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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

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

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

=SUM()

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

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

A. See explanation below.

Correct Answer: A

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