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QUESTION 1

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 2

SIMULATION Overview In the following tasks, you will demonstrate your ability to work in Google Docs. Cascara is a furniture

wholesaler with warehouses located in Europe. You will be filling out a form to ship a load of goods to one of the warehouses. Use the Carriage of Goods by Road (CGR) for all the tasks in this scenario.



Carriage of Goods by Road (CGR)

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Carriage of Goods by Road (CGR)

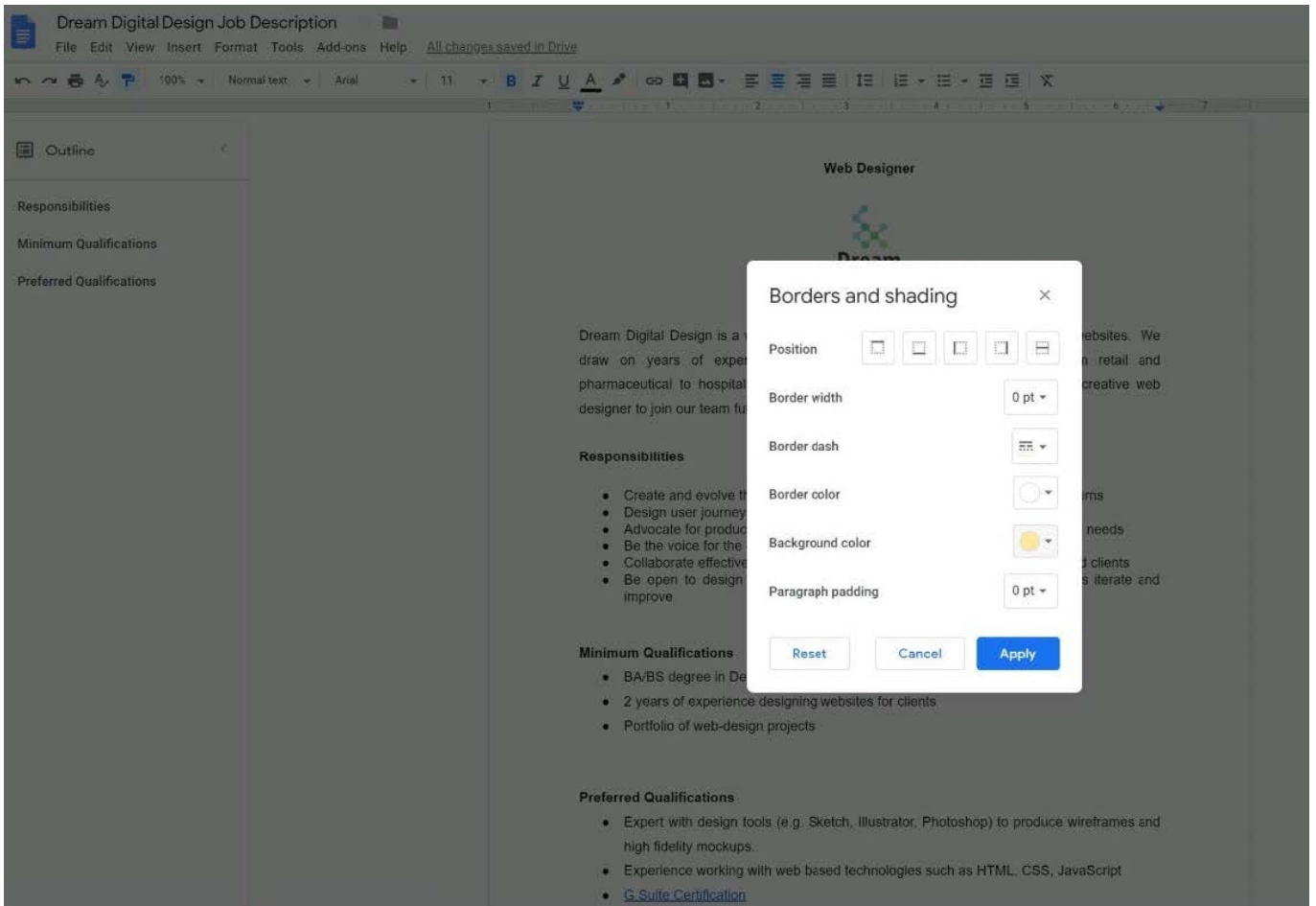
1 Sender (name and address)		5 Carrier (name and address)			
2 Recipient (name and address)		6 Carrier notes for transporting goods			
3 Recipient's destination details Place Country Date Arrival time Departure time					
4 Sender instructions					
7 Item name	8 Method of packing	9 Nature of goods	10 Weight in kg	11 Volume in m3	
<ul style="list-style-type: none"> • Item A • Item B • Item C • Item D • Item E 					
12 Special agreements between the sender and the carrier			13 To be paid by:	Sender	Recipient
			Transport charges		

