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QUESTION 1

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 2

You are presenting a Google Slides presentation and need to remind yourself of what to say. You want to see your notes while you are in presenter view. What should you do?

- A. In your presentation, on each slide, click Insert, then click Comment, and add your speaking notes
- B. In your presentation, add notes below each slide, where it says Click to add speaker notes
- C. Write your notes in a Google Doc and link to that document in your Google Slides presentation
- D. In your presentation, click Insert, select Text box, and add your notes to a textbox below each slide

Correct Answer: B

Reference: <https://www.bettercloud.com/monitor/the-academy/use-speaker-notes-google-slides/>

QUESTION 3

Your Team Drive has over 7,000 images and PDF files. For a meeting you have in 10 minutes, your manager asks you for all the JPG and PDF marketing flyer files the company has created. You need to find these files before your meeting.

What should you do?

- A. Search www.google.com for marketing flyer JPG OR PDF
- B. Type marketing flyer JPG OR PDF in the Drive search bar

C. Search the bookmarks in your Google Chrome browser

D. Sort all the files in "Team Drive" alphabetically

Correct Answer: B

Reference: <https://gsuitetips.com/tips/drive/advanced-searches-on-google-drive/>

QUESTION 4

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 the front page of the training guide, highlight Module 1 and leave a comment for your manager, anna@lodgemajestique.com. The comment should say Approved, ready for print.

A. See explanation below.

Correct Answer: A

Front Desk: Training Guide I Module 1

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Undo Redo Bold Italic Underline Link Image Table Borders Background Color Font Color

1 2 3 4 5 6 7

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

Facility: Lodge Majestique

Training Completed On:

Lodge Majestique

Front Desk Training

Module 1

+anna@lodgemajestique.com

☐ Assign to Anna

Your +mention will add people to this discussion and send an email.

Comment

Cancel

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

Facility: Lodge Majestique
Training Completed On:

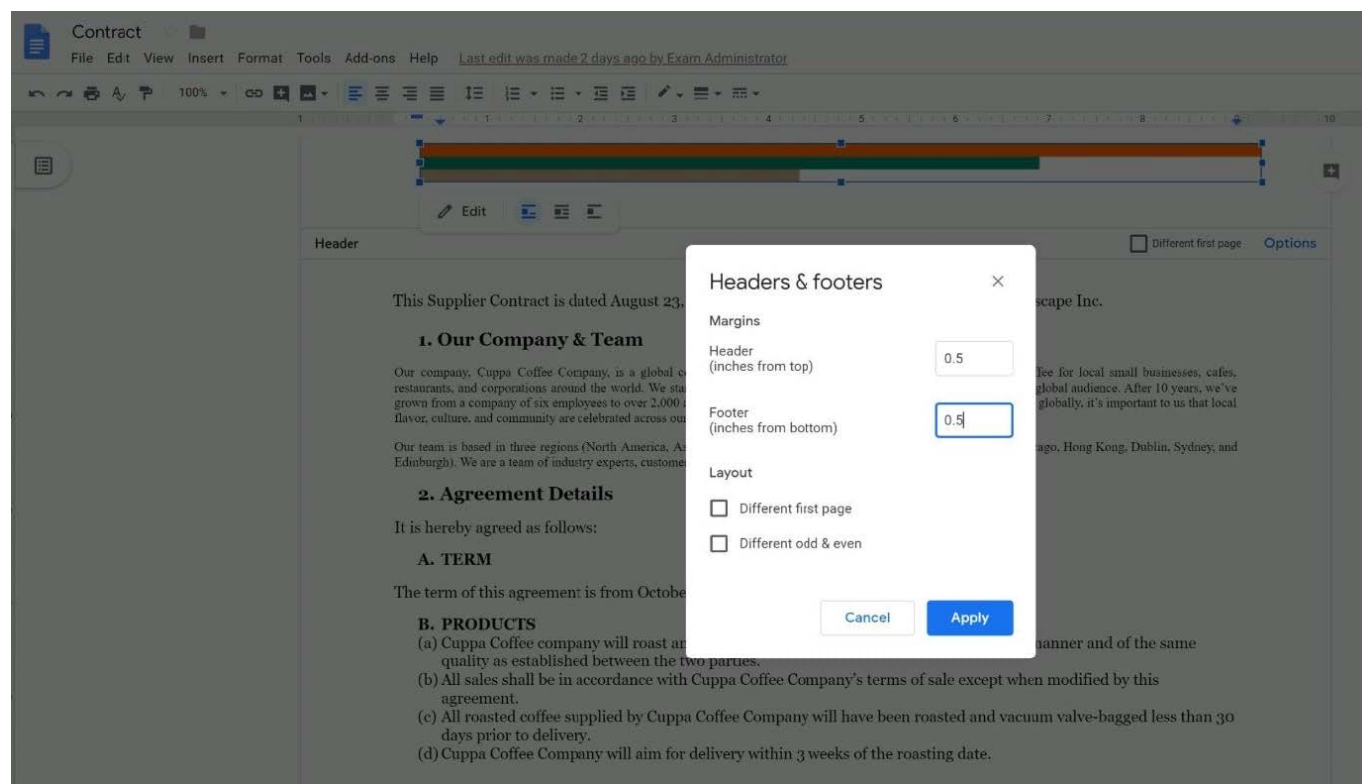
**Lodge Majestique
Front Desk Training
Module 1**



