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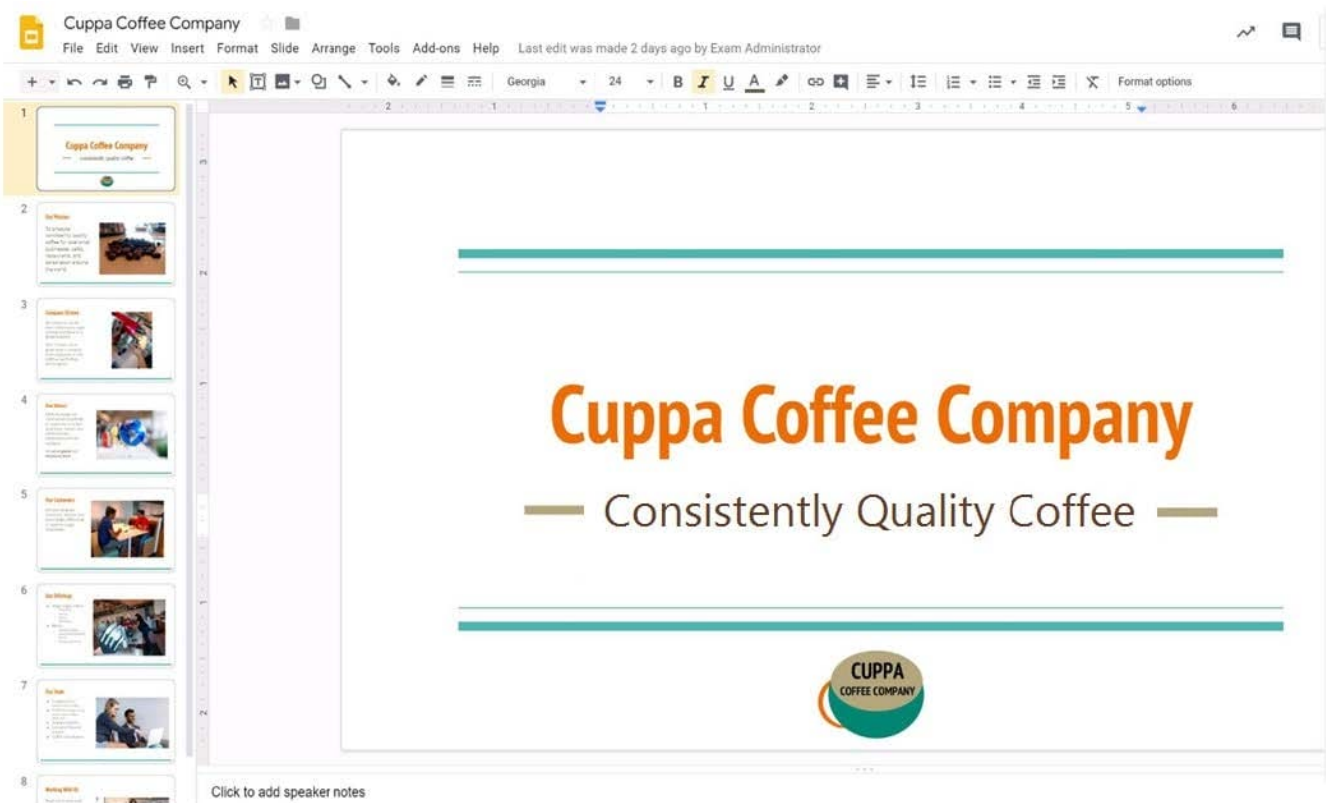