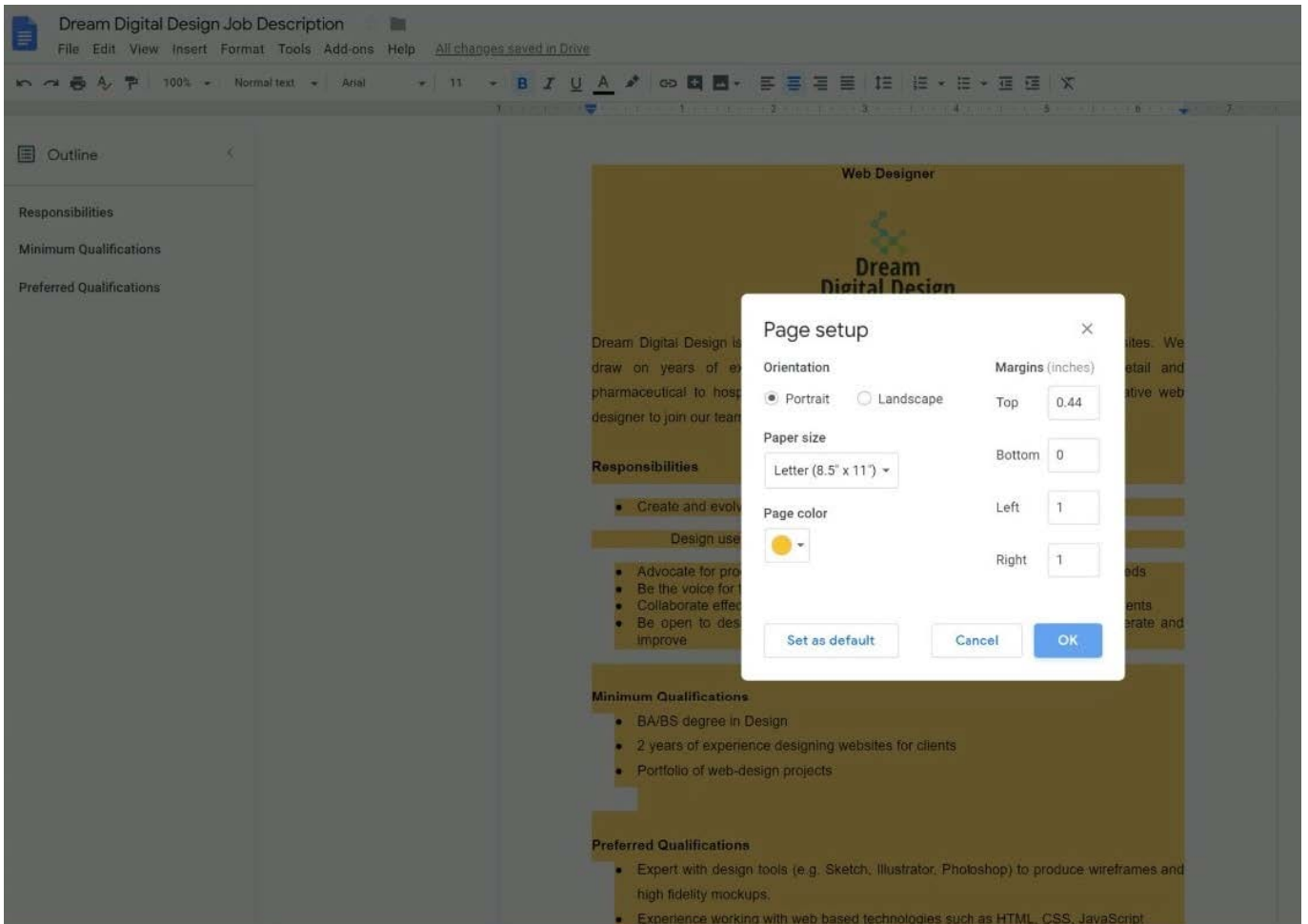
In the Carriage of Goods by Road (CGR), change the color of the page to white.

