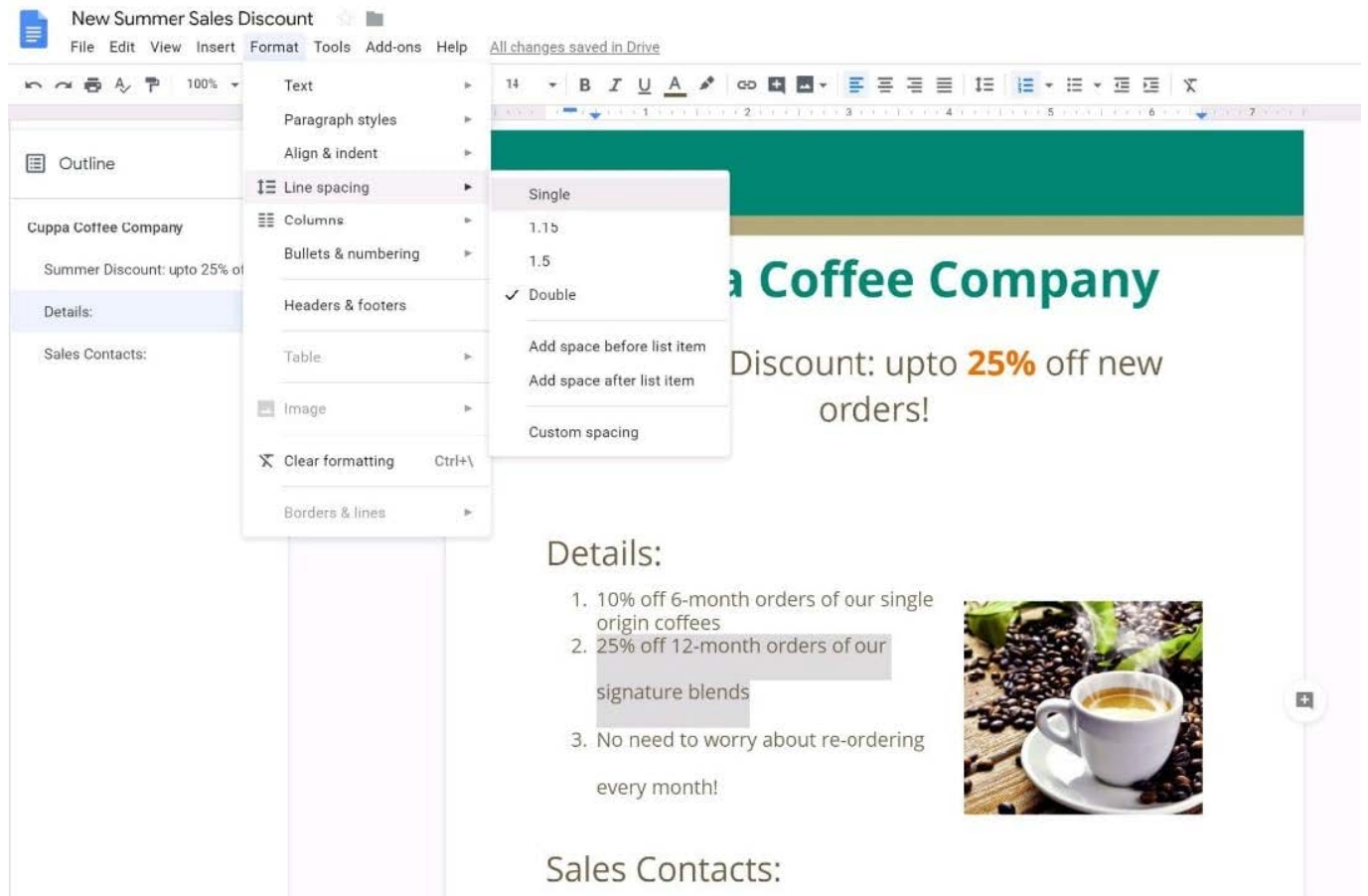


In the Carriage of Goods by Road (CGR), change the color of the page to white.

