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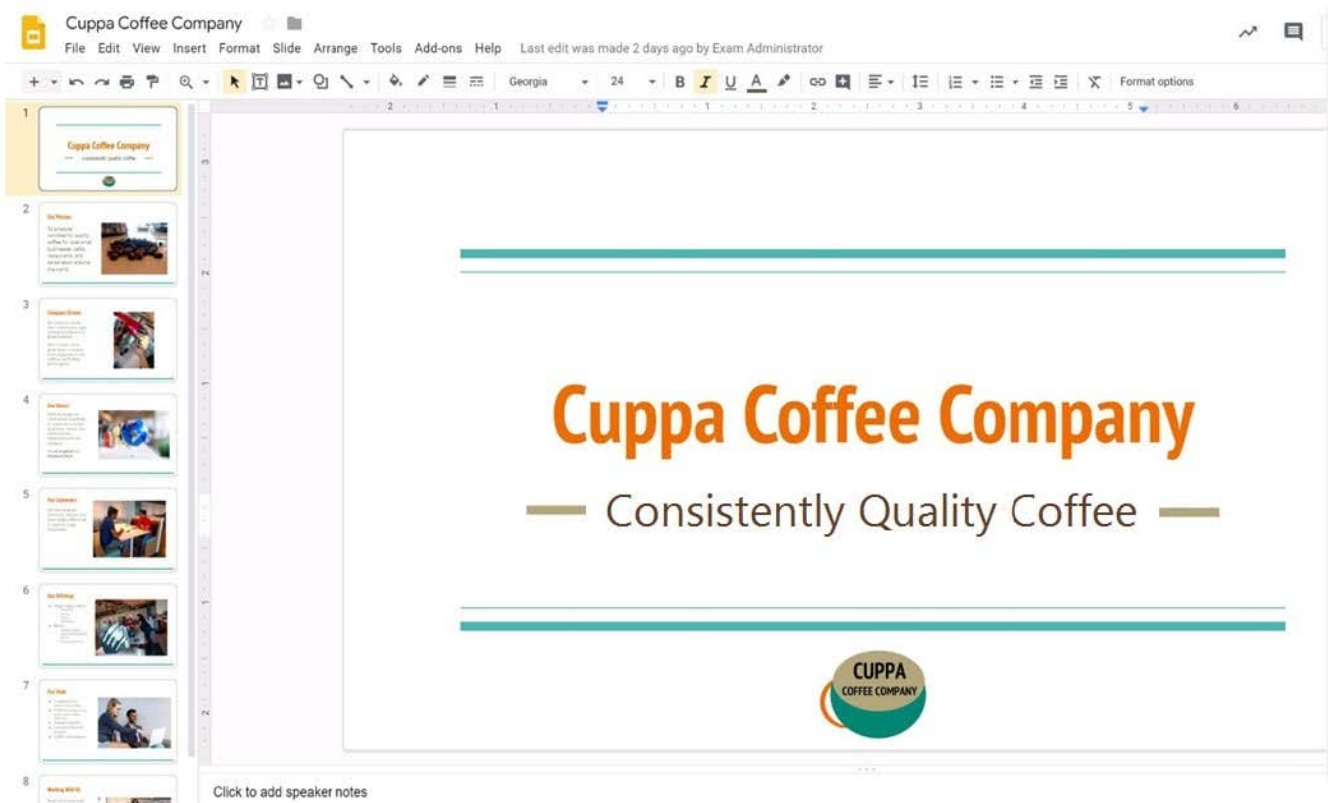




QUESTION 1

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



Sales Update

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+ - Undo Redo Print Find & Replace Insert Image Insert Video Insert Link Insert Table Insert Chart Replace image Format options

1 Sales Update

2 Sales Team Structure

3 New Customers

4 Investment by Location

5 Budget

6 Summary

7 Areas of Improvement

8 Sales Plan

CUPPA COFFEE COMPANY

Sales Update

Click to add speaker notes

QUESTION 2



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Outline

Headings you add to the document will appear here.

Carriage of Goods by Road (CGR)

C A S C A R A

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 AItem BItem CItem DItem E				

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 AItem BItem CItem DItem E				
12 Special agreements between the sender and the carrier			13 To be paid by:	Sender
			Transport charges	Recipient

Delete the blank row underneath 4 Sender instructions.

A. See explanation below.

Correct Answer: A



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Carriage of Goods by Road (CGR)

C A S C A R A
























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
• Item A			
• Item B			
• Item C			
• Item D			
• Item E			



Carriage of Goods by Road (CGR)  

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Outline

Headings you add to the document will appear here.

Carriage of Goods by Road (CGR)

C A S C A R A

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 <ul style="list-style-type: none">Item AItem BItem CItem DItem E	8 Method of packing	9 Nature of goods	10 Weight in kg	11 Volume in m3	
12 Special agreements between the sender and the carrier				13 To be paid by: Transport charges	Sender
					Recipient

QUESTION 3



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

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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
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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



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

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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**



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

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Outline

- Mission and Vision
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- Practice **Staffing the Front Desk**

QUESTION 4

Your manager is working from a different office today during your regularly scheduled weekly meeting. You want to schedule a Google Hangouts video call to meet virtually. What should you do?

- A. Within the existing Google Calendar event for your meeting, update the location to Virtual and click Save
- B. Within the existing Google Calendar event for your meeting, click Add conferencing, select Hangouts and then click Save
- C. Go to Settings, click Add calendar for video calls, and add your meeting to this calendar
- D. On your Google Calendar landing page, create a new event to schedule a new video meeting

Correct Answer: D

Reference: <https://support.google.com/a/users/answer/9300131?hl=en>



QUESTION 5

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.

Region	% of Total Customers
Region 1	25%
Region 2	5%
Region 3	20%
Region 4	20%
Region 5	30%

You want to show the percentage of new customers by location. Open the Sales Update presentation. On the Customers by Location slide, add a pie chart using the data below.

Data:

Region 1:25%

Region 2:5%

Region 3:20%

Region 4:20%

Region 5:30%

A. See explanation below.

Correct Answer: A



Sales Update

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Customers by Location

Region	% of Total Customers
Region 1	25%
Region 2	5%
Region 3	20%
Region 4	20%
Region 5	30%

Points scored

Team 1 21.8%

Team 2 32.7%

Team 3 10.9%

Team 4 34.5%

Sales Update

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Customers by Location

Region	% of Total Customers
Region 1	25%
Region 2	5%
Region 3	20%
Region 4	20%
Region 5	30%

Points scored

Team 1 21.8%

Team 2 32.7%

Team 3 10.9%

Team 4 34.5%

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