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QUESTION 1

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 2

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 3

You want to link to your Google Slides presentation from the company's website. The web developer has asked you to provide a hyperlink that will start the slideshow as soon as the user clicks the link. What should you do?

- A. Click Insert and then click Link
- B. Click File, click Download as, and then click Microsoft PowerPoint (.pptx)
- C. Click Share and then click Get shareable link
- D. Click File, click Publish to the web, click Link, and then click Publish

Correct Answer: C

Reference: <https://business.tutsplus.com/tutorials/embed-google-slides-presentations-online--cms-29503>

QUESTION 4

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!

In the Dream Digital Design Job Description, change the list of responsibilities from a numbered list to a bulleted list.

A. See explanation below.

Correct Answer: A

QUESTION 5



New Summer Sales Discount

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Text

Paragraph styles

Align & indent

Line spacing

Columns

Bullets & numbering

Headers & footers

Table

Image

Clear formatting Ctrl+V

Borders & lines

Single

1.15

1.5

✓ Double

Add space before list item

Add space after list item

Custom spacing


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:



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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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)

In the New Summer Sales Discount document, go to the Details section and change the numbered list to a bulleted list.

A. See explanation below.

Correct Answer: A



New Summer Sales Discount

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Outline

Cuppa Coffee Company

Summer Discount: upto 25% off...

Details:

Sales Contacts:

Cuppa Coffee

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
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Jennifer Tollar (jennifer.tollar@cuppacoffeecompany.com)





New Summer Sales Discount

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Outline

Cuppa Coffee Company

Summer Discount: upto 25% off...

Details:

Sales Contacts:

Cuppa Coffee Company

Summer Discount: upto **25%** off new orders!


Details:

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