

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

Google GSuite

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## QUESTION 1

### 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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B I U A

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 Front Desk: Training Guide | Module 1, format the 4 training objectives as a bulleted list.

A. See explanation below.

Correct Answer: A

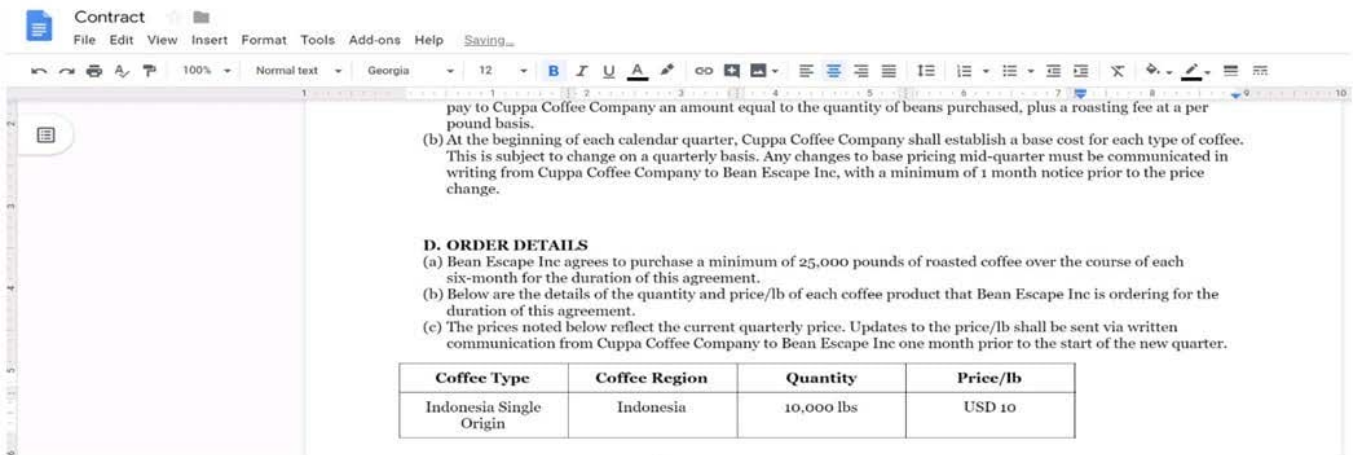
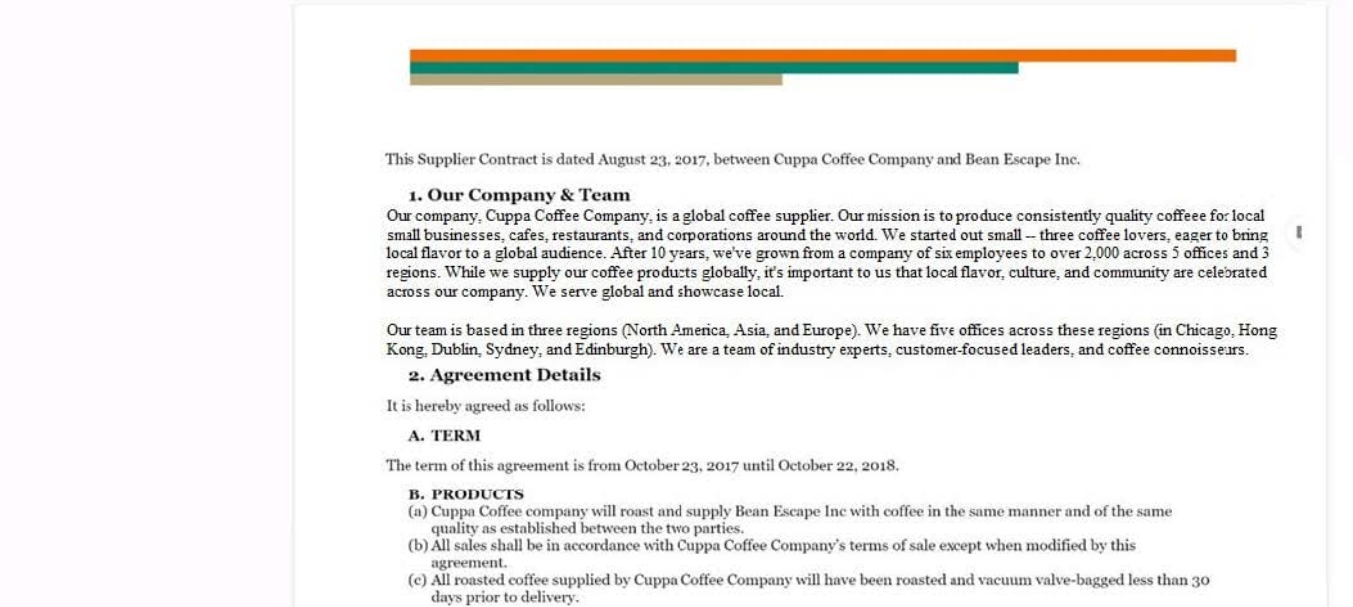
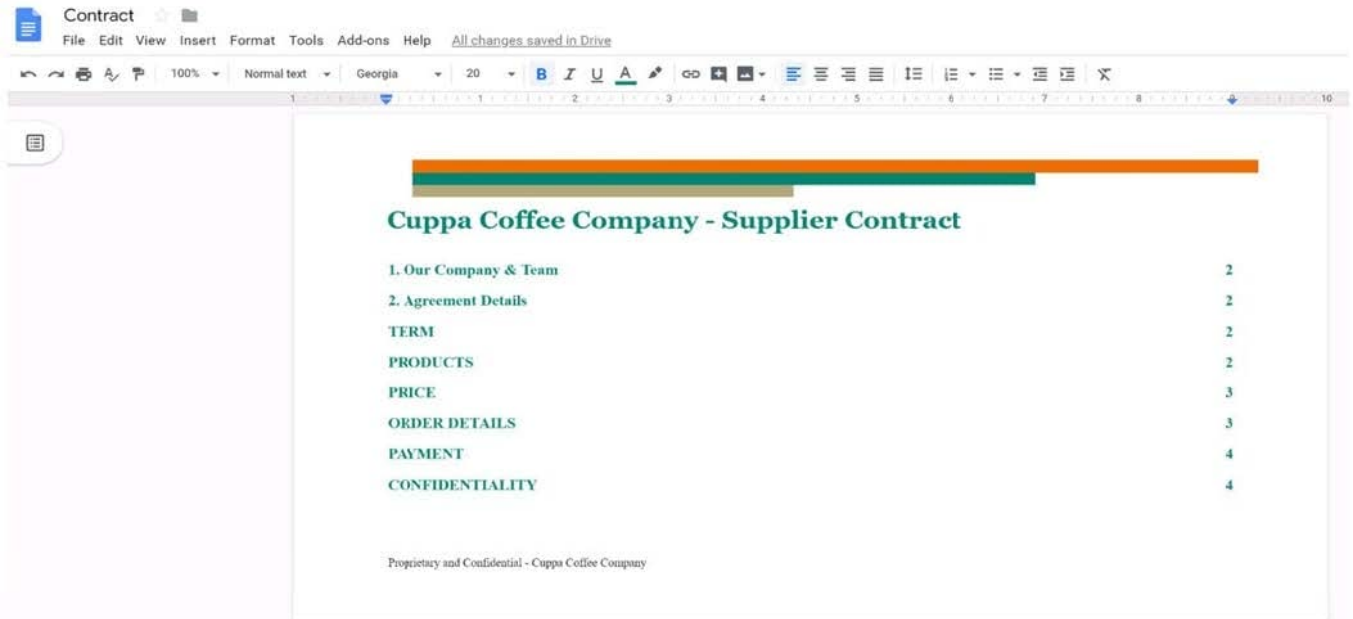
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## QUESTION 2

