

# GSUITE<sup>Q&As</sup>

Google GSuite

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## QUESTION 1

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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Outline

- Mission and Vision
  - Lodge Majestique Mission
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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!

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 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

Front Desk: Training Guide | Module 1

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Outline

- Mission and Vision
- Lodge Majestique Mission
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8

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14

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24

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36

48

60

72

96

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**
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- Understand the **Do's and Don'ts of the Front Desk**
- Practice **Staffing the Front Desk**

## QUESTION 2

You just started your new job and received an email with a Getting Started manual attached. After a few weeks, you want to remove this email from your Gmail inbox but preserve it for future reference. What should you do?

- A. Mark as not important
- B. Delete the email
- C. Archive the email
- D. Label the email

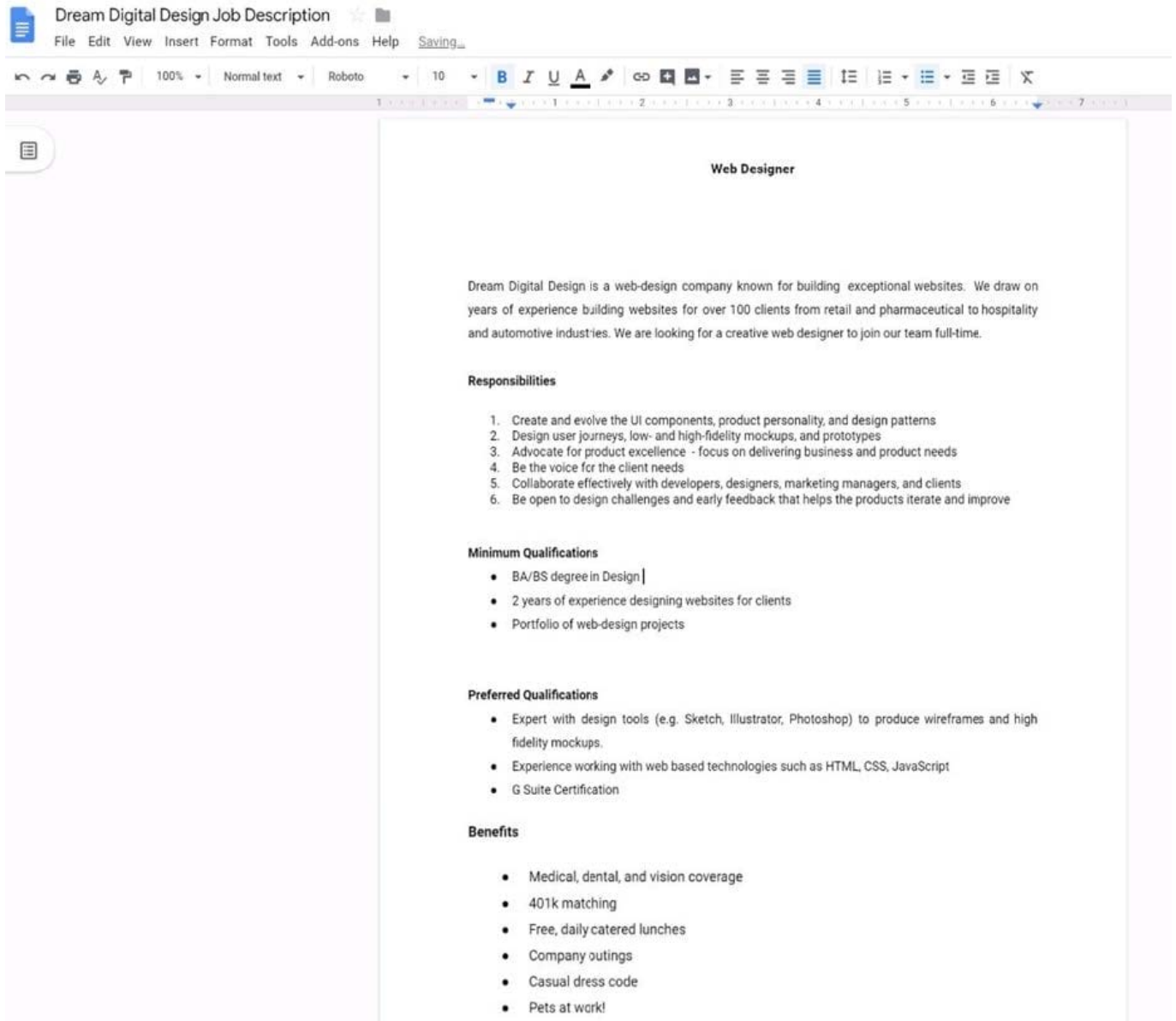
Correct Answer: C

## QUESTION 3

### 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.



In the Dream Digital Design Job Description, change the list of responsibilities from a numbered list to a bulleted list.

A. See explanation below.

Correct Answer: A

QUESTION 4

Employee Shift Schedule for Kelvin Cars

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100% \$ % .0 .00 123 Default (Arl... 10 B I S A

fx Adyson Y.

