

# 77-725<sup>Q&As</sup>

Word 2016 Core Document Creation, Collaboration and Communication

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## QUESTION 1

SIMULATION Project 6 of 7: Recall Overview You work in Customer Communications at Northwind Traders. You are preparing a product recall

announcement.



The screenshot shows a Microsoft Word document titled "Recall .docx - Word". The ribbon is set to "Home". The document content is as follows:

# Product Recall Announcement

## Magic Dehydrator

Our manufacturer has informed us that a small number of our Magic Dehydrators, product number TB01233-34, shipped with a potentially faulty heat regulator. Products impacted by this recall include serial numbers LS14399 through LS16358.

**UNPLUG AND DO NOT USE THIS DEHYDRATOR**



We regret any inconvenience that this might cause you. Northwind Traders is dedicated to providing you with reliable, high-quality, and safe products. The product sticker on the bottom of the dehydrator can determine whether or not your dehydrator is included in the recall. For affected models, there is a slight risk that the product might overheat when used, resulting in a potential burn hazard. **DO NOT RETURN TO YOUR RETAILER.** Go to the Northwind traders web site at [http:// www.northwindtraders.com/](http://www.northwindtraders.com/) and click on the "Product Recall" banner at the top of the page for return instructions. You will receive a full refund for the dehydrator and we will also ship you a replacement dehydrator.

### REMINDER:

Apply the Intense Emphasis style to the text "UNPLUG AND DO NOT USE THIS DEHYDRATOR" that is located above the image.

A.

Correct Answer: See the explanation below.

