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QUESTION 1

SIMULATION

Project 6 of 7: Recall

Overview

You work in Customer Communications at Northwind Traders. You are preparing a product recall announcement.



We regret any inconvenience that this might cause you. Northwind Traders is dedicated to providing you with reliable, high-quality, and safe products. The product sticker on the bottom of the dehydrator can determine whether or not your dehydrator is included in the recall. For affected models, there is a slight risk that the product might overheat when used, resulting in a potential burn hazard.

DO NOT RETURN TO YOUR RETAILER. Go to the Northwind traders web site at [http:// www.northwindtraders.com/](http://www.northwindtraders.com/) and click on the "Product Recall" banner at the top of the page for return instructions. You will receive a full refund for the dehydrator and we will also ship you a replacement dehydrator.



REMINDER:

Change the line spacing to 1.15 lines for the entire document.

A.

Correct Answer: See the explanation below.

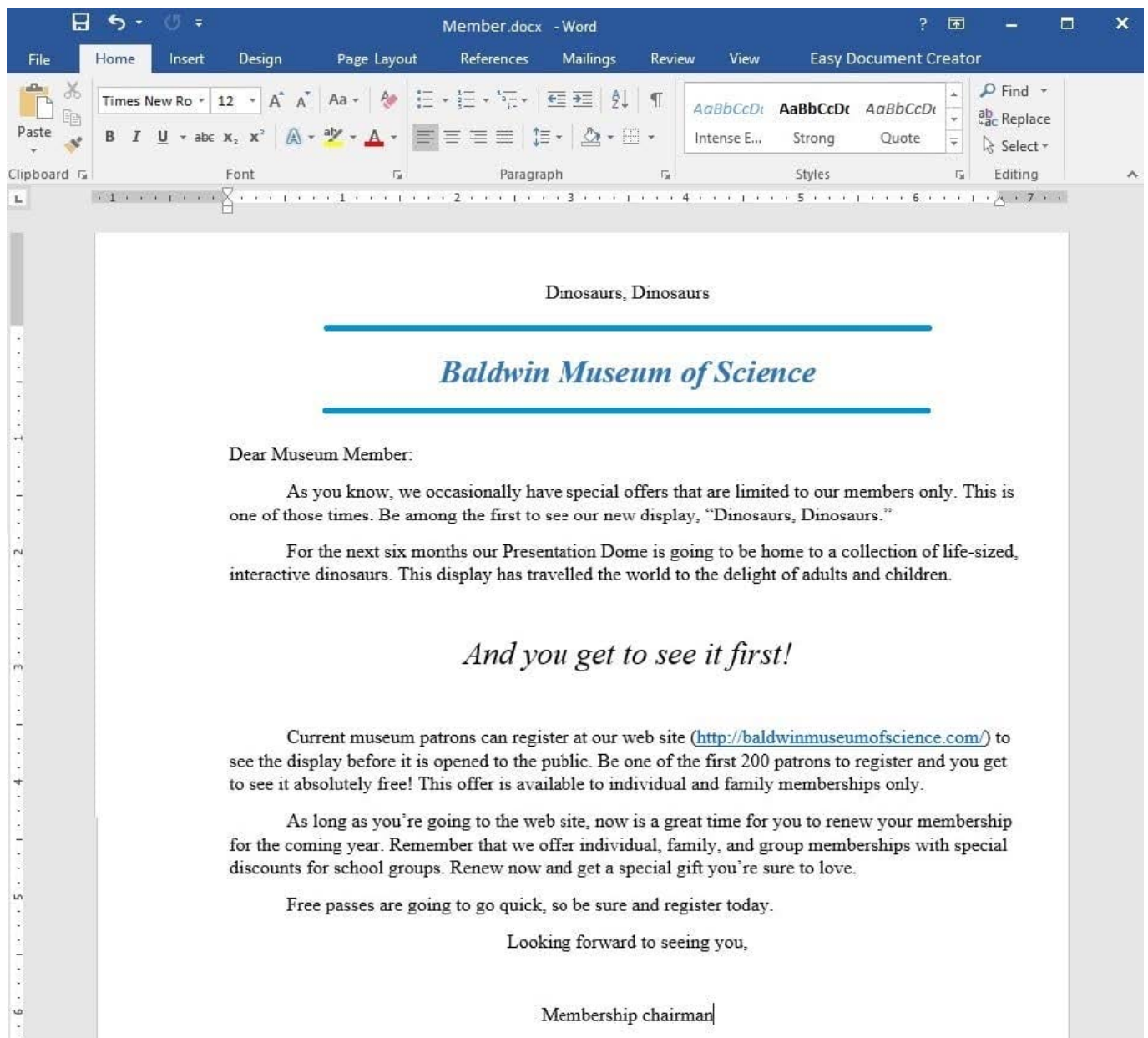
QUESTION 2

SIMULATION

Project 4 of 7: Member

Overview

You are preparing a letter to museum members announcing a new exhibit and urging them to renew their membership.



