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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

1 Sender (name and address)

2 Recipient (name and address)

3 Recipient's destination details
Place
Country
Date
Arrival time Departure time

4 Sender instructions

5 Carrier (name and address)

6 Carrier notes for transporting goods

7 Item name 8 Method of packing 9 Nature of goods 10 Weight in kg 11 Volume in m3

- 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

Insert the company logo, cascara_logo.png, at the top of the page, under Carriage of Goods by Road (CGR) title.

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. 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

1 Sender (name and address)

2 Recipient (name and address)

3 Recipient's destination details
Place
Country
Date
Arrival time Departure time

4 Sender instructions

5 Carrier (name and address)

6 Carrier notes for transporting goods

7 Item name

- 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

In the cell titled 7 Item name, change the bulleted list to a numbered list.



























A. See explanation below.

Correct Answer: A



Carriage of Goods by Road (CGR)  

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Numbered list 5 6 7 8

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:	Sender	Recipient
				Transport charges		
				Extra charges		
				Customs		
				Other charges		



Carriage of Goods by Road (CGR)

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

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Numbered list (Ctrl+Shift+7)

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	
1. Item A 2. Item B 3. Item C 4. Item D 5. Item E					
12 Special agreements between the sender and the carrier			13 To be paid by:	Sender	Recipient
			Transport charges		
			Extra charges		
			Customs		
			Other charges		



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	
1. Item A 2. Item B 3. Item C 4. Item D 5. Item E					
12 Special agreements between the sender and the carrier			13 To be paid by:	Sender	Recipient
			Transport charges		
			Extra charges		
			Customs		
			Other charges		
14 Cash on delivery					

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

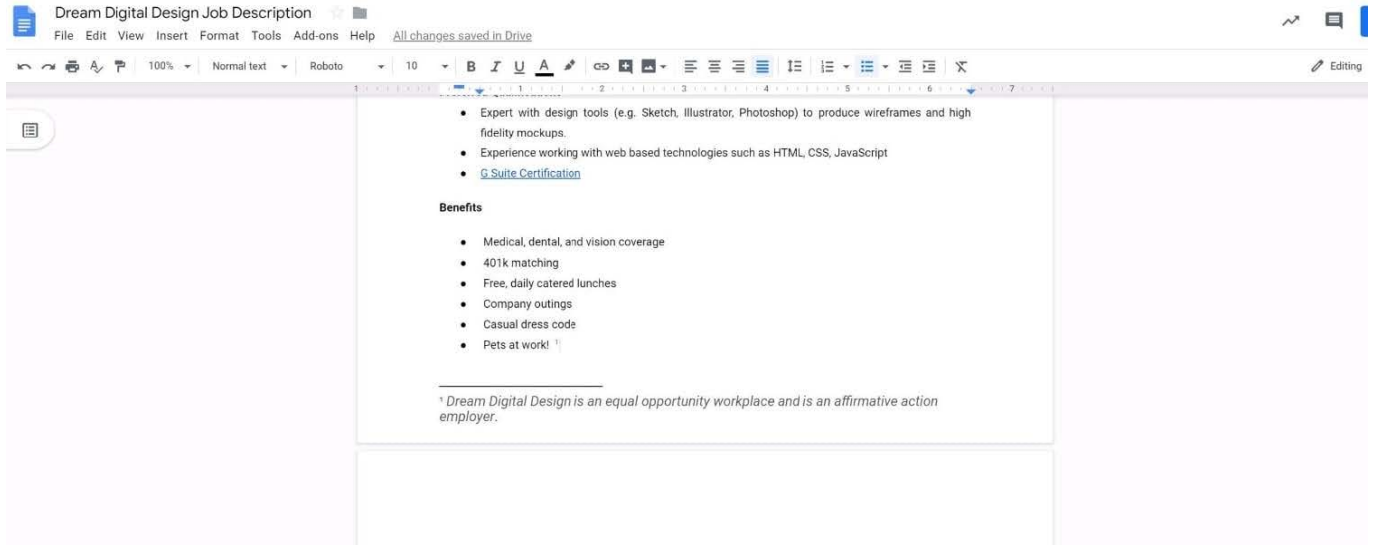
Benefits

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

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



QUESTION 4

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

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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 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 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

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