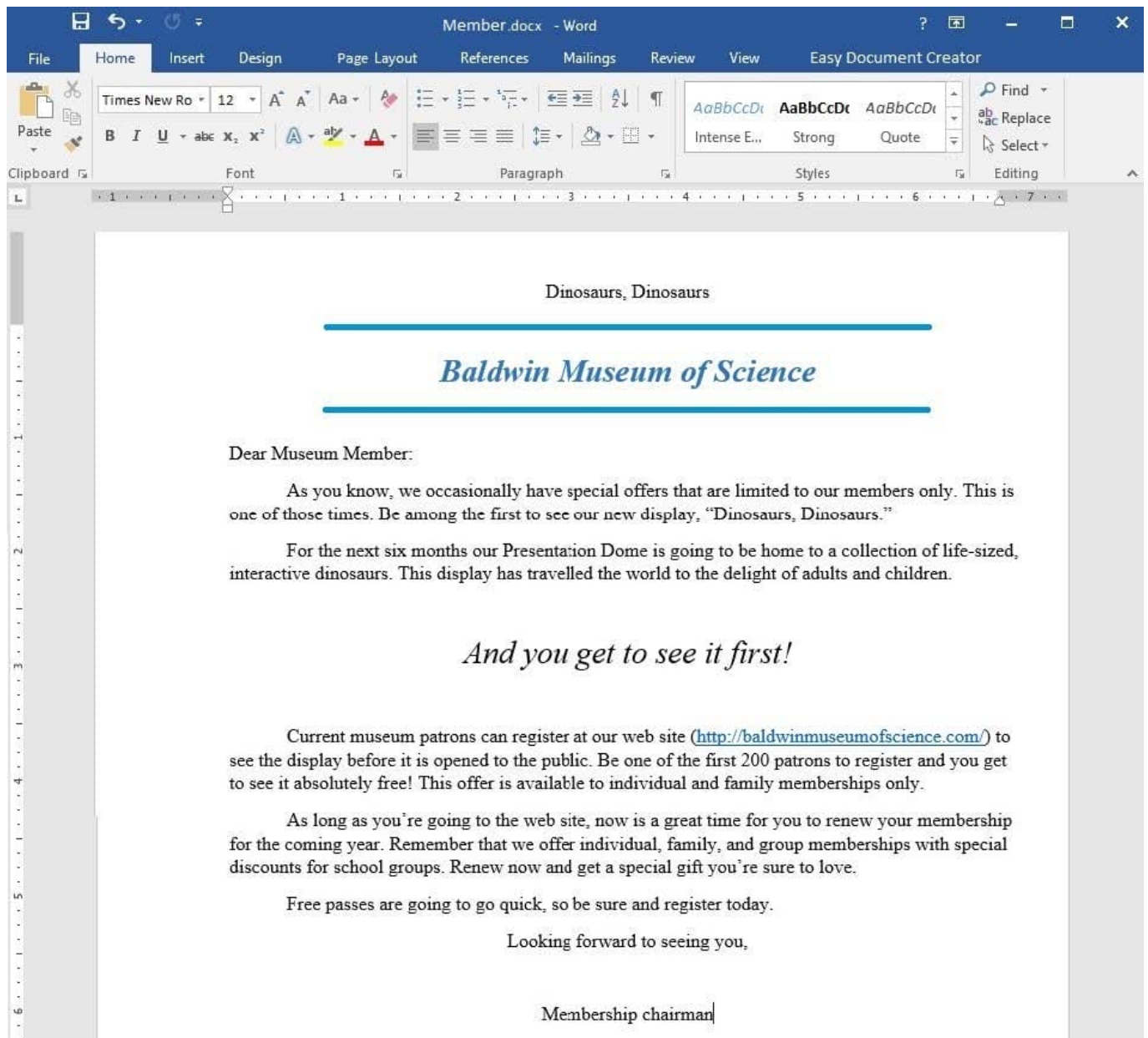
## QUESTION 2

### SIMULATION

Project 4 of 7: Member

#### Overview

You are preparing a letter to museum members announcing a new exhibit and urging them to renew their membership.



The screenshot shows a Microsoft Word document titled "Member.docx". The ribbon is set to "Home". The document content is as follows:

Dinosaurs, Dinosaurs

---

*Baldwin Museum of Science*

---

Dear Museum Member:

As you know, we occasionally have special offers that are limited to our members only. This is one of those times. Be among the first to see our new display, "Dinosaurs, Dinosaurs."

For the next six months our Presentation Dome is going to be home to a collection of life-sized, interactive dinosaurs. This display has travelled the world to the delight of adults and children.

*And you get to see it first!*

Current museum patrons can register at our web site (<http://baldwinmuseumofscience.com/>) to see the display before it is opened to the public. Be one of the first 200 patrons to register and you get to see it absolutely free! This offer is available to individual and family memberships only.

As long as you're going to the web site, now is a great time for you to renew your membership for the coming year. Remember that we offer individual, family, and group memberships with special discounts for school groups. Renew now and get a special gift you're sure to love.

Free passes are going to go quick, so be sure and register today.

Looking forward to seeing you,

Membership chairman

Apply the WordArt style Gradient Fill ?Gray to the text "Dinosaurs, Dinosaurs" located at the top of the document. Align

the WordArt to the center of the document.

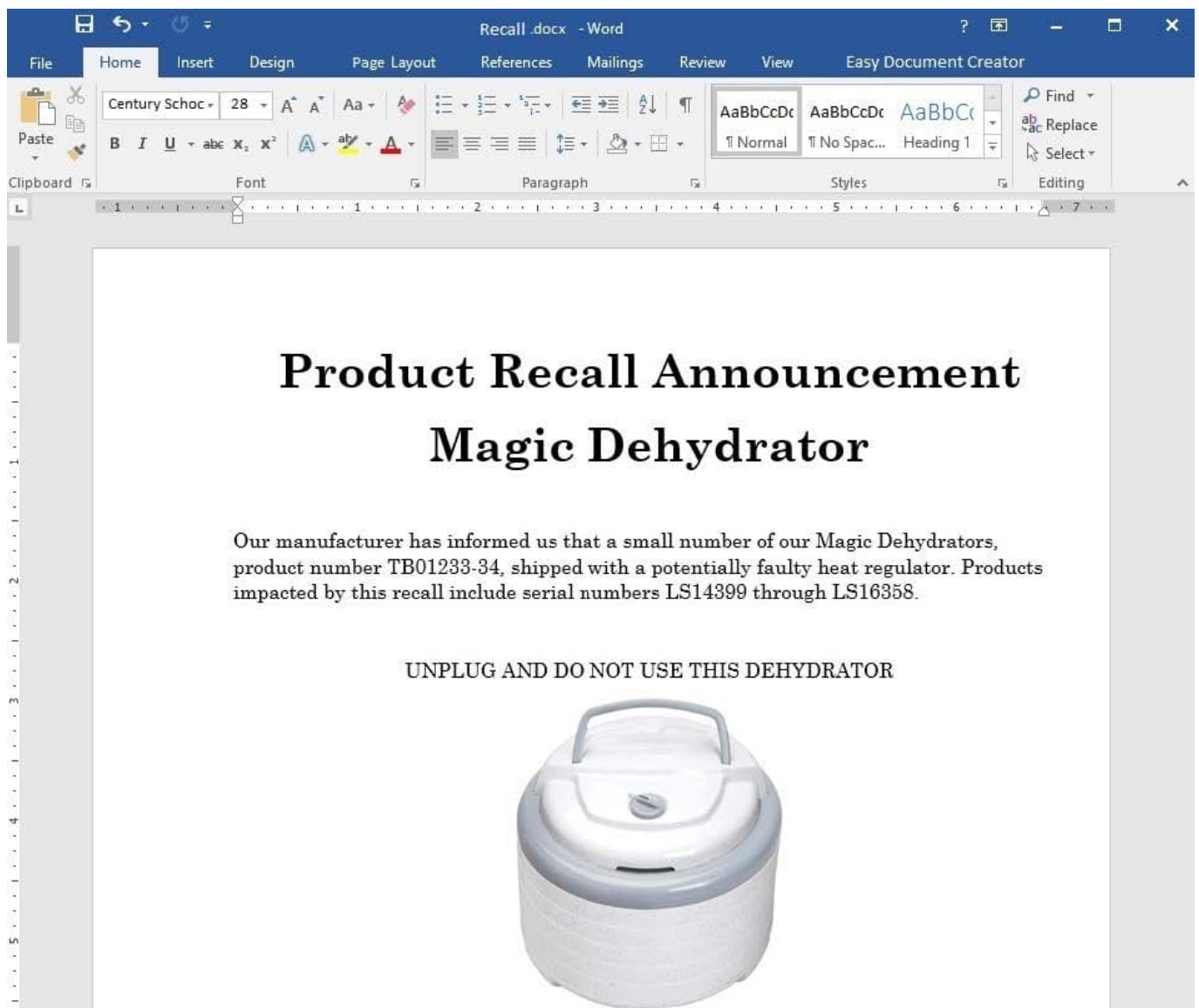
A.