Assigned to
Anna CharacterP ✓

+anna@lodgemajestique.com
Approved, ready for print.
Assigned to Anna CharacterP

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.

Contract

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Undo Redo Bold Italic Underline Link Unlink Bulleted List Numbered List Decrease Indent Increase Indent Text Color Background Color Find & Replace Spellcheck

Georgia 20 Normal text

1 2 3 4 5 6 7 8 9 10

Table of Contents

Cuppa Coffee Company - Supplier Contract

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PRICE3

ORDER DETAILS3

PAYMENT4

CONFIDENTIALITY4

Proprietary and Confidential - Cuppa Coffee Company

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

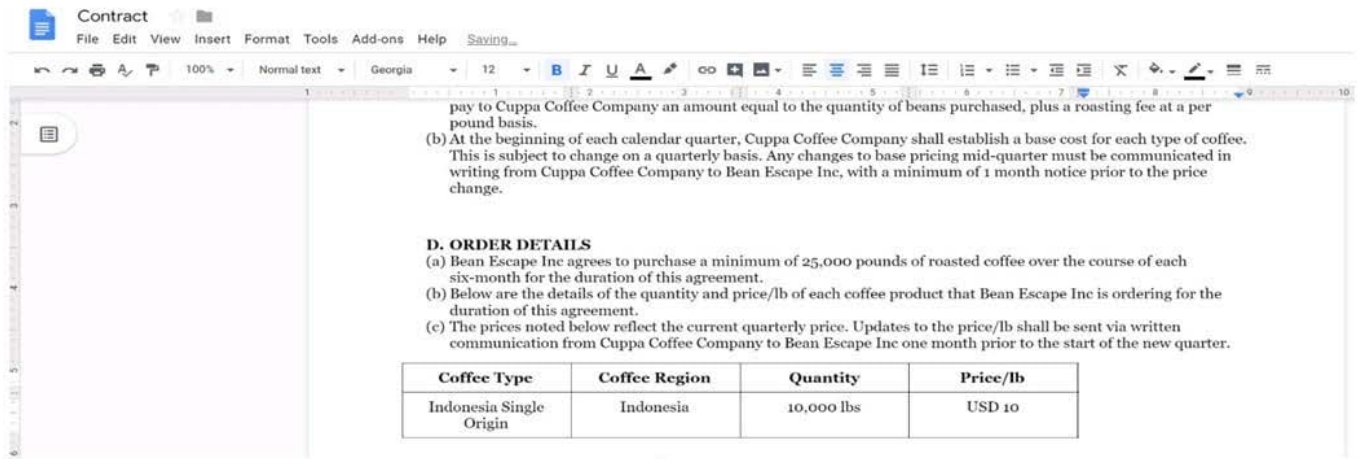
It is hereby agreed as follows:

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.



You want to add a table of contents to the Contract document that automatically updates when changes are made to the different section headers. Add a table of contents with page numbers to the beginning of the contract documents, directly under the title header Cuppa Coffee Company ?Supplier Contract.