A. See explanation below.

Correct Answer: A

QUESTION 2



SIMULATION Overview Your company is offering a new summer discount for its customers. In the following questions, take actions

to update the New Summer Sales Discount that your sale representatives will share with customers.

New Summer Sales Discount

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100% Heading 1 Open Sans 35 B I U A

Cuppa Coffee Company

Summer Discount: upto **25%** off new orders!

Details:

1. 10% off 6-month orders of our single origin coffees
2. 25% off 12-month orders of our signature blends
3. No need to worry about re-ordering every month!



Sales Contacts:

Reach out to your sales contacts to place your order today!

Jennifer Tollar (jennifer.tollar@cuppacoffeecompany.com)
Ingrid Sikma (ingrid.sikma@cuppacoffeecompany.com)

In the New Summer Sales Discount document, go to the Details section and change the numbered list to a bulleted list.

A. See explanation below.

Correct Answer: A

New Summer Sales Discount

File Edit View Insert Format Tools Add-ons Help All changes saved in Drive

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Outline

Cuppa Coffee Company

- Summer Discount: upto 25% off...
- Details:
- Sales Contacts:

Cuppa Coffee

Summer Discount: upto **25%** off new orders!


Details:

- 10% off 6-month orders of our single origin coffees
- 25% off 12-month orders of our signature blends
- No need to worry about re-ordering every month!

Sales Contacts:

Reach out to your sales contacts to place your order today!

Jennifer Tollar (jennifer.tollar@cuppacoffeecompany.com)



New Summer Sales Discount

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Outline

Cuppa Coffee Company

Summer Discount: upto 25% off...

Details:

Sales Contacts:

Cuppa Coffee Company


Summer Discount: upto **25%** off new orders!

Details:

- 10% off 6-month orders of our single origin coffees
- 25% off 12-month orders of our signature blends
- No need to worry about re-ordering every month!

Sales Contacts:

Reach out to your sales contacts to place your order today!



Jennifer Tollar (jennifer.tollar@cuppacoffeecompany.com)

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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100% Normal text Google Sans

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

Front Desk: Training Guide | Module 1

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Outline

- Training Objectives
- 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!

