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QUESTION 1

Employee Shift Schedule for Kelvin Cars

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fx Adyson Y.

Weekly Employee Shift Schedule		Monday		Tuesday			Wednesday			Thursday			Friday			Shifts to date		
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	
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
Litz S.	Exterior			X			X			X			X			X		8
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

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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=SUM()

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Weekly Employee Shift Schedule																		
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	Employee Name	Assignment	Total Shifts	Monday			Tuesday			Wednesday			Thursday			Friday			Shifts to date
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																			

In the Total Shifts column, calculate the total number of shifts for each employee. Use a formula to perform the calculations.

A. See explanation below.

Correct Answer: A



Employee Shift Schedule for Kelvin Cars

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=SUM()

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Weekly Employee Shift Schedule																		
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	Employee Name	Assignment	Total Shifts	Monday	Tuesday	Wednesday	Thursday	Friday	Shifts to date										
10	Adyson Y.	Exterior	=SUM()																
11	Alina L.	Engine	SUM(value1, [value2, ...])		X														
12	Ashanti M.	Engine	Example																
13	Cecilia B.	Exhaust	SUM(A2:A100, 101)																
14	Henry B.	Brakes	Summary		X														
15	Jaiden D.	Interior	Returns the sum of a series of numbers and/or cells.		X														
16	Kael M.	Exhaust	value1		X														
17	Kellen L.	Engine	The first number or range to add together.		X														
18	Kyan F.	Interior	value2 - [optional] repeatable																
19	Liana C.	Brakes	Additional numbers or ranges to add to value1.																
20	Lillianna K.	Interior	Learn more about SUM																
21	Litzzy S.	Exterior																	
22	Payton P.	Brakes		X															
23	Raven J.	Exhaust		X															
24	Ross M.	Exterior		X															
25																			
26																			
27																			
28																			
29																			
30																			
31																			



Employee Shift Schedule for Kelvin Cars

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=SUM(D10:R10)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
1	Weekly Employee Shift Schedule																			
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																				
9	Employee Name	Assignment	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	Shifts to date	
10	Adyson Y.	Exterior												X						10
11	Alina L.	Engine							X					X						14
12	Ashanti M.	Engine												X						18
13	Cecilia B.	Exhaust												X						25
14	Henry B.	Brakes							X									X	X	23
15	Jaiden D.	Interior							X					X					X	27
16	Kael M.	Exhaust							X					X					X	17
17	Kellen L.	Engine								X				X						18
18	Kyan F.	Interior							X					X						12
19	Liana C.	Brakes									X			X					X	10
20	Lillianna K.	Interior				X					X			X	X				X	11
21	Litzzy S.	Exterior					X					X			X				X	6
22	Payton P.	Brakes		X			X			X				X					X	23
23	Raven J.	Exhaust		X			X			X				X					X	30
24	Ross M.	Exterior		X			X			X				X					X	22
25																				
26																				
27																				
28																				
29																				
30																				

#VALUE!



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	Weekly Employee Shift Schedule																			
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																				
				Monday			Tuesday			Wednesday			Thursday			Friday			Shifts to date	
9	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		
10	Adyson Y.	Exterior	10							X			X			X			X	10
11	Alina L.	Engine	14			X			X			X			X				X	14
12	Ashanti M.	Engine	18		X					X			X			X				18
13	Cecilia B.	Exhaust	25		X			X				X			X					25
14	Henry B.	Brakes	23		X	X			X						X			X	X	23
15	Jaiden D.	Interior	27			X			X						X				X	27
16	Kael M.	Exhaust	17			X			X			X			X				X	17
17	Kellen L.	Engine	18	X			X			X			X			X				18
18	Kyan F.	Interior	12	X			X			X				X						12
19	Liana C.	Brakes	10		X			X			X			X					X	10
20	Lillianna K.	Interior	11		X			X			X		X	X					X	11
21	Litzzy S.	Exterior	6			X			X			X			X				X	6
22	Payton P.	Brakes	23	X			X			X			X			X			X	23
23	Raven J.	Exhaust	30	X			X			X			X			X			X	30
24	Ross M.	Exterior	22	X			X			X			X			X			X	22

QUESTION 2

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 3

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

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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!

Change the page color to any color other than white.

A. See explanation below.

Correct Answer: A

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 page 2 of the training guide, make the Training Objectives title bold.

A. See explanation below.

Correct Answer: A



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

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**

QUESTION 5

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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=SUM()

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Weekly Employee Shift Schedule																		
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	Employee Name	Assignment	Total Shifts	Monday			Tuesday			Wednesday			Thursday			Friday			Shifts to date
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	Aryson Y.	Exterior								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																			

Change the fill color of the cells in the Tuesday and Thursday columns to any color of your choosing.

A. See explanation below.

Correct Answer: A

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