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QUESTION 1

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)

File Edit View Insert Format Tools Add-ons Help

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:	
			Transport charges	
			Sender	Recipient

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

A. See explanation below.

Correct Answer: A

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 <ul style="list-style-type: none">• Item A• Item B• Item C• Item D• Item E	8 Method of packing	9 Nature of goods	10 Weight in kg	11 Volume in m3

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		

Delete the blank row underneath 4 Sender instructions.

A. See explanation below.

Correct Answer: A



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 E 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
<ul style="list-style-type: none"> Item A Item B Item C Item D Item E 			

Cut Ctrl+X

Copy Ctrl+C

Paste Ctrl+V

Paste without formatting Ctrl+Shift+V

Delete

Suggest edits

Save to Keep

Insert row above

Insert row below

Insert column left

Insert column right

Delete row

Delete column

Delete table

Unmerge cells

Distribute rows

Distribute columns

Table properties

Select all matching text

Update 'Normal text' to match



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		
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7 Item name <ul style="list-style-type: none">• Item A• Item B• Item C• Item D• Item 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

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 the front page of the training guide, highlight Module 1 and leave a comment for your manager, anna@lodgemajestique.com. The comment should say Approved, ready for print.

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

Facility: Lodge Majestique
Training Completed On:

Lodge Majestique Front Desk Training Module 1



+anna@lodgemajestique.com

Assign to Anna

Your +mention will add people to this discussion and send an email.

Comment Cancel



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

Facility: Lodge Majestique
Training Completed On:

**Lodge Majestique
Front Desk Training
Module 1**



Assigned to Anna CharacterP ✓

+anna@lodgemajestique.com
Approved, ready for print.
Assigned to Anna CharacterP



QUESTION 4

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.


The screenshot shows a Google Docs interface with a document titled "New Summer Sales Discount". The document content is as follows:

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 are editing a document with information on this summer's discounts. Open the New Summer Sales Discount document and change the line spacing in the Details section to single-spaced.

A. See explanation below.

Correct Answer: A



QUESTION 5

In a Google Hangouts video call, your customer asks if there are any summer discounts. You want to show them a draft document without giving them direct access to the Google Docs document. What should you do? (Choose two.)

- A. From your Gmail inbox, send your customer an attachment of the summer discount flyer
- B. From Google Drive, add the customer as a collaborator to the folder with the summer discount flyer document
- C. From the Google Hangouts video call, present only the window with the summer discount flyer
- D. From Google Docs, add the customer as a collaborator to the summer discount flyer document
- E. From the Google Hangouts video call, present your entire screen

Correct Answer: AB

Reference: <https://zapier.com/blog/google-hangouts-video-calls-guide/>

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