### 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.

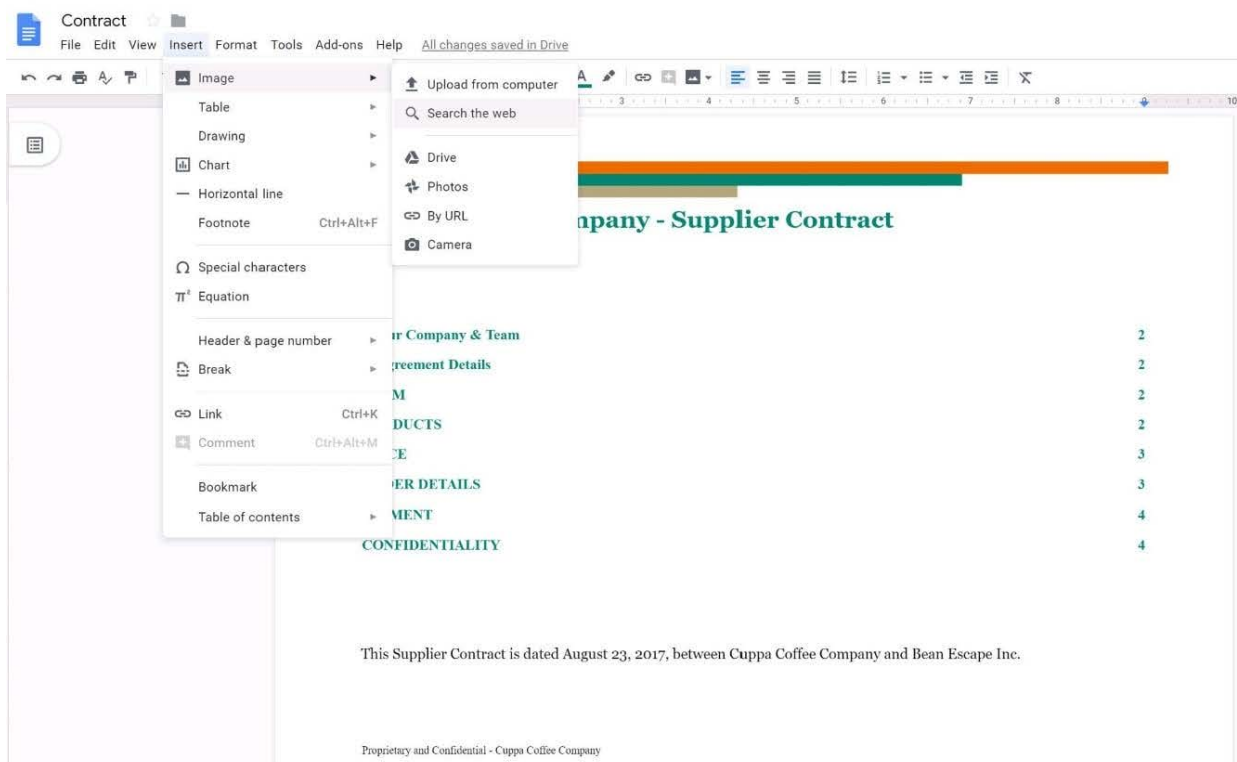


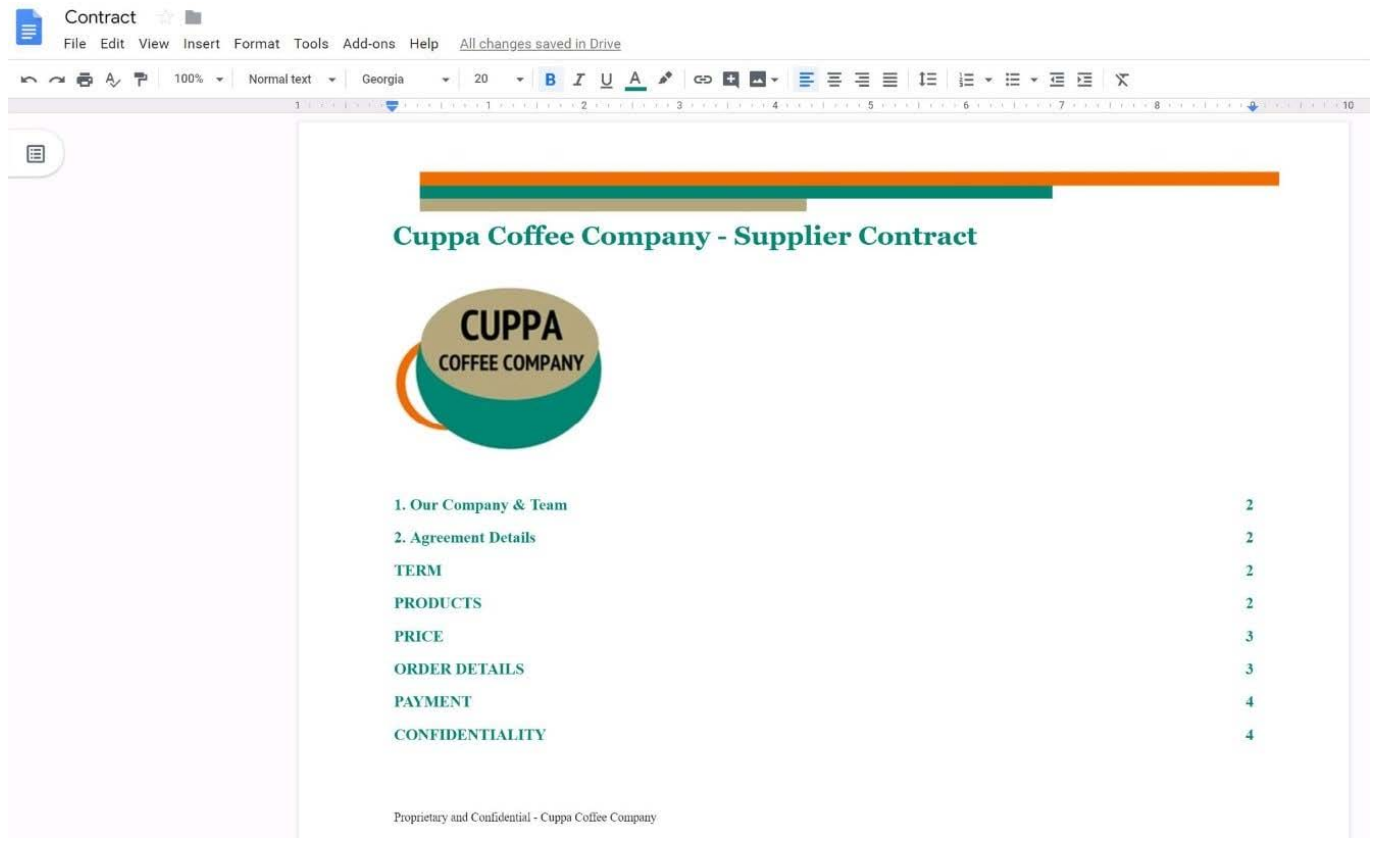
On the Contract document, you want to add your company logo under the header Cuppa Coffee Company ?Supplier