Correct Answer: See the explanation below.

### QUESTION 3

SIMULATION Project 6 of 7: Recall Overview You work in Customer Communications at Northwind Traders. You are preparing a product recall

announcement.



We regret any inconvenience that this might cause you. Northwind Traders is dedicated to providing you with reliable, high-quality, and safe products. The product sticker on the bottom of the dehydrator can determine whether or not your dehydrator is included in the recall. For affected models, there is a slight risk that the product might overheat when used, resulting in a potential burn hazard. **DO NOT RETURN TO YOUR RETAILER.** Go to the Northwind traders web site at [http:// www.northwindtraders.com/](http://www.northwindtraders.com/) and click on the "Product Recall" banner at the top of the page for return

instructions. You will receive a full refund for the dehydrator and we will also ship you a replacement dehydrator.

REMINDER:

Copy the text "UNPLUG AND DO NOT USE THIS DEHYDRATOR" and paste it after the text "REMINDER:". The pasted text should be left-justified and bold.

A.

Correct Answer: See the explanation below.

#### QUESTION 4

##### SIMULATION

Project 3 of 7: Service


Overview

You are an administrative assistant for Fabrikam, Inc.'s Field Service division. You are preparing the monthly newsletter to be sent out to field service engineers.

The screenshot shows a Microsoft Word document titled "Service.docx" with the following content:

**Fabrikam, Inc.**  
**Field Service Notes**

This is the last month that we'll be mailing the field service update notes to your office. Starting next month, updates will be available at <http://www.fabrikam.com/>. You will still be responsible for information published in the update!



Remember that mileage reimbursement claims must be submitted by the 15th of each month. Save the mileage form as a PDF file and email it to your regional supervisor.

Bonuses are Changing

New Depot Return Process

All offices have received the new tracking form for repair depot returns. Complete the following tasks when returning parts for repair:



Complete all fields in the Field Service section of the form.

Remove the top copy and file it in your office.

Securely attach the form to the part.

Package the part for shipment.

Ship to the home office and clearly label the box "For depot return".

All returns must be shipped to the home office to receive credit. The regional depots will close in two months and will not be accepting return shipments.

Vice President's Corner

NOTE TO SELF: If the VP doesn't provide content by Wednesday, delete this section and put in something generic about customer satisfaction.

Quarterly Results

NOTE TO SELF: This is a placeholder charter. Update the chart after the actual results are available on Monday.



Add the contents of the file return.docx in the Documents folder below the heading "Bonuses are Changing".

A.

Correct Answer: See the explanation below.

## QUESTION 5

## SIMULATION

### Project 5 of 7: Housekeeping

#### Overview

You are helping to write training program modules for Contoso Suites. You are editing the second module for housekeeping associates.



**Start of Shift** The first thing you should do when you start your shift is check your schedule. The shift supervisor will provide you with a printed schedule listing the rooms for which you are responsible, and a recommended order for cleaning the rooms. Unless an early cleaning is requested by the guest, check-out rooms are given priority so that we can prepare them for the next guests. Use the inventory checklist attached to your cleaning cart to make sure that your cart is fully stocked before you begin your rounds.

