



# GSUITE<sup>Q&As</sup>

Google GSuite

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## QUESTION 1

### 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.

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

### 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

On the Contract document, you want to add your company logo under the header Cuppa Coffee Company ?Supplier Contract. Insert the Company Logo.jpg image located in your Drive directly under the header. You do not need to align or resize the image.

A. See explanation below.

Correct Answer: A



The screenshot shows a Google Docs interface for a document titled "Contract". The "Insert" menu is open, displaying options such as Image, Table, Drawing, Chart, Horizontal line, Footnote, Special characters, Equation, Header & page number, Break, Link, Comment, Bookmark, and Table of contents. A secondary sub-menu is visible, offering "Upload from computer", "Search the web", "Drive", "Photos", "By URL", and "Camera". The document content includes a header "Company - Supplier Contract", a table of contents, and a paragraph stating: "This Supplier Contract is dated August 23, 2017, between Cuppa Coffee Company and Bean Escape Inc." The footer reads "Proprietary and Confidential - Cuppa Coffee Company".




Contract

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1 2 3 4 5 6 7 8 9 10

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

## QUESTION 2

### 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!

Add a footer to the doc. The footer should say Dream Digital Design is an equal opportunity workplace and is an affirmative action employer.

A. See explanation below.

Correct Answer: A



Dream Digital Design Job Description

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- 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! <sup>1</sup>

<sup>1</sup> Dream Digital Design is an equal opportunity workplace and is an affirmative action employer.

### 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.



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**Minimum Qualifications**

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**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 line spacing of the Dream Digital Design Job Description from 1.5 to single spacing.

A. See explanation below.

Correct Answer: A





Dream Digital Design Job Description

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Text

Paragraph styles

Align & indent

Line spacing

Columns

Bullets & numbering

Headers & footers

Table

Image

Clear formatting

Borders & lines

Single

1.15

✓ 1.5

Double

Remove space before list item

Add space after list item

Custom spacing

### Web Designer

design company known for building exceptional websites. We draw on sites for over 100 clients from retail and pharmaceutical to hospitality looking for a creative web designer to join our team full-time.

components, product personality, and design patterns

2. Design user journeys, low- and high-fidelity mockups, and prototypes
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- Experience working with web based technologies such as HTML, CSS, JavaScript
- G Suite Certification

#### QUESTION 4



Front Desk: Training Guide | 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

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**

Front Desk: Training Guide | Module 1

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

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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
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- 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**

## SIMULATION

### Overview



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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, increase the font size of the Training Objectives section title to 14.

A. See explanation below.

Correct Answer: A

Front Desk: Training Guide | Module 1

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

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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

Training Objectives

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- 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 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)

You want to get feedback from two people on your team. In the New Summer Sales Discount document, give comment access to Sunanda Vaideesh and Jennifer Tollar.

A. See explanation below.

Correct Answer: A



New Summer Sales Discount

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100% Heading 2 Open Sans 24 B I U A

Outline

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

## Cuppa Coffee Company

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!

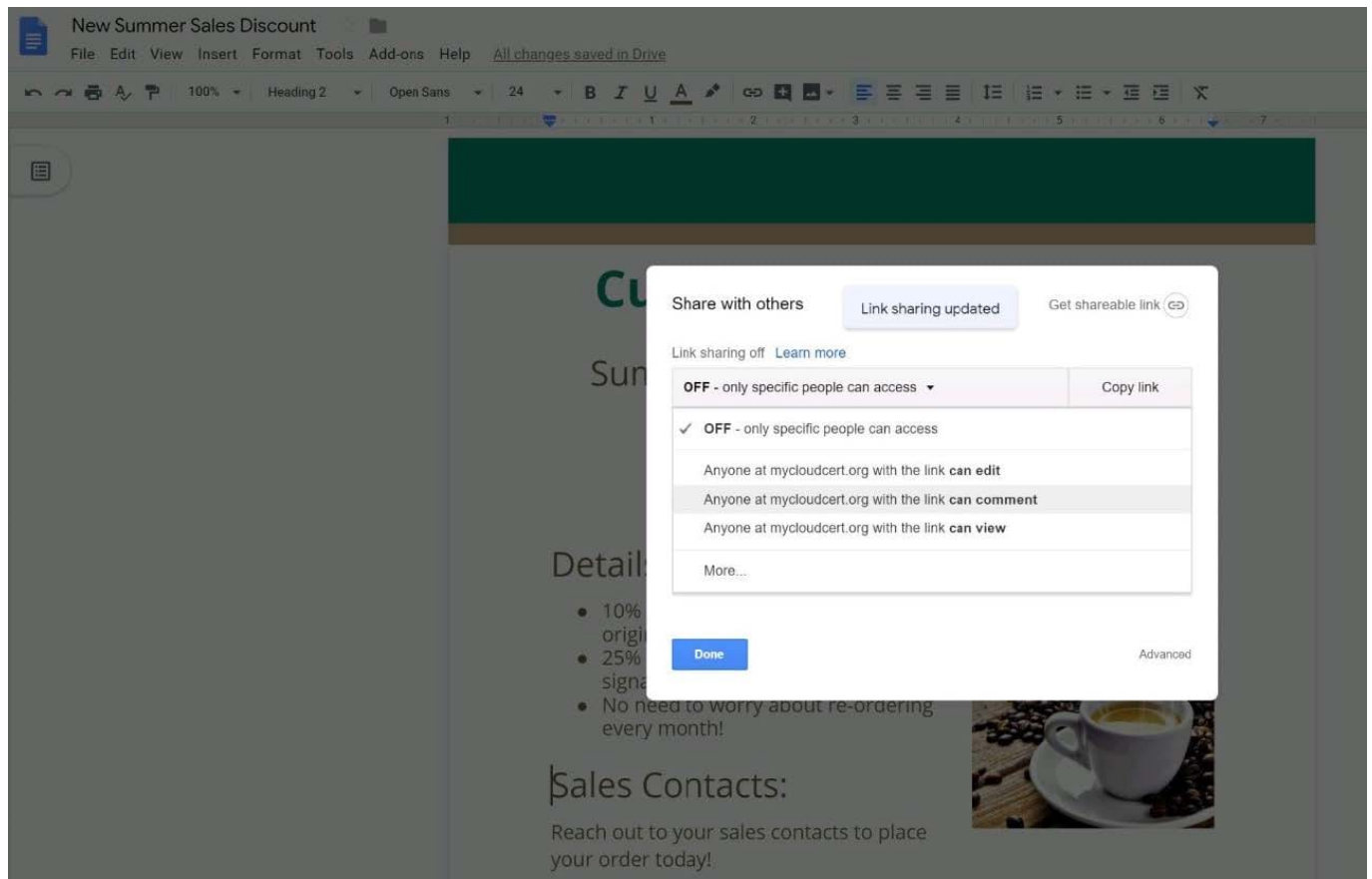
Sales Contacts:

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

Jennifer Tollar (jennifer.tollar@cuppacoffeecompany.com)







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