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





### QUESTION 3

You need to find an audio file on Google Drive that your manager shared with you recently. You know that the type of file you are looking for is audio, and the owner of the file is lisa@kelvincars.com. What should you do to quickly find the file on Google Drive?

- A. Click on the dropdown menu in the search bar of Google Drive, select audio as the type of file, select owned by me as owner, and then click Search.
- B. Click on the dropdown menu in the search bar of Google Drive, select audio as the type of file, enter lisa@kelvincars.com as owner, and then click Search.
- C. In the search bar of Google Drive, enter type:video owner:me
- D. In the search bar of Google Drive, enter type:video owner:lisa@kelvincars.com

Correct Answer: B

Reference: <https://usingtechnologybetter.com/how-to-search-for-google-drive-share-emails-in-gmail/>

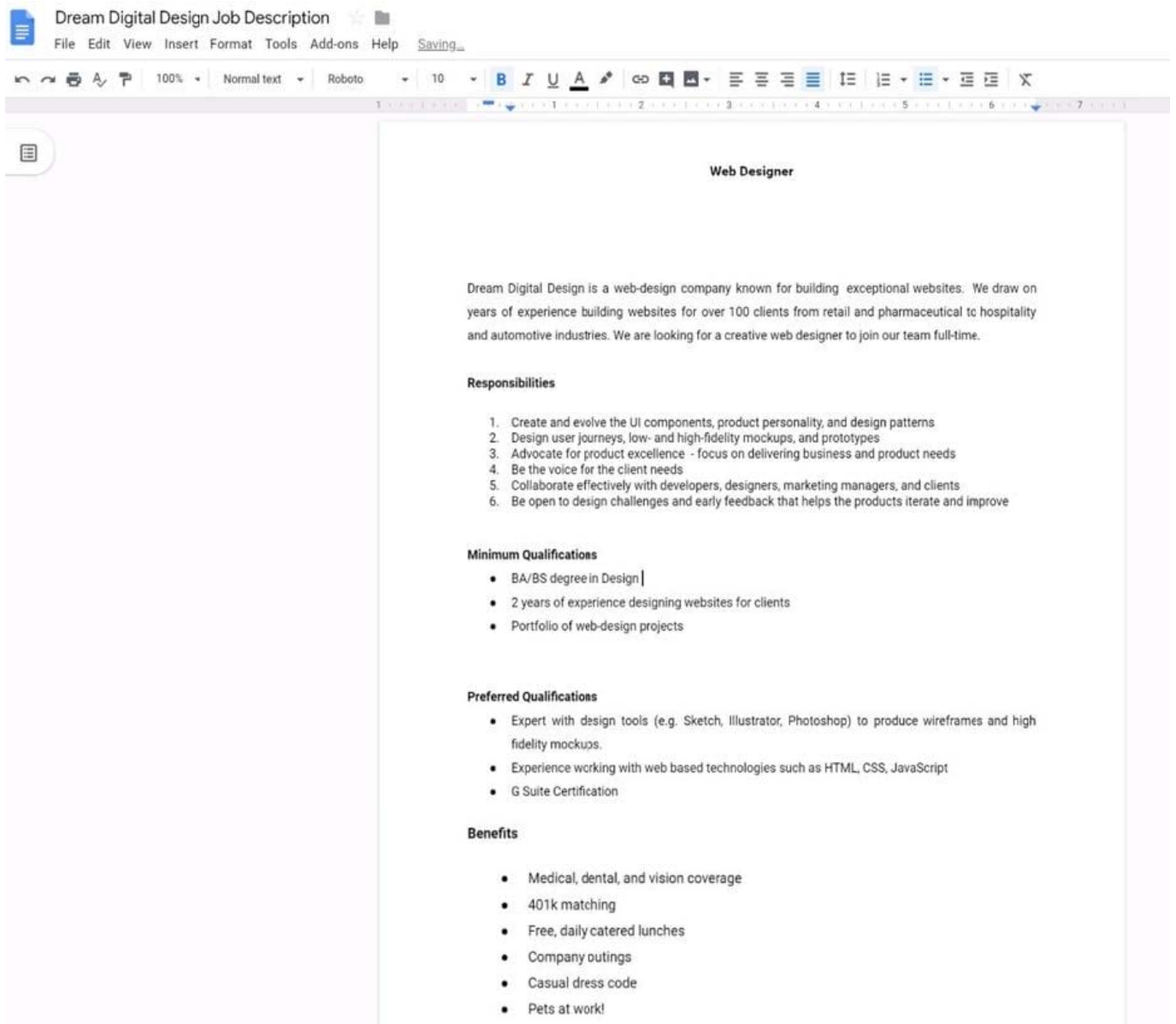
### QUESTION 4

SIMULATION

Overview