---

*We realize that you may not be able clean a room, for example, if a guest requests that you not clean the room. If you are unable to clean a room, you must inform your supervisor.*

---

**Room Cleaning** When you are ready to clean a room, knock and announce yourself as "Housekeeping." Give the guest sufficient time to respond (10 to 15 seconds). If the guest does not respond, let yourself into the room and begin cleaning. Start by cleaning the common room and sleeping areas. It is best to follow consistent steps when cleaning rooms. This will help to prevent you from missing anything. In the common room and sleeping area:

1.  
Pick up and dispose of any trash.
- 2.

Empty trash cans.

3.

If the guest has checked out, replace the sheets on each bed with fresh sheets.

4.

Make the bed.

5.

Leave a "Contoso Special Treat" on each pillow.

6.

Dust all wooden furniture.

7.

Clean the coffee station (if necessary) and restock coffee, cups, and condiment packs.

8.

Vacuum the common room and sleeping areas.

Do not open the courtesy bar. Checking and restocking the courtesy bar is the shift supervisor's responsibility.

It is important that you give special attention to the restrooms. The most common guest complaint is about restroom cleanliness. We recommend a "top-down" cleaning method for restrooms:

1.

Clean all mirrors.

2.

Clean countertops and sinks.

3.

If damp, wipe down the shower and shower curtain.

4.

If necessary, replace toilet paper.

5.

Replace used towels and wash cloths.

6.

Pick up any trash and empty trash cans.



7.

Sweep the restroom floor and mop if necessary.

Final Check

Make a final check of the room before leaving.

Are the lights turned off?

Are the TV and coffee station turned off?

Is all trash picked up and disposed of?

Is the restroom door closed?

Close the door firmly and make sure that it locks behind you. Text your supervisor with the room number.

End-of-Shift

When you are finished, dispose of all trash in the large receptacles. Drop all sheets, towels, and other lines into the laundry carts. Restock your cart so that it is ready for the next shift. If you have more than 30 minutes left after you have completed your assigned rooms, contact your supervisor for additional assignments.

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*Please take the online quiz, "Housekeeping Quiz 2", then continue to Housekeeping-Part 3.*

---

One the second numbered list that begins with "1. Clean all mirrors", modify the list to start numbering at "9".

A.

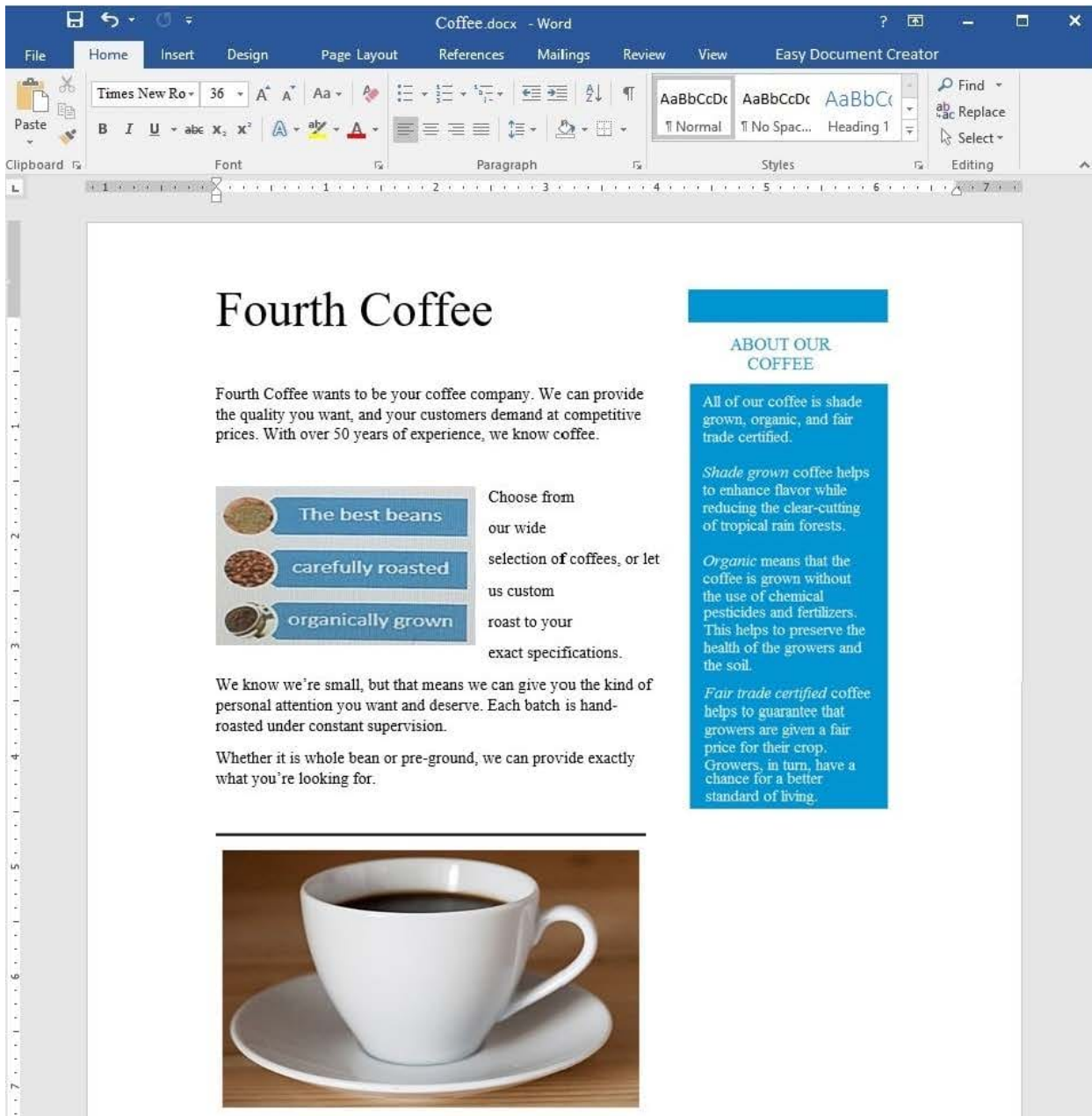
Correct Answer: See the explanation below.