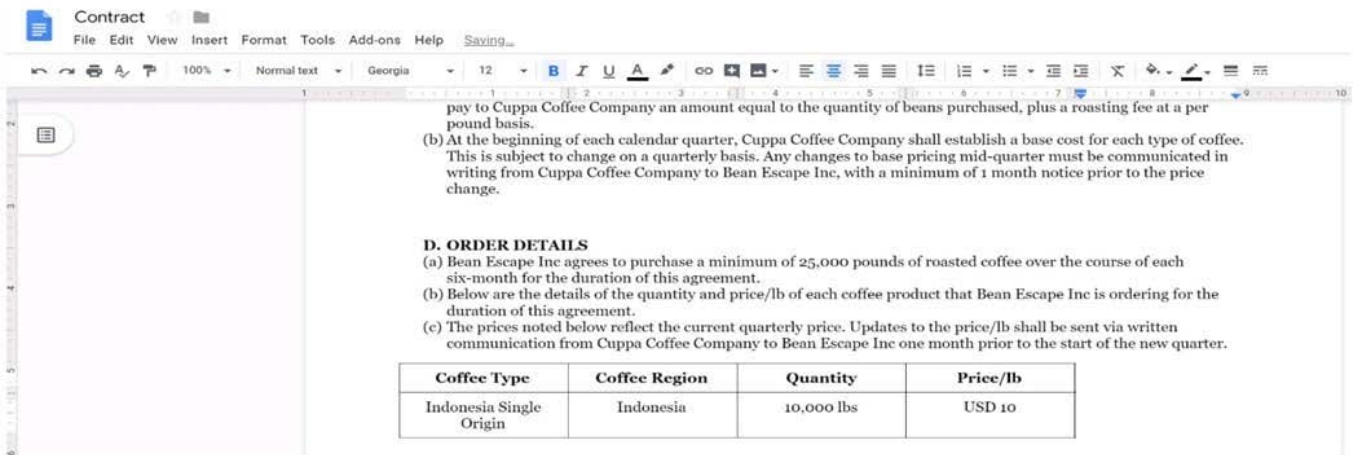
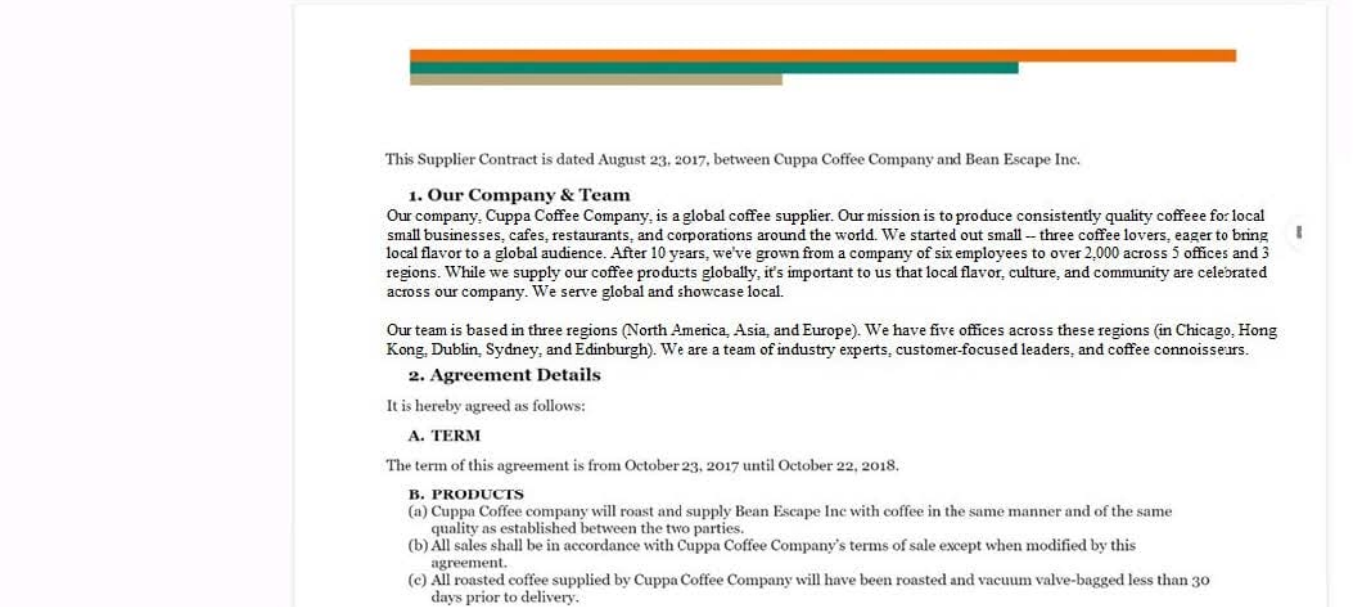
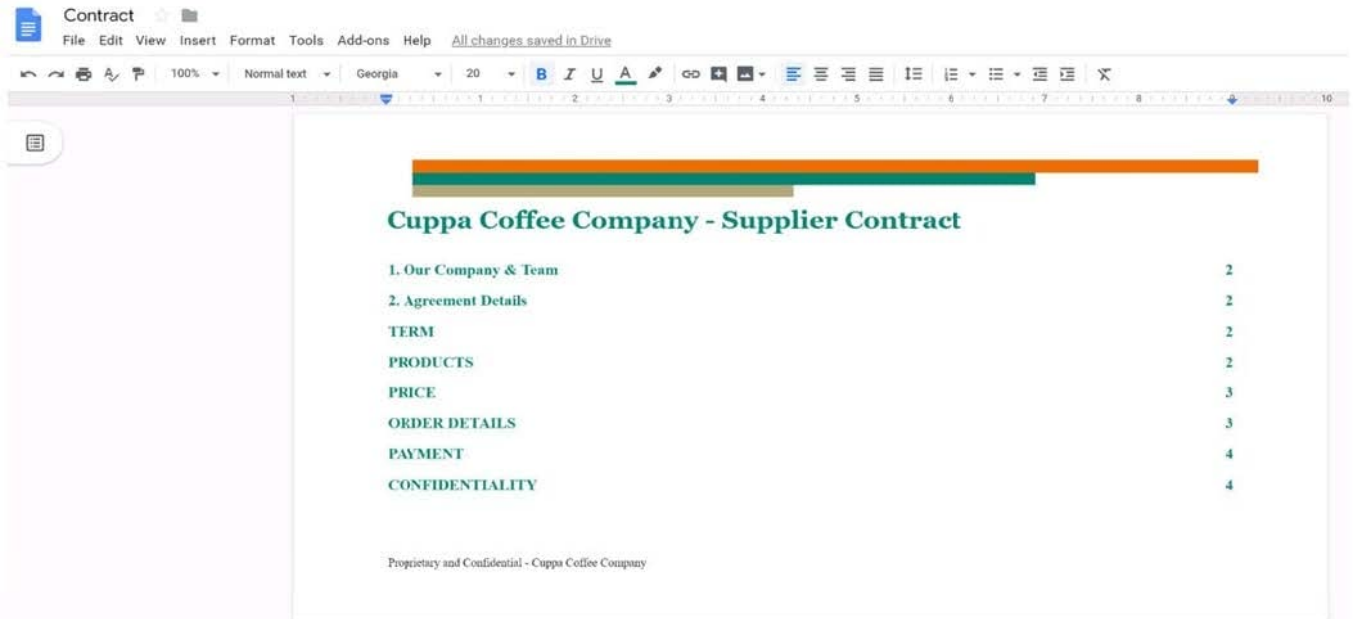
- Become familiar with our **Mission and Vision**
- Discuss what it means to provide **Excellent Customer Service**
- Understand the **Do's and Don'ts of the Front Desk**
- Practice **Staffing the Front Desk**