	A	B	C	D	E	F	G	H	I	J	N	O	P	Q	R	S			
1	<b>Weekly Employee Shift Schedule</b>																		
2																			
3	Week No. 28																		
4																			
5	Shift 1 8 am - 4 pm																		
6	Shift 2 4 pm - 12 am																		
7	Shift 3 12 am - 8 am																		
8																			
9	<b>Employee Name</b>	<b>Assignment</b>	<b>Total Shifts</b>	<b>Monday</b>			<b>Tuesday</b>			<b>Wednesday</b>			<b>Thursday</b>			<b>Friday</b>			<b>Shifts to date</b>
				<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	
10	Adyson Y.	Exterior								X			X			X			10
11	Alina L.	Engine			X			X			X			X			X		14
12	Ashanti M.	Engine		X					X				X						18
13	Cecilia B.	Exhaust		X			X			X			X						25
14	Henry B.	Brakes		X	X			X						X			X	X	23
15	Jaiden D.	Interior			X			X						X			X		27
16	Kael M.	Exhaust			X		X				X			X			X		17
17	Kellen L.	Engine		X			X			X			X			X			18
18	Kyan F.	Interior		X			X			X			X						12
19	Liana C.	Brakes			X			X			X			X			X		10
20	Lillianna K.	Interior			X			X			X		X	X			X		11
21	Litz S.	Exterior			X			X			X			X			X		8
22	Payton P.	Brakes		X			X			X			X			X			23
23	Raven J.	Exhaust		X			X			X			X			X			30
24	Ross M.	Exterior		X			X			X			X			X			22
25																			
26																			
27																			
28																			
29																			
30																			
31																			

SIMULATION

Overview

In the following tasks, you will demonstrate your ability to work in Google Sheets. You are organizing and analyzing the schedule of employee shifts. Use the Employee Shift Schedule for Kelvin Cars sheet for all the tasks in this scenario.

Employee Shift Schedule for Kelvin Cars

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100% \$ % .0 .00 123 Default (Ari... 10 B I A

=SUM()

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	<b>Weekly Employee Shift Schedule</b>																		
2																			
3		Week No. 28																	
4																			
5		Shift 1 8 am - 4 pm																	
6		Shift 2 4 pm - 12 am																	
7		Shift 3 12 am - 8 am																	
8																			
9	<b>Employee Name</b>	<b>Assignment</b>	<b>Total Shifts</b>	<b>Monday</b>			<b>Tuesday</b>			<b>Wednesday</b>			<b>Thursday</b>			<b>Friday</b>			<b>Shifts to date</b>
10	Ardyson Y.	Exterior		Shift 1	Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	10
11	Alina L.	Engine			X				X		X			X				X	14
12	Ashanti M.	Engine		X						X				X					18
13	Cecilia B.	Exhaust		X			X			X			X						25
14	Henry B.	Brakes		X	X			X						X			X	X	23
15	Jaiden D.	Interior			X			X						X				X	27
16	Kael M.	Exhaust			X			X			X			X				X	17
17	Kellen L.	Engine		X			X			X			X				X		18
18	Kyan F.	Interior		X			X			X			X						12
19	Liana C.	Brakes			X		X			X			X				X		10
20	Lillianna K.	Interior			X			X			X		X	X			X		11
21	Litzzy S.	Exterior				X			X			X			X			X	6
22	Payton P.	Brakes		X			X			X			X				X		23
23	Raven J.	Exhaust		X			X			X			X				X		30
24	Ross M.	Exterior		X			X			X			X				X		22
25																			
26																			
27																			
28																			
29																			
30																			
31																			

In the Total Shifts column, calculate the total number of shifts for each employee. Use a formula to perform the calculations.

A. See explanation below.

Correct Answer: A



Employee Shift Schedule for Kelvin Cars

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190% \$ % .00 123 Default (Arial) 10 B I U A

=SUM()

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	<b>Weekly Employee Shift Schedule</b>																		
2																			
3		Week No. 28																	
4																			
5		Shift 1 8 am - 4 pm																	
6		Shift 2 4 pm - 12 am																	
7		Shift 3 12 am - 8 am																	
8																			
9	<b>Employee Name</b>	<b>Assignment</b>	<b>Total Shifts</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Shifts to date</b>										
10	Adyson Y.	Exterior	=SUM( )																
11	Alina L.	Engine	SUM(value1, [value2, ...])																
12	Ashanti M.	Engine	Example																
13	Cecilia B.	Exhaust	SUM(A2:A100, 101)																
14	Henry B.	Brakes	Summary																
15	Jaiden D.	Interior	Returns the sum of a series of numbers and/or cells.																
16	Kael M.	Exhaust	value1																
17	Kellen L.	Engine	The first number or range to add together.																
18	Kyan F.	Interior	value2 - [optional] repeatable																
19	Liana C.	Brakes	Additional numbers or ranges to add to value1.																
20	Lillianna K.	Interior	Learn more about SUM																
21	Litzzy S.	Exterior																	
22	Payton P.	Brakes																	
23	Raven J.	Exhaust																	
24	Ross M.	Exterior																	
25																			
26																			
27																			
28																			
29																			
30																			
31																			