QUESTION 1

SIMULATION Overview

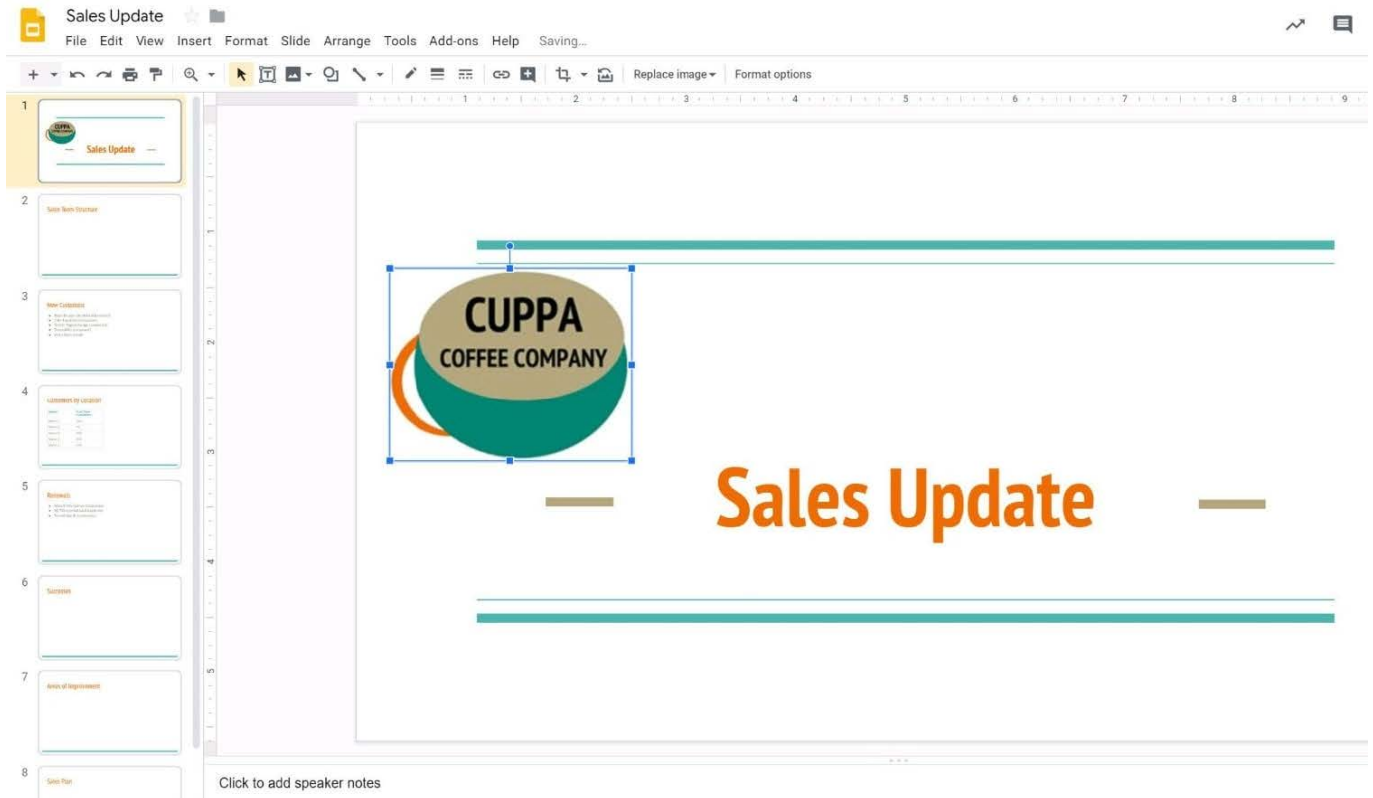
As the new regional sales manager at Cuppa Coffee Company, your manager has asked you to review, update, and add to two existing Google Slides presentations. In the following questions, you will be editing presentations.



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



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
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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