A. See explanation below.

Correct Answer: A

Contract

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1 2 3 4 5 6 7 8 9 10

Cuppa Coffee Company - Supplier Contract

Table of Content

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

Proprietary and Confidential - Cuppa Coffee Company

The screenshot shows a Google Docs interface with a document titled "Contract". The document content is as follows:

Cuppa Coffee Company - Supplier Contract

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

This Supplier Contract is dated August 23, 2017, between Cuppa Coffee Company and Bean Escape Inc.

Proprietary and Confidential - Cuppa Coffee Company

QUESTION 6

SIMULATION Overview

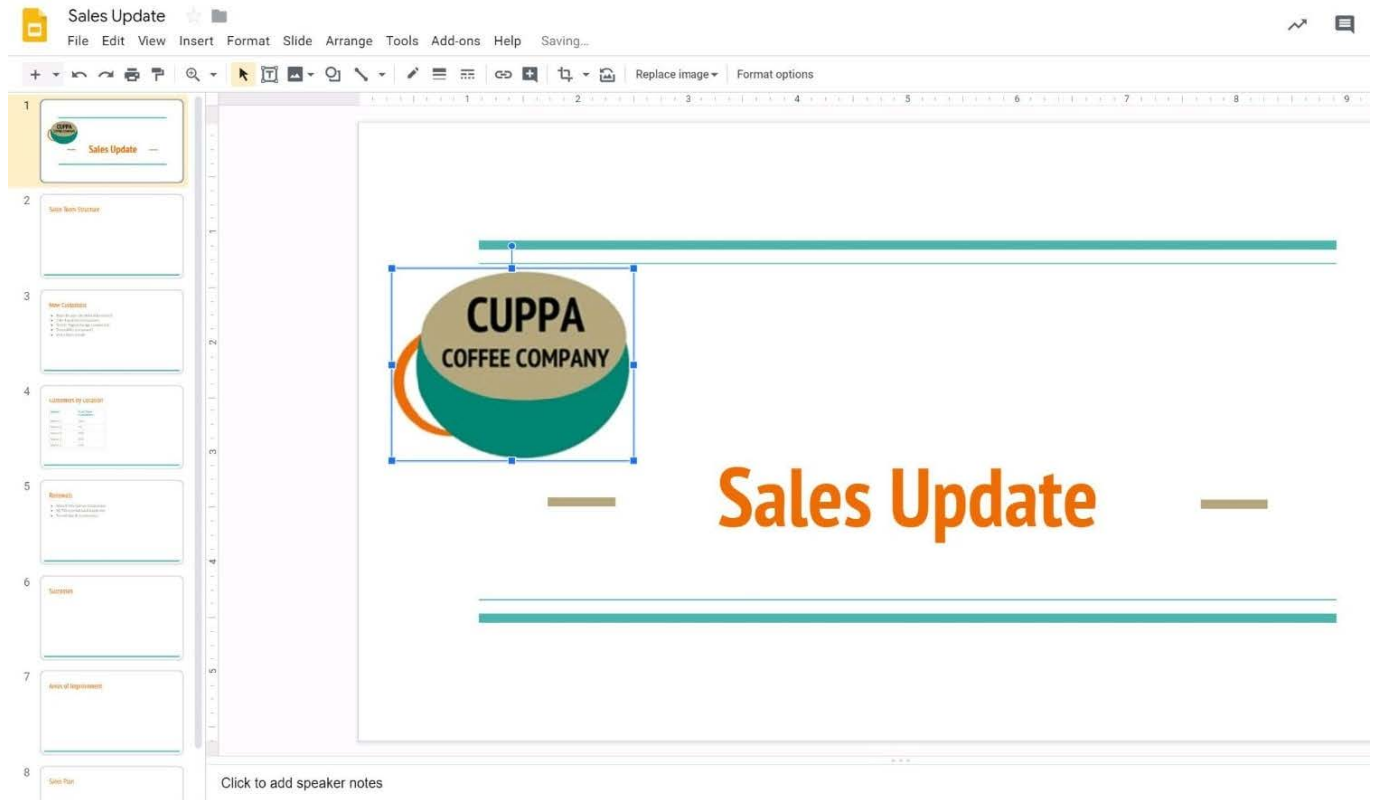
As the new regional sales manager at Cuppa Coffee Company, your manager has asked you to review, update, and add to two existing Google Slides presentations. In the following questions, you will be editing presentations.