Apply a Bright Green text highlight to the text string "And you get to see it first!".

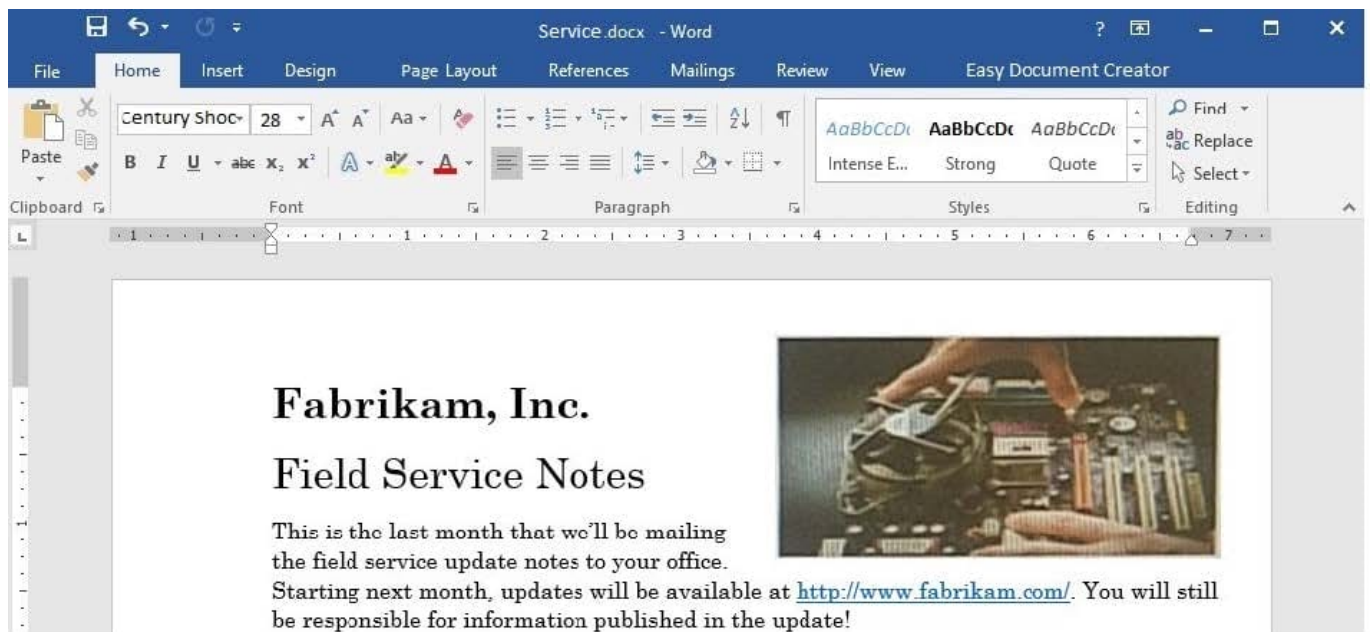
A.

Correct Answer: See the explanation below.

QUESTION 3

SIMULATION Project 3 of 7: Service Overview You are an administrative assistant for Fabrikam, Inc.'s Field Service division. You are preparing the

monthly newsletter to be sent out to field service engineers.



Remember that mileage reimbursement claims must be submitted by the 15th of each month. Save the mileage form as a PDF file and email it to your regional supervisor.

Bonuses are Changing

New Depot Return Process

All offices have received the new tracking form for repair depot returns. Complete the following tasks when returning parts for repair:

Complete all fields in the Field Service section of the form.

Remove the top copy and file it in your office.

Securely attach the form to the part.

Package the part for shipment.

Ship to the home office and clearly label the box "For depot return".

All returns must be shipped to the home office to receive credit. The regional depots will close in two months and will not be accepting return shipments.

Vice President's Corner

NOTE TO SELF: If the VP doesn't provide content by Wednesday, delete this section and put in something generic about customer satisfaction.

Quarterly Results

NOTE TO SELF: This is a placeholder charter. Update the chart after the actual results are available on



Monday.



On the page following the section break, change the page orientation to Landscape.