QUESTION 4

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.

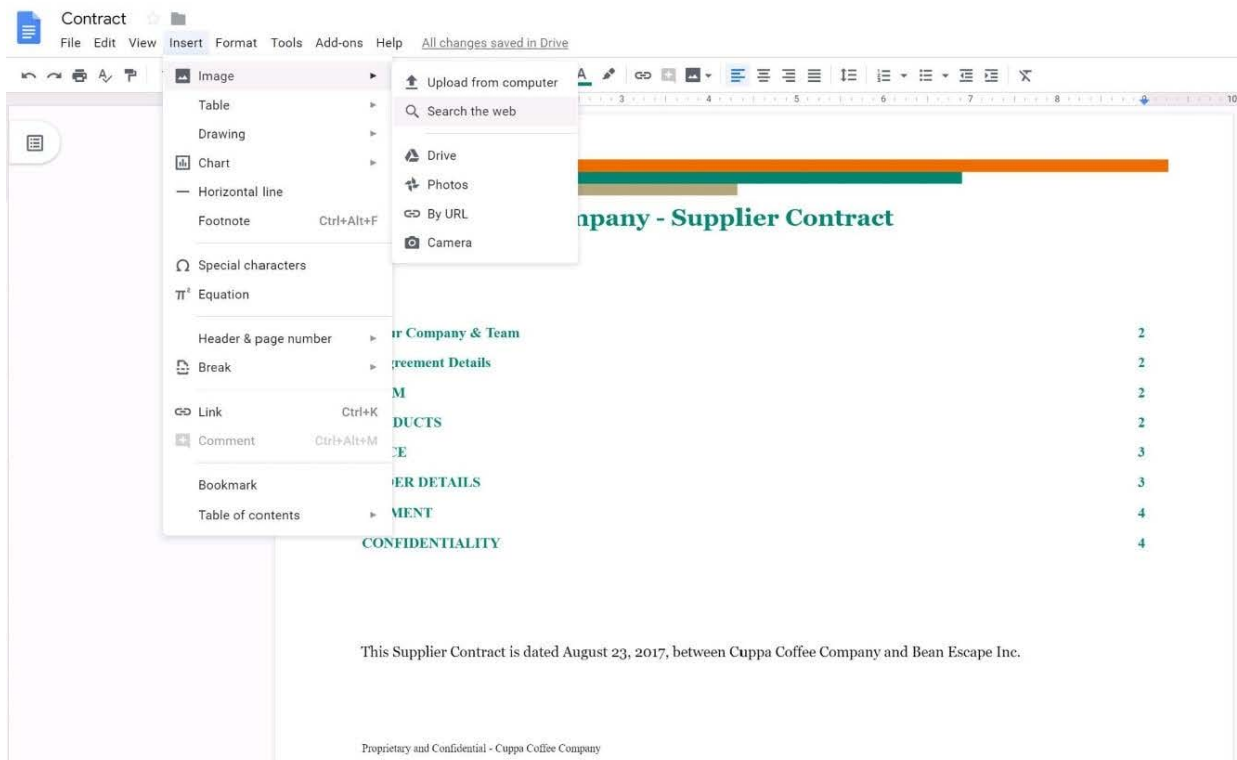


On the Contract document, you want to add your company logo under the header Cuppa Coffee Company ?Supplier

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



The screenshot shows a Google Docs interface with a document titled "Contract". The document content includes a header with a decorative bar, the title "Cuppa Coffee Company - Supplier Contract", the Cuppa Coffee Company logo, and a table of contents. The table of contents lists sections and their corresponding page numbers:

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

At the bottom of the page, there is a footer that reads: "Proprietary and Confidential - Cuppa Coffee Company".


QUESTION 5

Dream Digital Design Job Description

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1 2 3 4 5 6 7



Dream Digital Design is a web-design company known for building exceptional websites. We draw on years of experience building websites for over 100 clients from retail and pharmaceutical to hospitality and automotive industries. We are looking for a creative web designer to join our team full-time.

Responsibilities

1. Create and evolve the UI components, product personality, and design patterns.
2. Design user journeys, low- and high-fidelity mockups, and prototypes.
3. Advocate for product excellence - focus on delivering business and product needs.
4. Be the voice for the client needs.
5. Collaborate effectively with developers, designers, marketing managers, and clients.
6. Be open to design challenges and early feedback that helps the products iterate and improve.

Minimum Qualifications

- BA/BS degree in Design
- 2 years of experience designing websites for clients
- Portfolio of web-design projects

Preferred Qualifications


- Expert with design tools (e.g. Sketch, Illustrator, Photoshop) to produce wireframes and high fidelity mockups.
- Experience working with web based technologies such as HTML, CSS, JavaScript
- G Suite Certification

Dream Digital Design Job Description

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1 2 3 4 5 6 7



Dream Digital Design is a web-design company known for building exceptional websites. We draw on years of experience building websites for over 100 clients from retail and pharmaceutical to hospitality and automotive industries. We are looking for a creative web designer to join our team full-time.

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Preferred Qualifications

- Expert with design tools (e.g. Sketch, Illustrator, Photoshop) to produce wireframes and high fidelity mockups.
- Experience working with web based technologies such as HTML, CSS, JavaScript
- G Suite Certification

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.

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

Web Designer

Dream Digital Design is a web-design company known for building exceptional websites. We draw on years of experience building websites for over 100 clients from retail and pharmaceutical to hospitality and automotive industries. We are looking for a creative web designer to join our team full-time.

Responsibilities

1. Create and evolve the UI components, product personality, and design patterns
2. Design user journeys, low- and high-fidelity mockups, and prototypes
3. Advocate for product excellence - focus on delivering business and product needs
4. Be the voice for the client needs
5. Collaborate effectively with developers, designers, marketing managers, and clients
6. Be open to design challenges and early feedback that helps the products iterate and improve

Minimum Qualifications

- BA/BS degree in Design
- 2 years of experience designing websites for clients
- Portfolio of web-design projects

