

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

Google GSuite

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### QUESTION 1

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 2

Employee Name	Assignment	Total Shifts	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	Total Shifts
Henry B.	Brakes	23		X	X				X								X	23
Liana C.	Brakes	10		X			X			X			X				X	10
Payton P.	Brakes	23	X			X			X			X			X		X	23
Alina L.	Engine	14			X			X			X			X			X	14
Ashanti M.	Engine	18		X						X			X					18
Kellen L.	Engine	18	X			X			X			X			X			18
Cecilia B.	Exhaust	25		X			X			X			X					25
Kael M.	Exhaust	17			X			X			X			X			X	17
Raven J.	Exhaust	30	X			X			X			X			X			30
Adyson Y.	Exterior	10								X			X			X		10
Litzzy S.	Exterior	6			X			X			X			X			X	6
Ross M.	Exterior	22	X			X			X			X			X			22
Jaiden D.	Interior	27			X			X						X			X	27
Kyan F.	Interior	12	X			X			X			X						12
Lillianna K.	Interior	11		X			X			X		X	X				X	11
<b>Weekly Employee Shift Schedule</b>																		
			<b>Monday</b>			<b>Tuesday</b>			<b>Wednesday</b>			<b>Thursday</b>			<b>Friday</b>			<b>Shifts to date</b>

### 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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	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				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	
11	Ardyson Y.	Exterior								X			X			X		X	10
12	Alina L.	Engine			X				X		X			X				X	14
13	Ashanti M.	Engine			X					X			X						18
14	Cecilia B.	Exhaust			X		X			X			X						25
15	Henry B.	Brakes			X	X			X					X			X	X	23
16	Jaiden D.	Interior			X			X					X					X	27
17	Kael M.	Exhaust			X			X			X			X				X	17
18	Kellen L.	Engine		X			X			X			X			X			18
19	Kyan F.	Interior		X			X			X			X						12
20	Liana C.	Brakes			X		X			X			X				X		10
21	Lillianna K.	Interior			X			X			X		X	X			X		11
22	Litzzy S.	Exterior				X			X			X			X			X	6
23	Payton P.	Brakes		X			X			X			X			X			23
24	Raven J.	Exhaust		X			X			X			X			X			30
25	Ross M.	Exterior		X			X			X			X			X			22
26																			
27																			
28																			
29																			
30																			
31																			

Filter the table so that only shifts with "brakes" assignments are viewable.

A. See explanation below.

Correct Answer: A

Employee Shift Schedule for Kelvin Cars

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28

Name: Filter 1 Range: A1:S21

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Week No.	28																	
2		Shift 3	12 am - 8 am																
3		Shift 2	4 pm - 12 am																
4		Shift 1	8 am - 4 pm																
5	Employee Name	Assignment						Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	
6	Henry B.	Brakes						X						X			X	X	23
7	Liana C.	Brakes					X		X				X			X			10
8	Payton P.	Brakes						X			X			X					23
9	Aline L.	Engine					X			X				X				X	14
10	Ashanti M.	Engine						X					X						18
11	Kellen L.	Engine						X			X			X					18
12	Cecilia B.	Exhaust					X		X				X						25
13	Kael M.	Exhaust					X			X			X				X		17
14	Raven J.	Exhaust						X			X			X		X			30
15	Adyson Y.	Exterior						X			X			X			X		10
16	Litzy S.	Exterior					X			X			X				X		6
17	Ross M.	Exterior						X			X			X		X			22
18	Jaiden D.	Interior					X							X			X		27
19	Kyan F.	Interior						X			X								12
20	Lillianna K.	Interior					X		X		X	X					X		11
21	Weekly Employee Shift Schedule																		
22																			
23								Monday	Tuesday	Wednesday	Thursday	Friday	Shifts to date						
24																			
25																			
26																			
27																			
28																			
29																			
30																			
31																			
32																			
33																			
34																			
35																			

Filter 1: Filter by values

- Brakes
- Engine
- Exhaust
- Exterior

No data

Week 28

Employee Shift Schedule for Kelvin Cars

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Name: Filter 1 Range: A1:S21

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Week No. 28																		
6	Henry B.	Brakes	23		X	X			X						X		X	X	23
7	Liana C.	Brakes	10		X			X			X			X			X		10
8	Payton P.	Brakes	23	X			X			X			X			X			23
18	Jaiden D.	Interior	27			X			X						X			X	27
19	Kyan F.	Interior	12	X			X			X			X						12
20	Lillianna K.	Interior	11		X			X			X		X	X			X		11
22																			
23																			
24					Monday		Tuesday		Wednesday		Thursday		Friday						Shifts to date
25																			
26																			
27																			
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48																			
49																			

No data

Data in filtered rows is excluded from the chart. Include data X

Week 28

### QUESTION 3

You received an email request that you want to respond to next week. For you to remember about this request, you need to have this email on top of your inbox next Monday at 9:30 AM. What should you do?

- A. Click Snooze in the email options. Then select to snooze the email until 9:30 AM next Monday.
- B. Mark the email as Important. Create a calendar event for 9:30 AM next Monday. Then add the email's URL to the calendar event.
- C. Add the email to Tasks. Then edit the task to have a due date of 9:30 AM next Monday.
- D. Create a calendar event for 9:30 AM next Monday, and add an email notification to be sent to your inbox.

Correct Answer: A

Reference: <https://support.google.com/a/users/answer/9260550#2.6>

### QUESTION 4

You want to send login instructions, such as URL, username, and password, to a new external user. You want to email to be automatically deleted from the user's inbox in two days. What should you do?

- A. Call the user and provide them with login instructions over the phone
- B. Email the user and ask them to delete the email in two days
- C. Send the URL and username in one email, and send the temporary password in another
- D. Create the email in confidential mode. Set the email to expire in two days

Correct Answer: D

Reference: <https://support.google.com/a/users/answer/9381514?hl=en>

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## QUESTION 5

### 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 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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