A. See explanation below.

Correct Answer: A

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

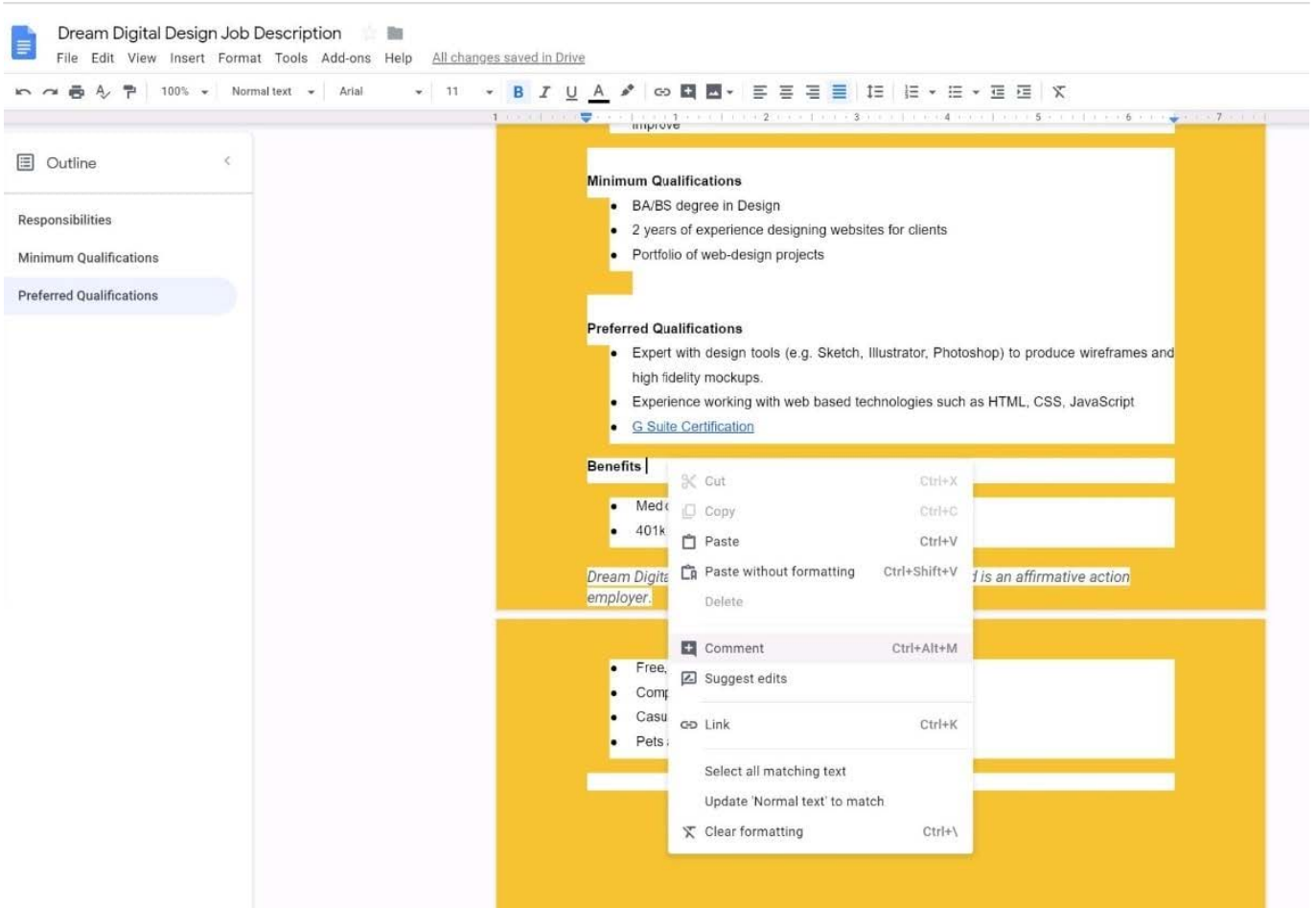
Benefits

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

Leave a comment for Monica, monica@dreamdigitaldesign.com, next to the word Benefits. The comment should say Please confirm the list of benefits.

A. See explanation below.

Correct Answer: A



QUESTION 4

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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Cuppa Coffee Company - Supplier Contract

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

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.



Contract

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pay to Cuppa Coffee Company an amount equal to the quantity of beans purchased, plus a roasting fee at a per pound basis.

(b) At the beginning of each calendar quarter, Cuppa Coffee Company shall establish a base cost for each type of coffee. This is subject to change on a quarterly basis. Any changes to base pricing mid-quarter must be communicated in writing from Cuppa Coffee Company to Bean Escape Inc, with a minimum of 1 month notice prior to the price change.

D. ORDER DETAILS

(a) Bean Escape Inc agrees to purchase a minimum of 25,000 pounds of roasted coffee over the course of each six-month for the duration of this agreement.

(b) Below are the details of the quantity and price/lb of each coffee product that Bean Escape Inc is ordering for the duration of this agreement.

(c) The prices noted below reflect the current quarterly price. Updates to the price/lb shall be sent via written communication from Cuppa Coffee Company to Bean Escape Inc one month prior to the start of the new quarter.

Coffee Type	Coffee Region	Quantity	Price/lb
Indonesia Single Origin	Indonesia	10,000 lbs	USD 10

You want the size of the text in each paragraph to be consistent in the Contract document. In section 1, Our Company and Team, change the font size of the paragraph to 12.

A. See explanation below.

Correct Answer: A



Contract

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

1. Our Company & Team

Our company is a global coffee supplier. Our mission is to produce consistently quality coffee for local small businesses, cafes, restaurants, and grocers 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 team 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.

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(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.

(d) Cuppa Coffee Company will aim for delivery within 3 weeks of the roasting date.



Contract

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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.

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(c) All roasted coffee supplied by Cuppa Coffee Company will have been roasted and vacuum valve-bagged less than 30 days prior to delivery.

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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