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## **QUESTION 6**

SIMULATION Project 7 of 7: Coffee Overview You are preparing a flyer for use at a commercial foods trade show. You are editing the document in

response to client requests.



Add the contents of the file contact.docx in the Documents folder below the horizontal line near the middle of the page.

A.

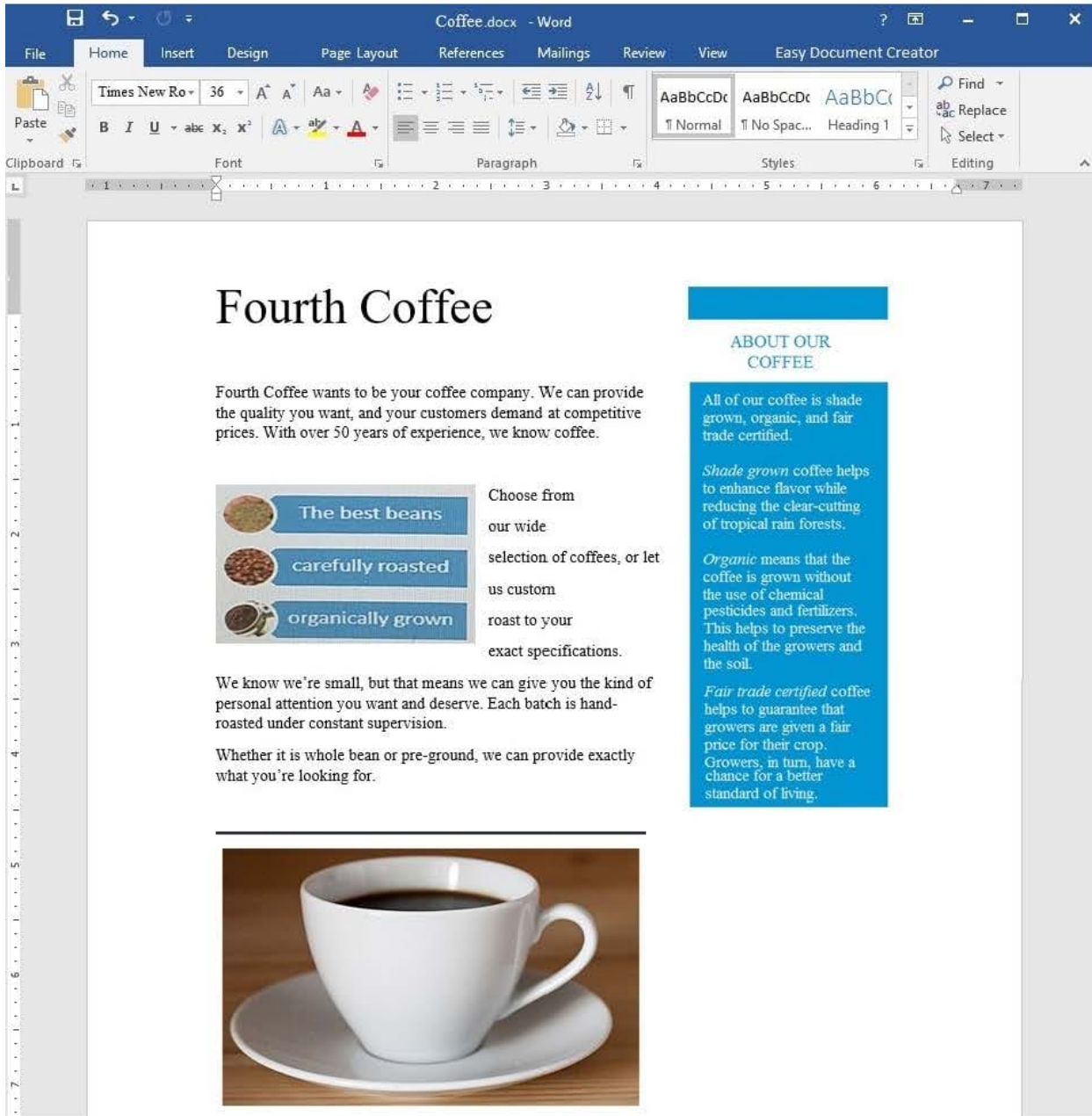
Correct Answer: See the explanation below.