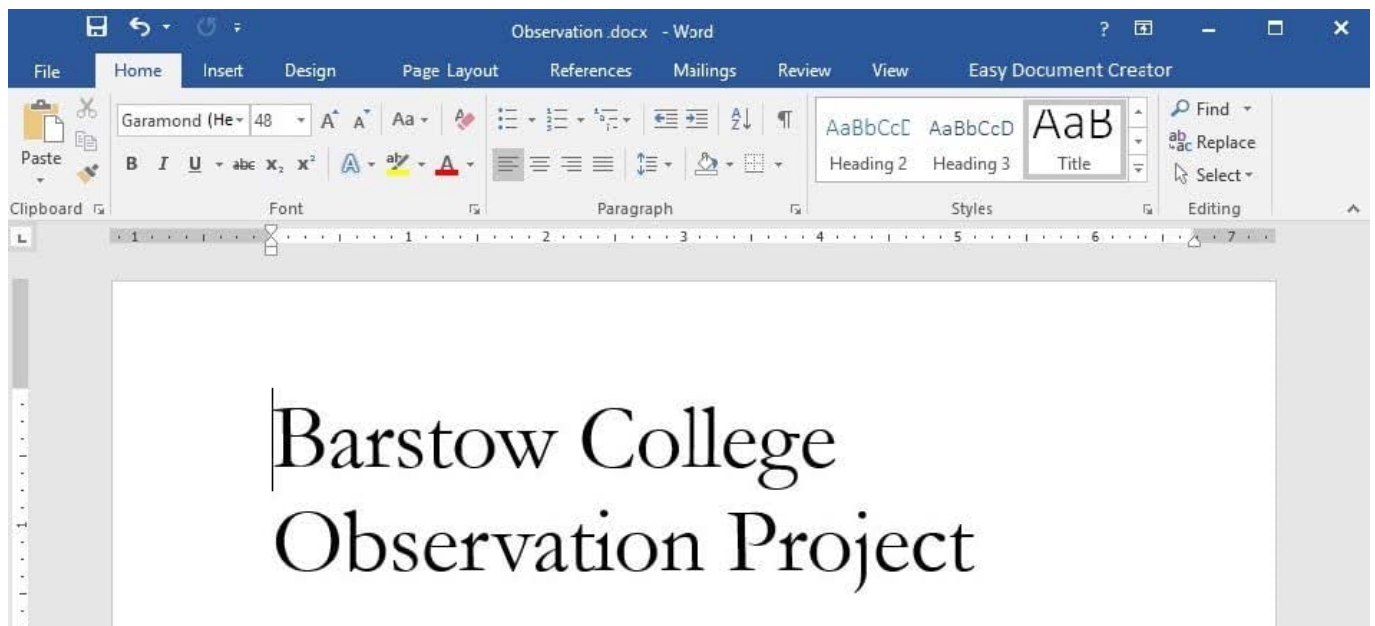
A.

Correct Answer: See the explanation below.

QUESTION 4

SIMULATION Project 1 of 7: Observation Overview You are a member of the Barstow College Observation Project committee. You are preparing the initial

summary report for this year\'s count, but have not received all of the data you need to complete the report.



Introduction

The multi-departmental Wildlife Observation Project has completed its wildlife population counts for this year. The counts were made between May 5 and May 7 for both the wilderness and cultivated land areas. This is in line with the count periods for all previous years. The species used for the counts have been identified as common for the region (central Missouri) in which the counts were taken. (Author, 2009) As in previous years, five observation blinds were set up two weeks before the counts were to take place. Counters worked eight-hour shifts providing 24-hour coverage of the count areas for two days. Weather for both observation days was clear and mild (varying between 50-70 degrees F).

The results presented here are summary total results only, which counts from five and ten years ago provided for comparison. Detailed observation results will be available as soon as they are completed. We estimate that they will be available some time in the next two weeks.

Wilderness Summary

The wilderness observation area is a five-acre section of unimproved forest land. The most common trees in the area are maple, red oak, cedar, sweet gum, and hickory. The area also includes a small spring. The area is not enclosed by a fence or other man-made barrier.

The area is located eight miles from the nearest paved road and twelve miles from the nearest residence. Off-road vehicles were used to bring counters close to, but not entering, the count area. The nearest approach by off-road vehicles was one mile.



The table below lists the summary counts.

Species	Current Count	Five years ago	Ten years ago
White-tailed deer	14	12	10
Cottontail rabbit	26	28	25
Swamp rabbit	0	0	2
Mourning dove	18	59	102
Bobwhite quail	5	22	27
Eastern gray squirrel	23	20	31
Fox squirrel	6	11	9
NOTE TO REVIEW COMMITTEE: Don't you think it's time we finally drop the swamp rabbit from the count as an anomaly?			

Though further research any analysis is needed, the drop in mourning dove and bobwhite quail counts could be significant. The detailed count data shows these numbers failing off each year.

Cultivated Land Summary

The cultivated land observation area is a five-acre section of cultivated land near the center of a 50-acre field. The field is used to grow corn, wheat, soybeans, and clover, with the crop rotated annually. In the fifth year of the cycle, the field is left fallow.