Preferred Qualifications

- Expert with design tools (e.g. Sketch, Illustrator, Photoshop) to produce wireframes and high fidelity mockups.
- Experience working with web based technologies such as HTML, CSS, JavaScript
- G Suite Certification

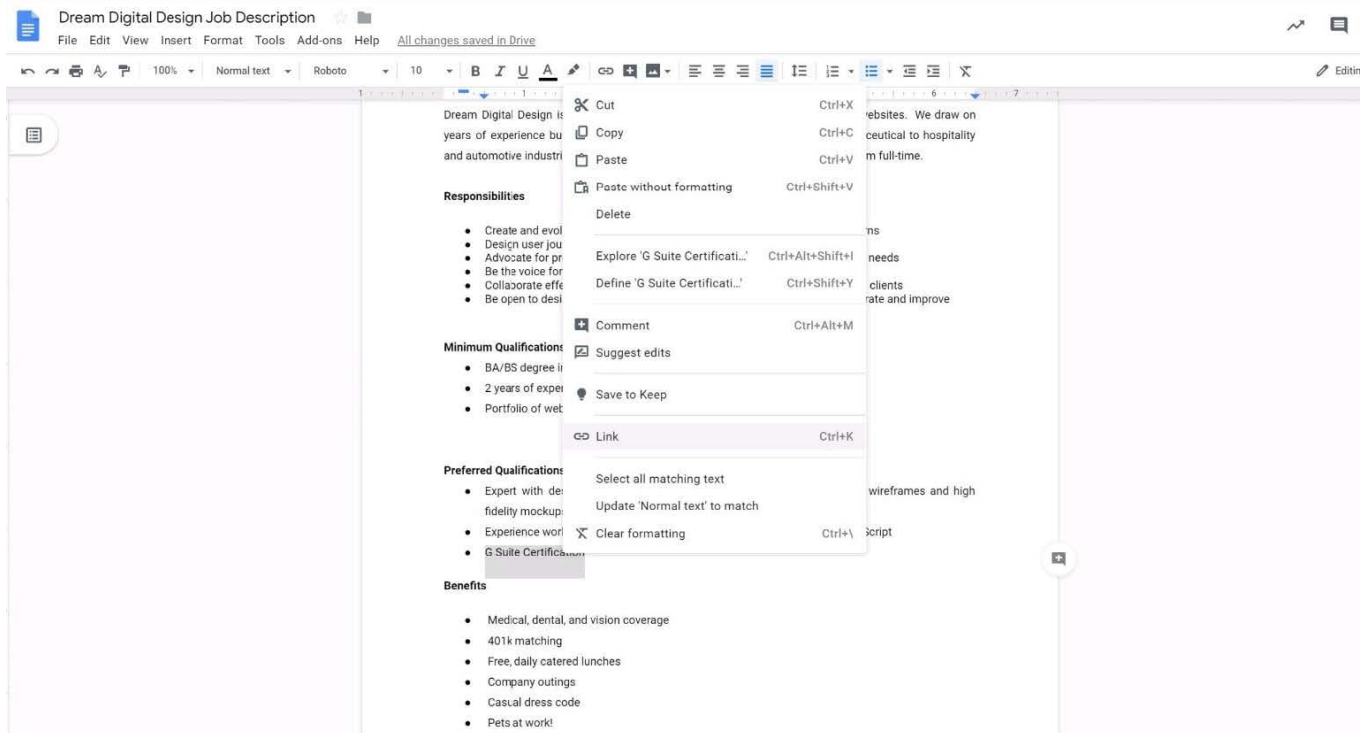
Benefits

- Medical, dental, and vision coverage
- 401k matching
- Free, daily catered lunches
- Company outings
- Casual dress code
- Pets at work!

In the Preferred Qualifications, add a link to <https://cloud.google.com/certification/gsuite> to the G Suite Certification text.

A. See explanation below.

Correct Answer: A



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

Dream Digital Design Job Description

Dream Digital Design is a web-design company known for building exceptional websites. We draw on years of experience building websites for over 100 clients from retail and pharmaceutical to hospitality and automotive industries. We are looking for a creative web designer to join our team full-time.