You need to edit an existing presentation before you present an update to your managers. Open the Sales Update presentation and add the Company Logo.jpg image to the first slide. You may place the logo anywhere you like on the slide and leave it any size.

A. See explanation below.

Correct Answer: A



QUESTION 7

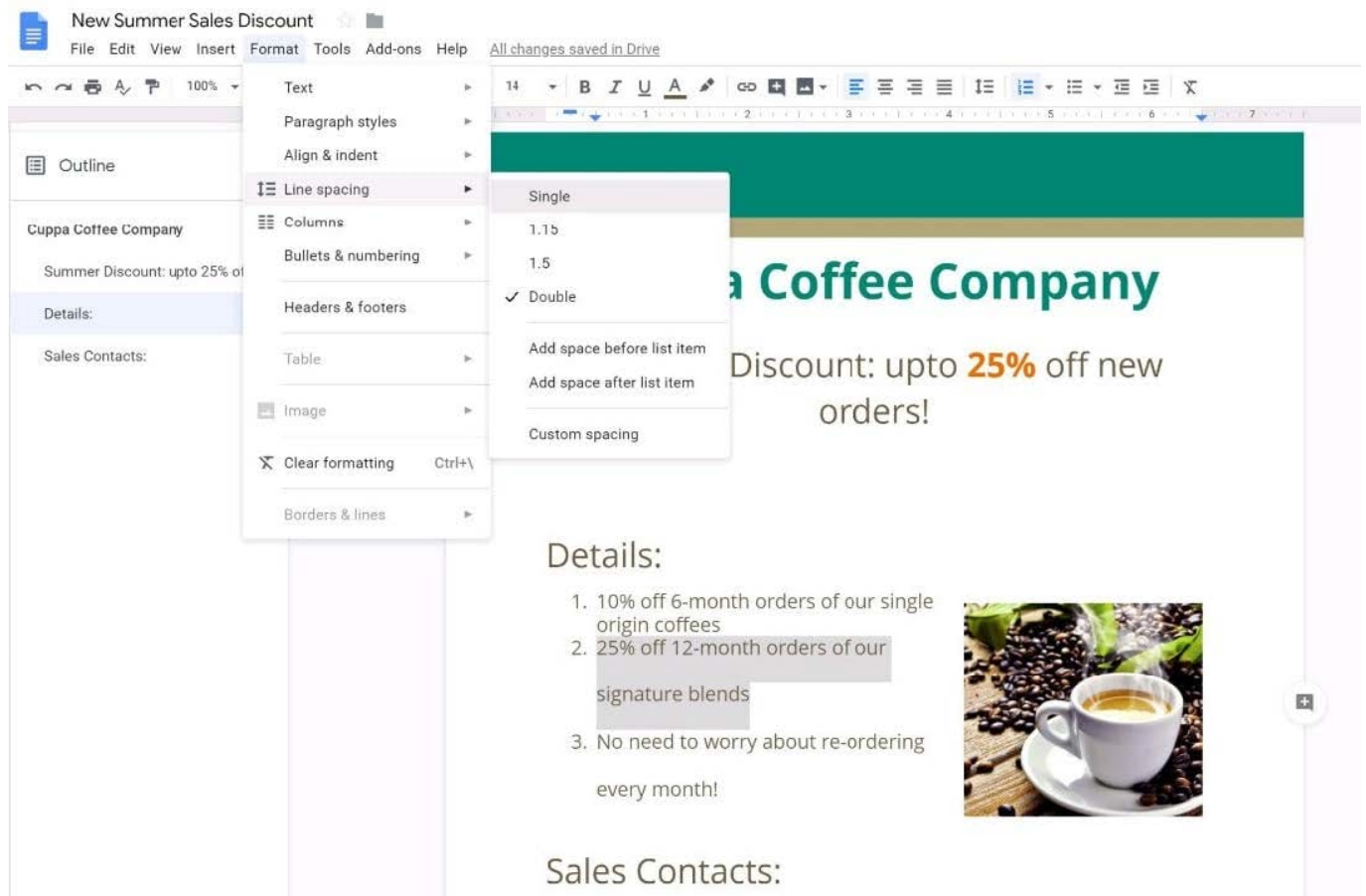
You want to link to your Google Slides presentation from the company's website. The web developer has asked you to provide a hyperlink that will start the slideshow as soon as the user clicks the link. What should you do?