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#### **QUESTION 7**

**SIMULATION Project 7 of 7: Coffee Overview** You are preparing a flyer for use at a commercial foods trade show. You are editing the document in

response to client requests.



Rearrange the text in the SmartArt graphic so that "organically grown" is above "carefully roasted".

A.

Correct Answer: See the explanation below.

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## QUESTION 8

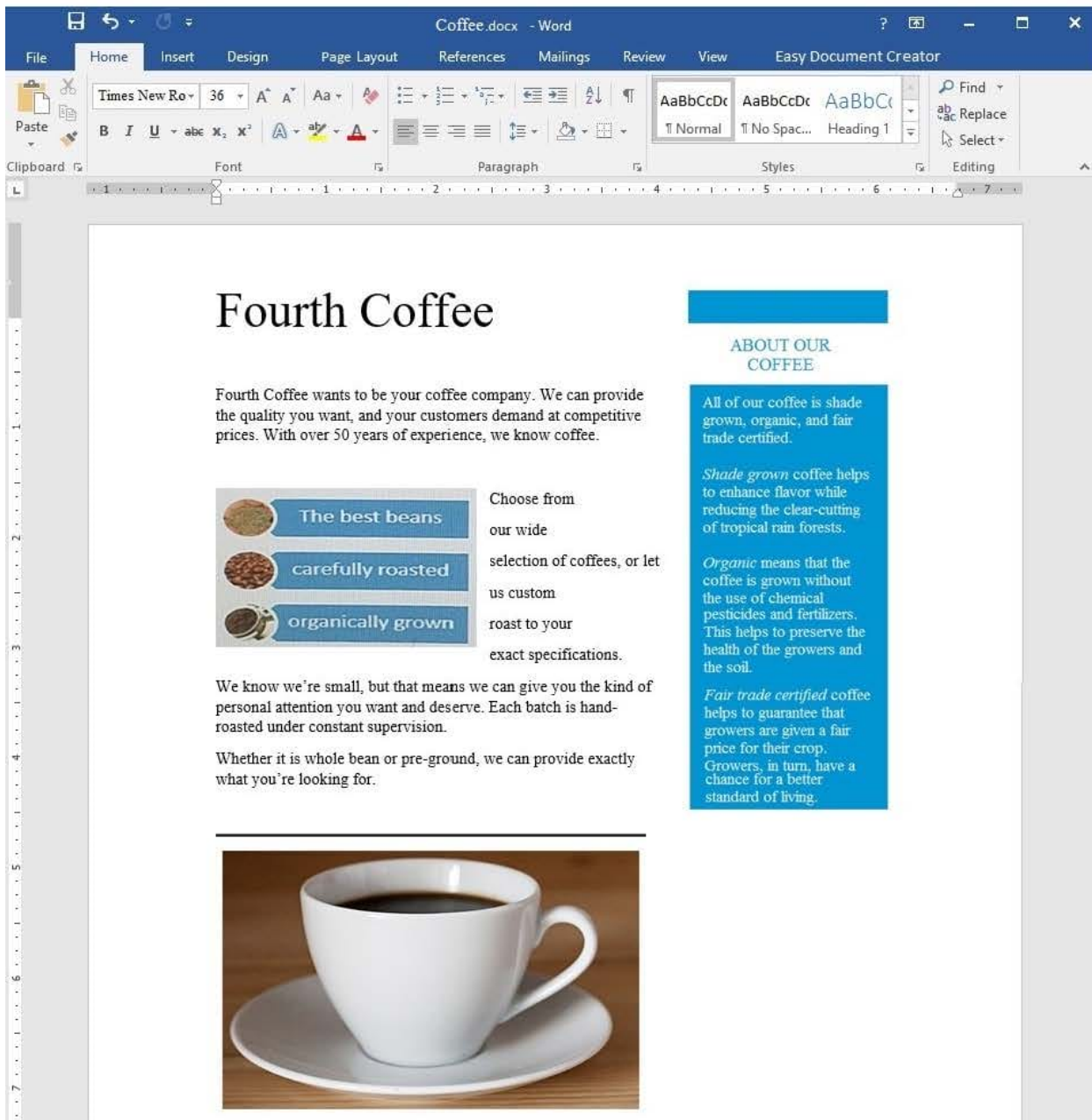
### SIMULATION

Project 7 of 7: Coffee

Overview

You are preparing a flyer for use at a commercial foods trade show. You are editing the document in response to client requests.