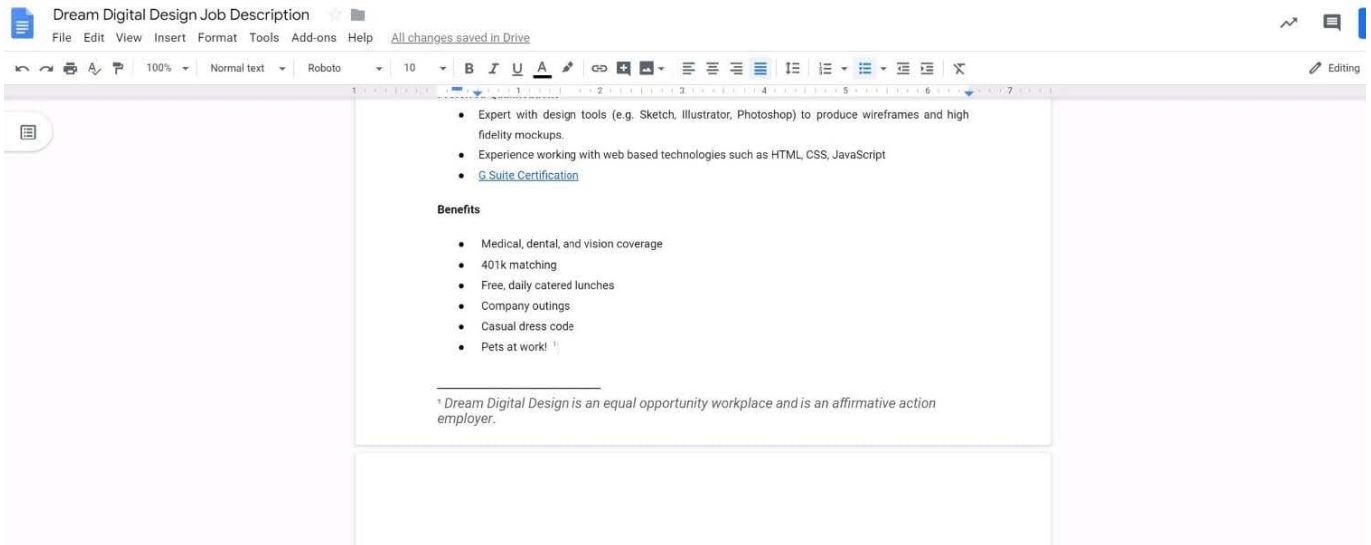
In the following tasks, you will demonstrate your ability to work in Google Docs. Dream Digital Design is a web design company known for building exceptional websites. You will be editing the job description for the new web designer role that will open shortly. Use the Dream Digital Design Job Description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



Add a footer to the doc. The footer should say Dream Digital Design is an equal opportunity workplace and is an affirmative action employer.

A. See explanation below.

Correct Answer: A



## QUESTION 5

**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"> <li>• Item A</li> <li>• Item B</li> <li>• Item C</li> <li>• Item D</li> <li>• Item E</li> </ul>					
12 Special agreements between the sender and the carrier			13 To be paid by:	Sender	Recipient
			Transport charges		

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

A. See explanation below.

Correct Answer: A

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