- A. Click Insert and then click Link
- B. Click File, click Download as, and then click Microsoft PowerPoint (.pptx)
- C. Click Share and then click Get shareable link
- D. Click File, click Publish to the web, click Link, and then click Publish

Correct Answer: C

Reference: <https://business.tutsplus.com/tutorials/embed-google-slides-presentations-online--cms-29503>

QUESTION 8



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

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100% Normal text Open Sans 14 B I A

Outline

Cuppa Coffee Company

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

Cuppa Coffee

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


Details:

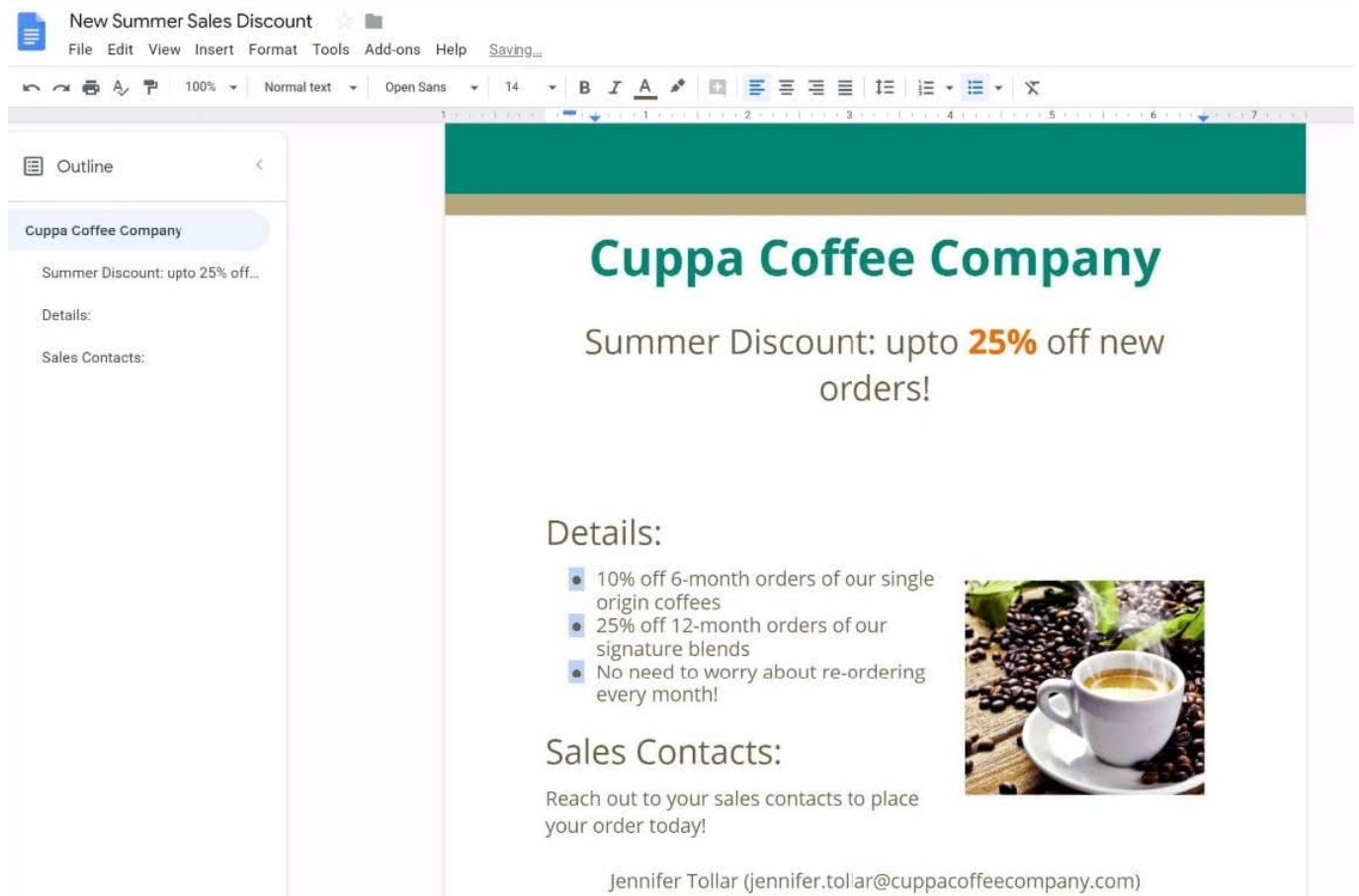
- 10% off 6-month orders of our single origin coffees
- 25% off 12-month orders of our signature blends
- No need to worry about re-ordering every month!