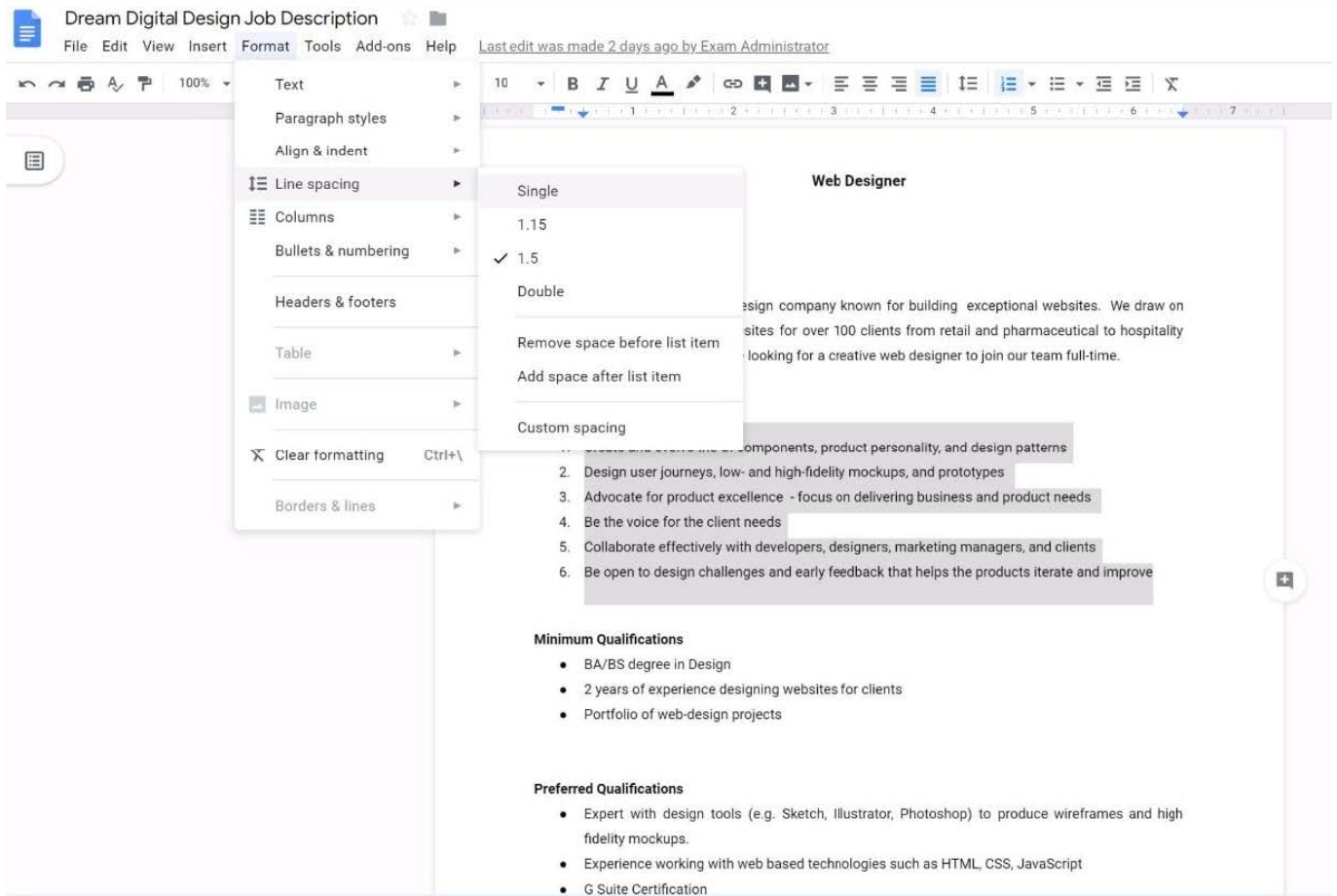
Benefits

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

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

A. See explanation below.

Correct Answer: A



QUESTION 4

You need to find an audio file on Google Drive that your manager shared with you recently. You know that the type of file you are looking for is audio, and the owner of the file is lisa@kelvincars.com. What should you do to quickly find the file on Google Drive?

- A. Click on the dropdown menu in the search bar of Google Drive, select audio as the type of file, select owned by me as owner, and then click Search.
- B. Click on the dropdown menu in the search bar of Google Drive, select audio as the type of file, enter lisa@kelvincars.com as owner, and then click Search.
- C. In the search bar of Google Drive, enter type:video owner:me
- D. In the search bar of Google Drive, enter type:video owner:lisa@kelvincars.com

Correct Answer: B

Reference: <https://usingtechnologybetter.com/how-to-search-for-google-drive-share-emails-in-gmail/>

QUESTION 5



Front Desk: Training Guide | Module 1

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Front Desk: Training Guide | Module 1

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SIMULATION

Overview



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Front Desk: Training Guide I Module 1

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Lodge Majestique Front Desk Training Module 1



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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

The screenshot shows a Google Docs interface for a document titled "Front Desk: Training Guide | Module 1". The document is open in a window with a menu bar (File, Edit, View, Insert, Format, Tools, Add-ons, Help) and a toolbar. The document content includes an "Outline" on the left with sections like "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", and "End of Module 1". The main content area shows a "Training Objectives" section with a paragraph of text and a bulleted list of objectives. The font size of the "Training Objectives" title is being changed to 14.

Front Desk: Training Guide | Module 1

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