Apply the Soft Round Bevel picture effect to the image of a coffee cup on a saucer.

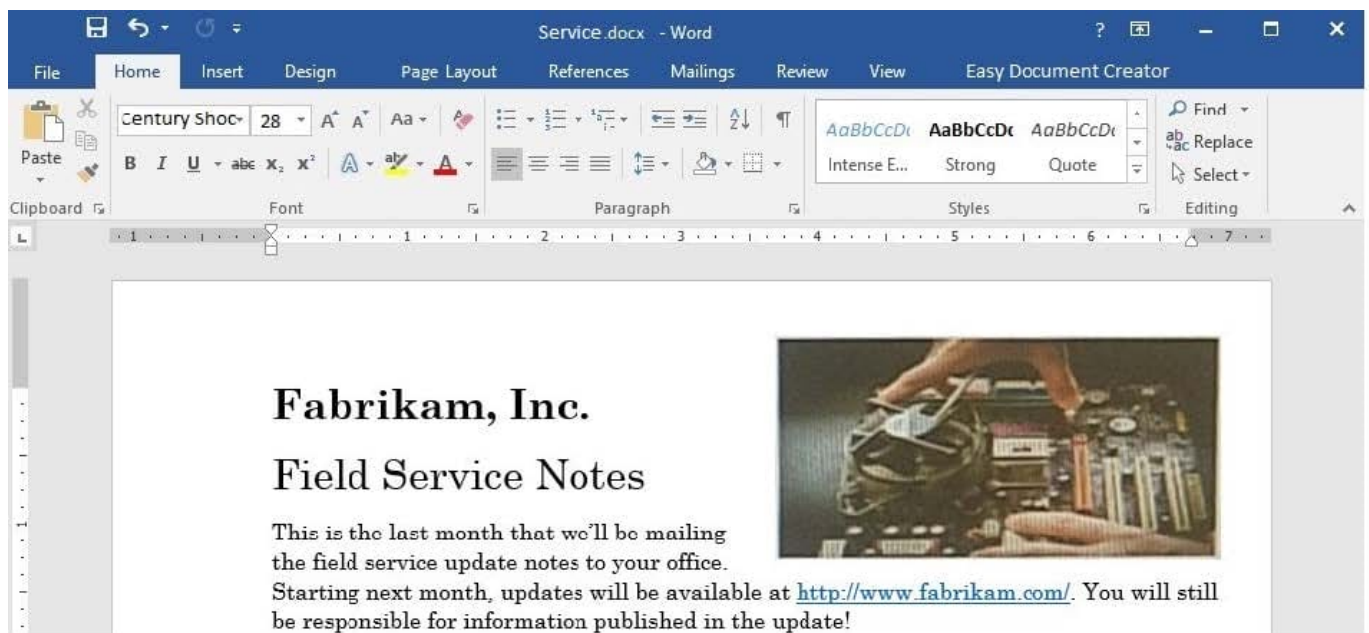
A.

Correct Answer: See the explanation below.

## QUESTION 9

SIMULATION Project 3 of 7: Service Overview You are an administrative assistant for Fabrikam, Inc.'s Field Service division. You are preparing the

monthly newsletter to be sent out to field service engineers.



The screenshot shows a Microsoft Word document titled "Service.docx" with the following content:

**Fabrikam, Inc.**  
**Field Service Notes**

This is the last month that we'll be mailing the field service update notes to your office. Starting next month, updates will be available at <http://www.fabrikam.com/>. You will still be responsible for information published in the update!

The image shows a hand holding a tool over a mechanical part.

Remember that mileage reimbursement claims must be submitted by the 15th of each month. Save the mileage form as a PDF file and email it to your regional supervisor.

Bonuses are Changing

New Depot Return Process

All offices have received the new tracking form for repair depot returns. Complete the following tasks when returning parts for repair:

Complete all fields in the Field Service section of the form.

Remove the top copy and file it in your office.

Securely attach the form to the part.

Package the part for shipment.

Ship to the home office and clearly label the box "For depot return".