Sales Contacts:

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

Jennifer Tollar (jennifer.tollar@cuppacoffeecompany.com)





QUESTION 9

In a Google Hangouts video call, your customer asks if there are any summer discounts. You want to show them a draft document without giving them direct access to the Google Docs document. What should you do? (Choose two.)

- A. From your Gmail inbox, send your customer an attachment of the summer discount flyer
- B. From Google Drive, add the customer as a collaborator to the folder with the summer discount flyer document
- C. From the Google Hangouts video call, present only the window with the summer discount flyer
- D. From Google Docs, add the customer as a collaborator to the summer discount flyer document
- E. From the Google Hangouts video call, present your entire screen

Correct Answer: AB

Reference: <https://zapier.com/blog/google-hangouts-video-calls-guide/>

QUESTION 10

Dream Digital Design Job Description

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1 2 3 4 5 6 7

Dream Digital Design

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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100% Normal text Roboto 10 B I U A

1 2 3 4 5 6 7

Dream Digital Design

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

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- 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
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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

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.

Dream Digital Design Job Description

File Edit View Insert Format Tools Add-ons Help Saving...

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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

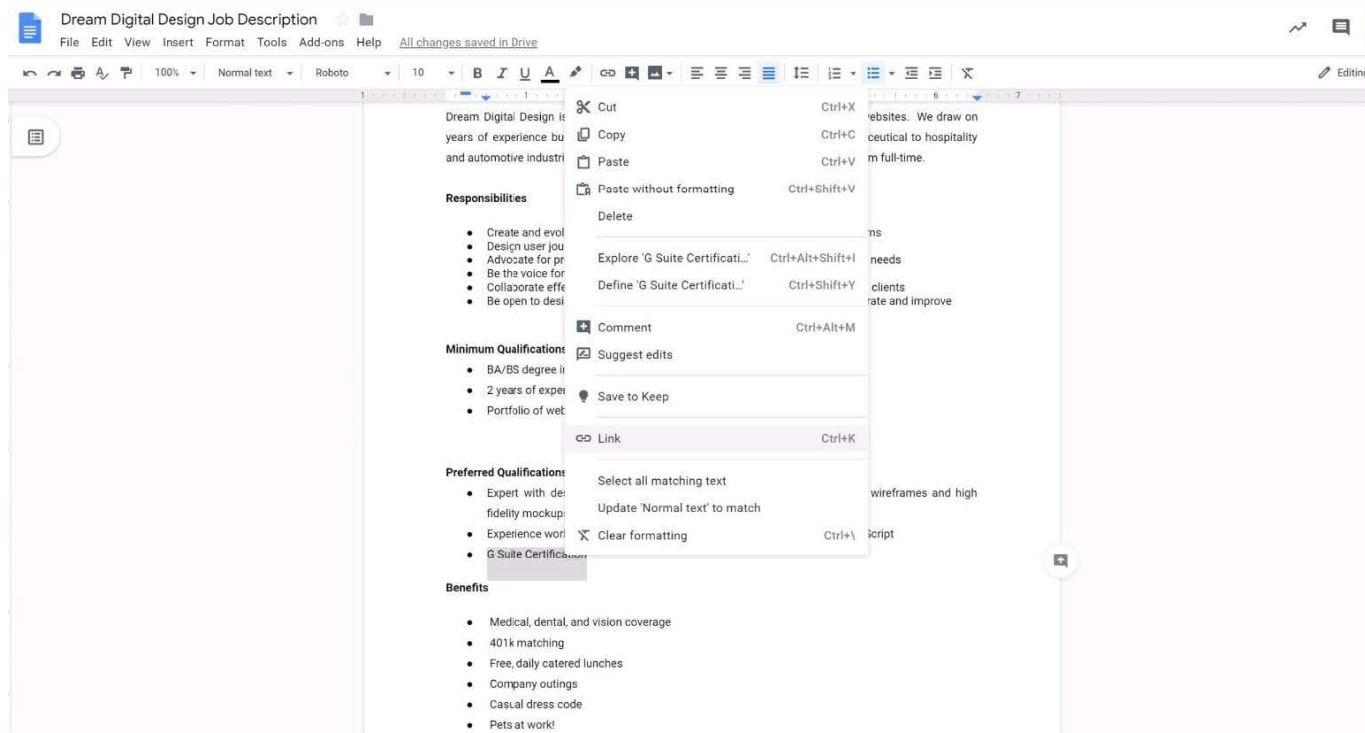
Benefits

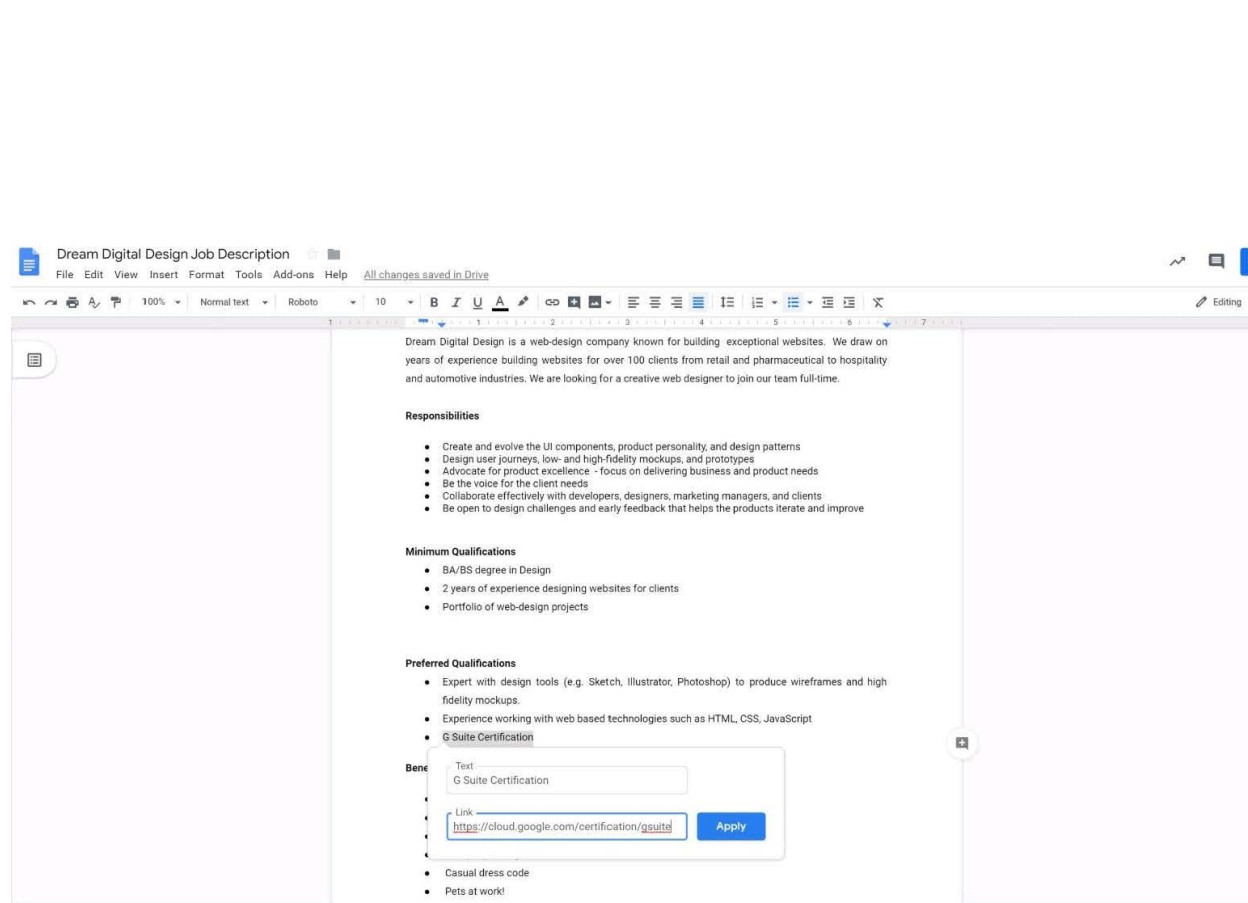
- Medical, dental, and vision coverage
- 401k matching
- Free, daily catered lunches
- Company outings
- Casual dress code
- Pets at work!