Employee Shift Schedule for Kelvin Cars

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10 B I S A

=SUM(D10:R10)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
1	<b>Weekly Employee Shift Schedule</b>																			
2																				
3		Week No. 28																		
4																				
5		Shift 1 8 am - 4 pm																		
6		Shift 2 4 pm - 12 am																		
7		Shift 3 12 am - 8 am																		
8																				
9																				
9	<b>Employee Name</b>	<b>Assignment</b>	<b>Shifts</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shifts to date</b>	
10	Adyson Y.	Exterior												X						10
11	Alina L.	Engine							X					X						14
12	Ashanti M.	Engine												X						18
13	Cecilia B.	Exhaust												X						25
14	Henry B.	Brakes																		23
15	Jaiden D.	Interior																		27
16	Kael M.	Exhaust																		17
17	Kellen L.	Engine																		18
18	Kyan F.	Interior																		12
19	Liana C.	Brakes																		10
20	Lillianna K.	Interior				X								X						11
21	Litzzy S.	Exterior																		6
22	Payton P.	Brakes			X															23
23	Raven J.	Exhaust			X															30
24	Ross M.	Exterior			X															22
25																				#VALUE!
26																				
27																				
28																				
29																				
30																				

Employee Shift Schedule for Kelvin Cars

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=SUM(S24)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
1	<b>Weekly Employee Shift Schedule</b>																			
2																				
3	Week No. 28																			
4																				
5	Shift 1 8 am - 4 pm																			
6	Shift 2 4 pm - 12 am																			
7	Shift 3 12 am - 8 am																			
8																				
				Monday			Tuesday			Wednesday			Thursday			Friday			Shifts to date	
9	<b>Employee Name</b>	<b>Assignment</b>	<b>Total Shifts</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>	<b>Shift 1</b>	<b>Shift 2</b>	<b>Shift 3</b>		
10	Adyson Y.	Exterior	10							X		X		X			X		10	
11	Alina L.	Engine	14			X			X			X			X				X	14
12	Ashanti M.	Engine	18		X						X			X						18
13	Cecilia B.	Exhaust	25		X			X			X			X						25
14	Henry B.	Brakes	23		X	X			X						X		X	X		23
15	Jaiden D.	Interior	27			X		X						X				X		27
16	Kaei M.	Exhaust	17			X		X				X			X			X		17
17	Kellen L.	Engine	18	X			X			X			X			X				18
18	Kyan F.	Interior	12	X			X			X			X							12
19	Liana C.	Brakes	10		X			X			X			X				X		10
20	Lillianna K.	Interior	11		X			X			X		X	X				X		11
21	Litzy S.	Exterior	6			X			X			X			X				X	6
22	Payton P.	Brakes	23	X			X			X			X			X				23
23	Raven J.	Exhaust	30	X			X			X			X			X				30
24	Ross M.	Exterior	22	X			X			X			X			X				22
25																				
26																				
27																				
28																				
29																				
30																				

### QUESTION 5

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**

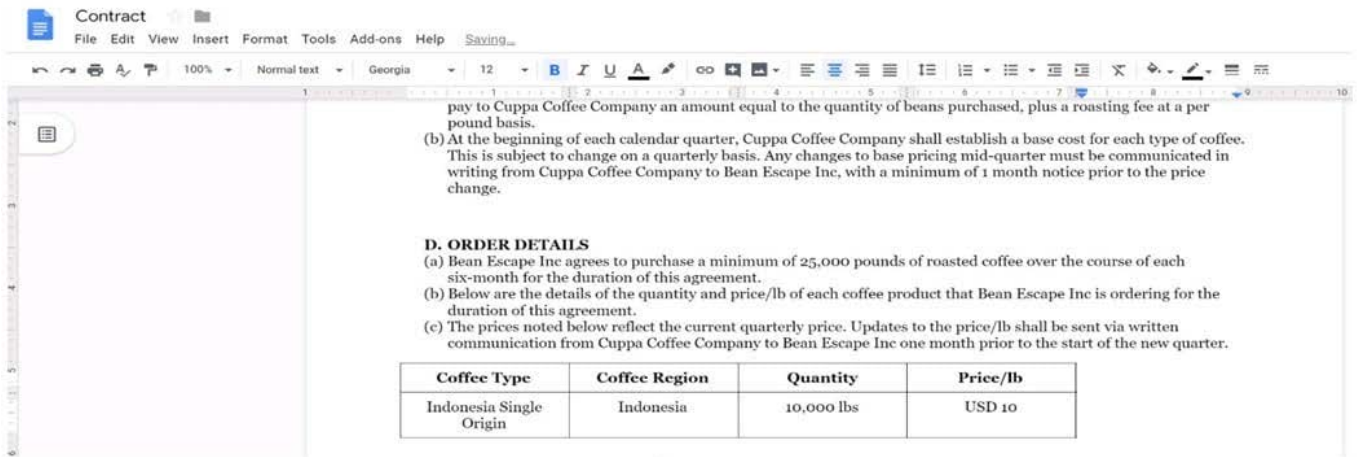
It is hereby agreed as follows:

**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.



On the Contract document, change the top and bottom margins to 0.5 inches.

A. See explanation below.

Correct Answer: A

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