The area is located two miles from the nearest paved road and one mile from the nearest residence. A storage barn is located at the southern border of the field.

The table below lists the summary counts.

Additional Notes

This project was initially scheduled to run for ten years, so we are currently in our last year. The committee needs to decide if it is worth the time and expense to continue the project. The landowners have experience that they would be happy to let us continue. Costs relating to the project is minimal and it does provide an opportunity to offer extra credit to students volunteering as counters. A suggestion has been made by some committee members that we should increase the count frequency, counting on a quarterly schedule instead of an annual schedule. This would need to be coordinated with the owner of the cultivated field so that we do not interfere with planting or harvesting schedules.

Special Thanks

Once again, we would like to offer special thanks to:



We couldn't do this without you.

Merge all cells in the bottom row of the table below the "Wilderness Summary" heading into one cell.

A.

Correct Answer: See the explanation below.

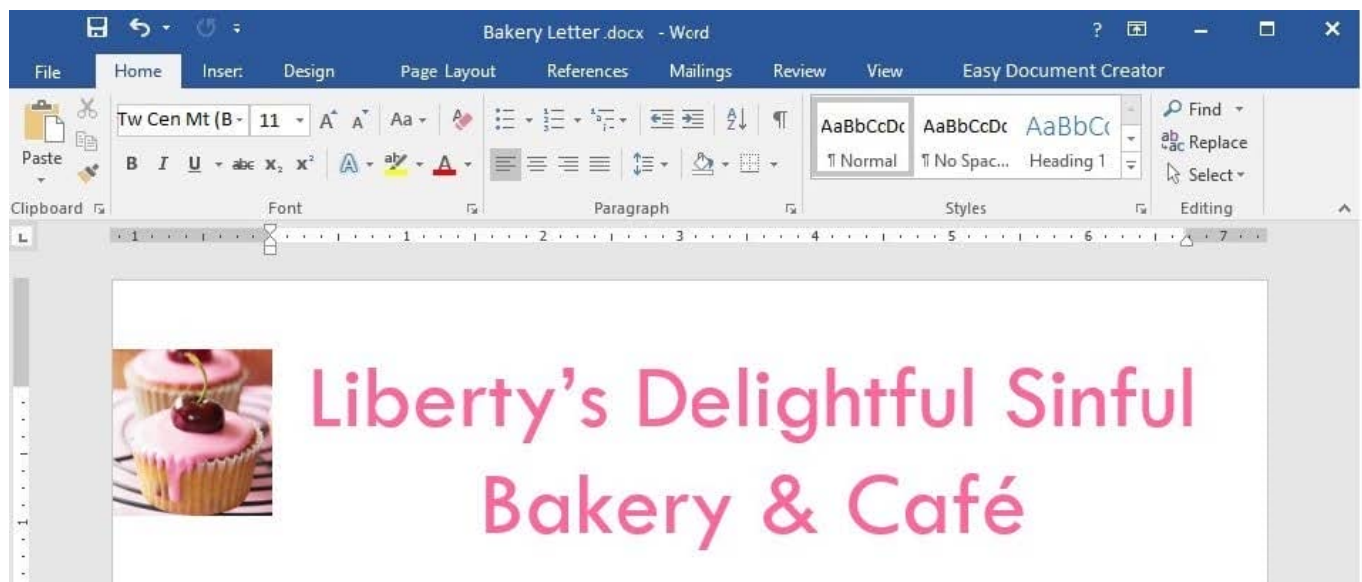
QUESTION 5

SIMULATION

Project 2 of 7: Bakery Letter

Overview

As the marketing manager for Liberty's Delightful Sinful Bakery and Caf? you want to inform local businesses that you will now be providing catering services.



December 31, 2018

CATERING SERVICES ARE NOW AVAILABLE Dear Business Owner: Liberty's Delightful Sinful Bakery and Caf? would like to inform you that beginning next month, we will be providing catering and delivery services in your area. We invite you to look over our lunch catering menu below, and contact us to schedule your next business meeting lunch.



Meal	Price
Box Lunch <i>Includes a signature sandwich, chips, fruit or pasta salad, and a cookie</i>	\$9.95
Signature Salad <i>Includes a signature salad and cookie</i>	\$6.95
Soup and Salad Combo <i>Includes a small soup, full size salad, and cookie</i>	\$8.95
Add-ons <i>20 oz. soda, dessert, chips, pasta or fruit salad</i>	\$1.50-\$2.50

The menu above is a small sample of the options we have available. Liberty's Delightful Sinful Bakery will impress you with excellent service and great food at an affordable price.

We look forward to hearing from you to cater your next meeting.

Sincerely,

Steve Lasker

Owner

Add a Registered Sign at the end of the company name in the header.

A.

Correct Answer: See the explanation below.

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