Responsibilities

- Create and evolve the UI components, product personality, and design patterns
- Design user journeys, low- and high-fidelity mockups, and prototypes
- Advocate for product excellence - focus on delivering business and product needs
- Be the voice for the client needs
- Collaborate effectively with developers, designers, marketing managers, and clients
- Be open to design challenges and early feedback that helps the products iterate and improve

Minimum Qualifications

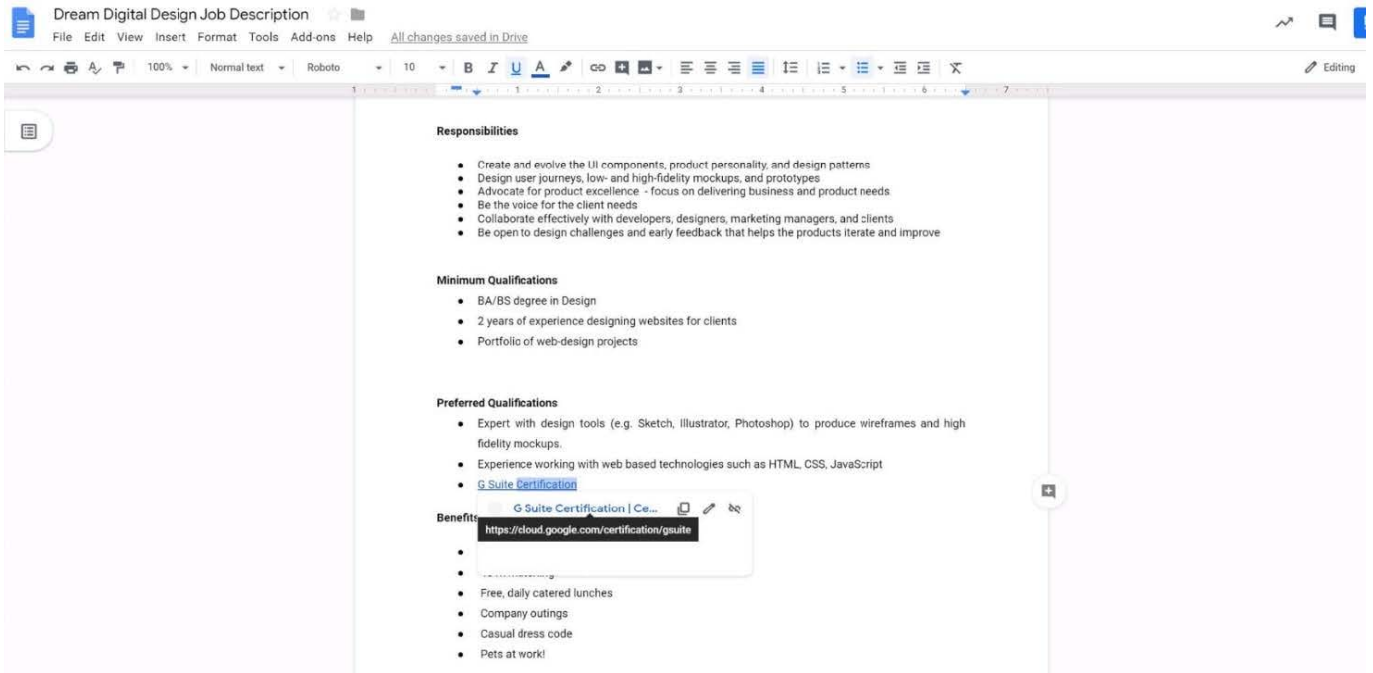
- BA/BS degree in Design
- 2 years of experience designing websites for clients
- Portfolio of web-design projects

Preferred Qualifications

- Expert with design tools (e.g. Sketch, Illustrator, Photoshop) to produce wireframes and high fidelity mockups.
- Experience working with web based technologies such as HTML, CSS, JavaScript
- G Suite Certification

Benefits

- Text: G Suite Certification
- Link: <https://cloud.google.com/certification/gsuite>
- Casual dress code
- Pets at work!



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