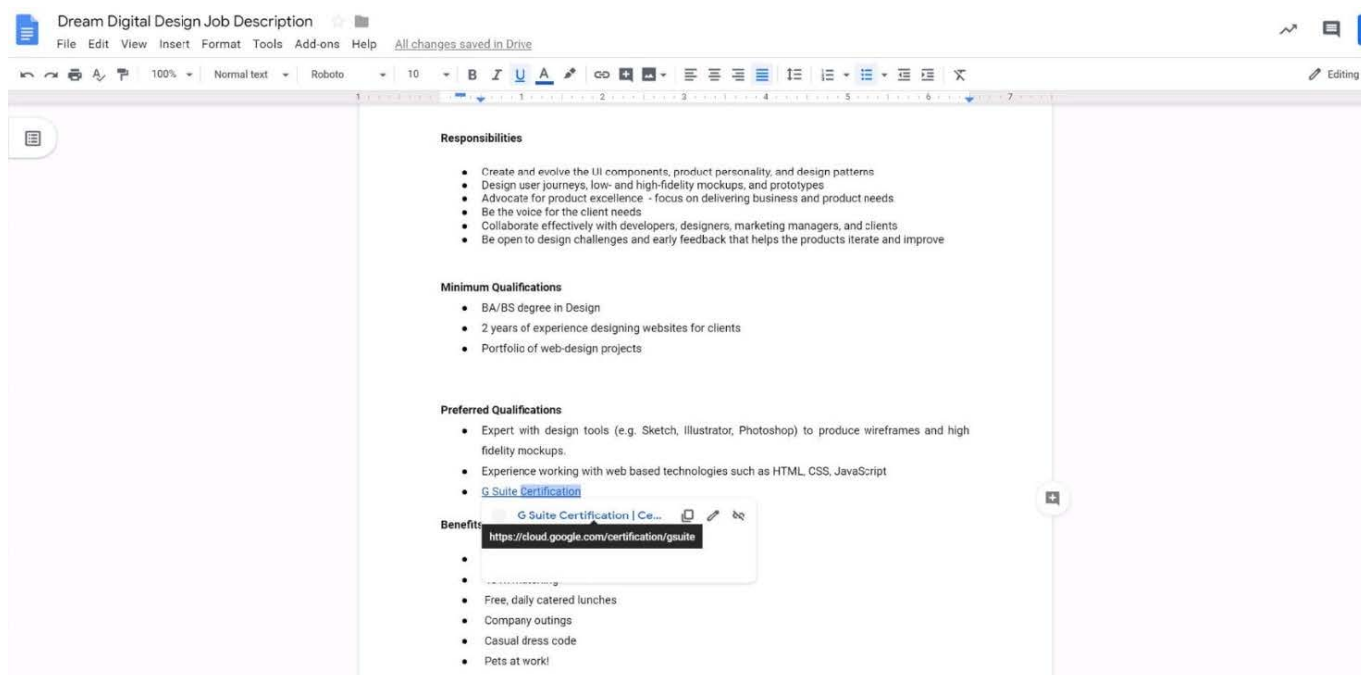
In the Preferred Qualifications, add a link to <https://cloud.google.com/certification/gsuite> to the G Suite Certification text.

A. See explanation below.

Correct Answer: A







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