All returns must be shipped to the home office to receive credit. The regional depots will close in two months and will not be accepting return shipments.

Vice President's Corner

NOTE TO SELF: If the VP doesn't provide content by Wednesday, delete this section and put in something generic about customer satisfaction.

Quarterly Results

NOTE TO SELF: This is a placeholder charter. Update the chart after the actual results are available on Monday.



On the page following the section break, change the page orientation to Landscape.

A.

Correct Answer: See the explanation below.

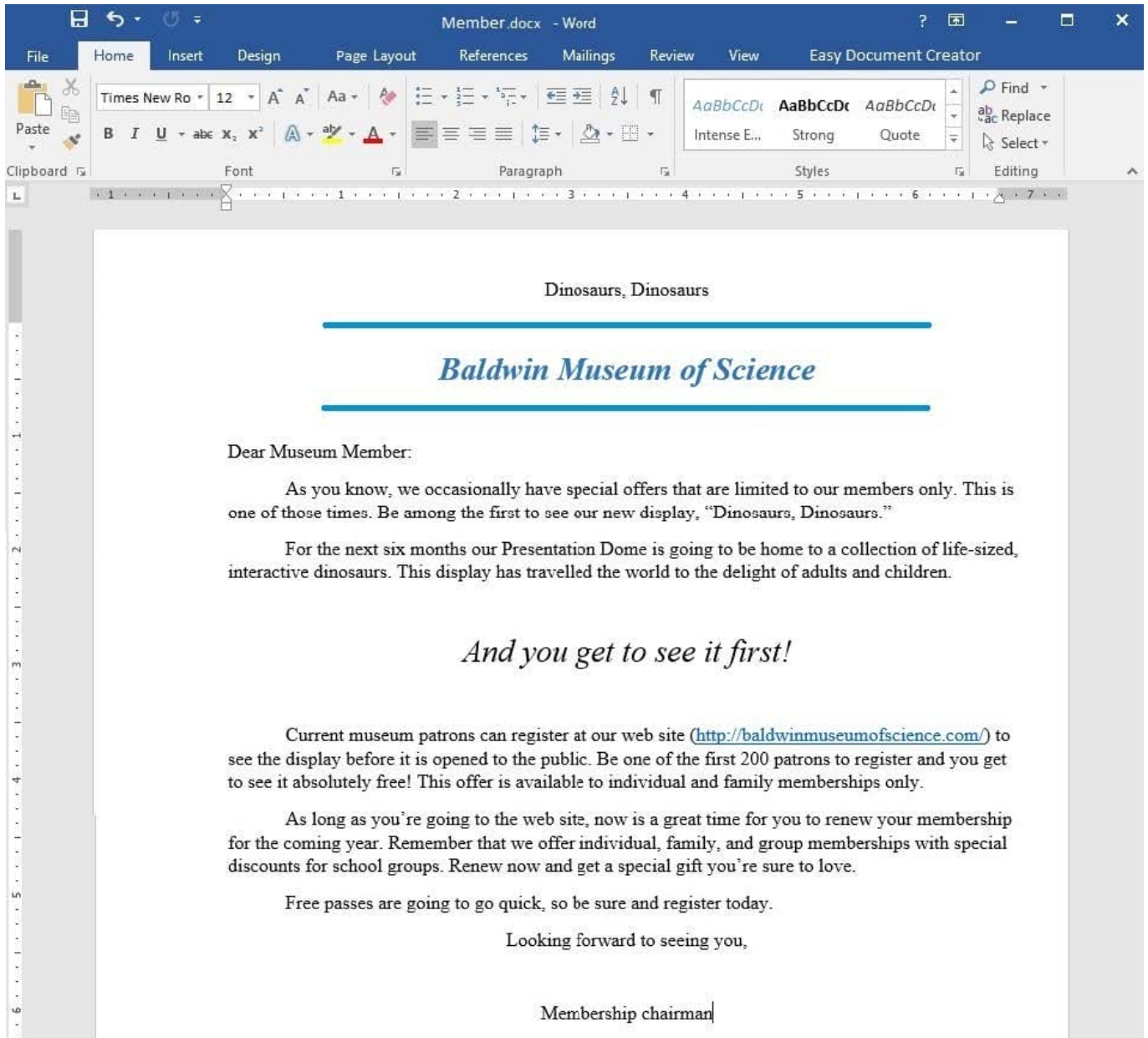
## QUESTION 10

SIMULATION

Project 4 of 7: Member

Overview

You are preparing a letter to museum members announcing a new exhibit and urging them to renew their membership.



Use a Word feature to replace each occurrence of the text "patrons" with "members".

A.

Correct Answer: See the explanation below.

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