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QUESTION 1

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 2

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.

The screenshot shows a Google Docs interface with the document title "Dream Digital Design Job Description". The document content is as follows:

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

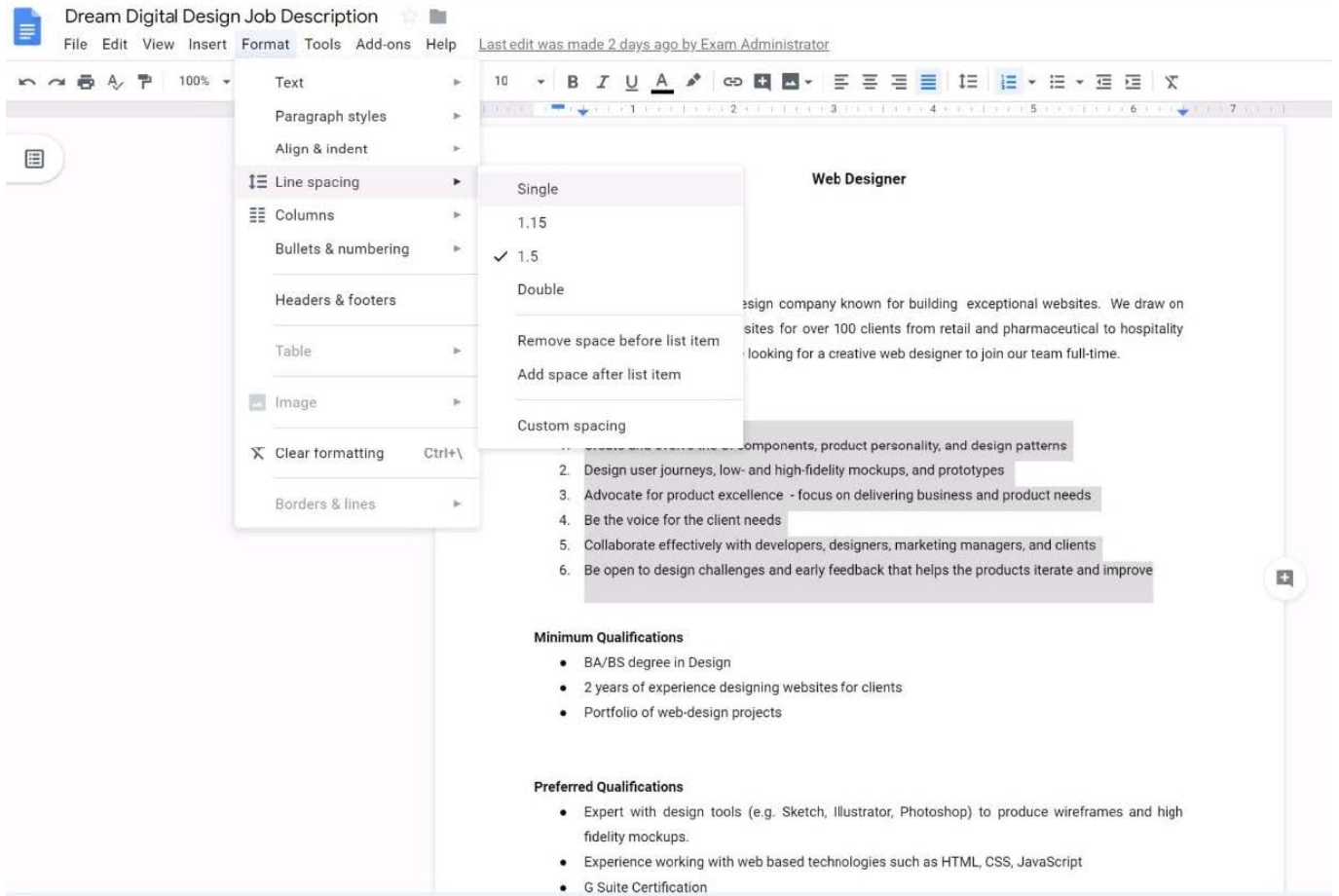
Benefits

- 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 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.

The screenshot shows a Google Docs interface with the following content:

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

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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

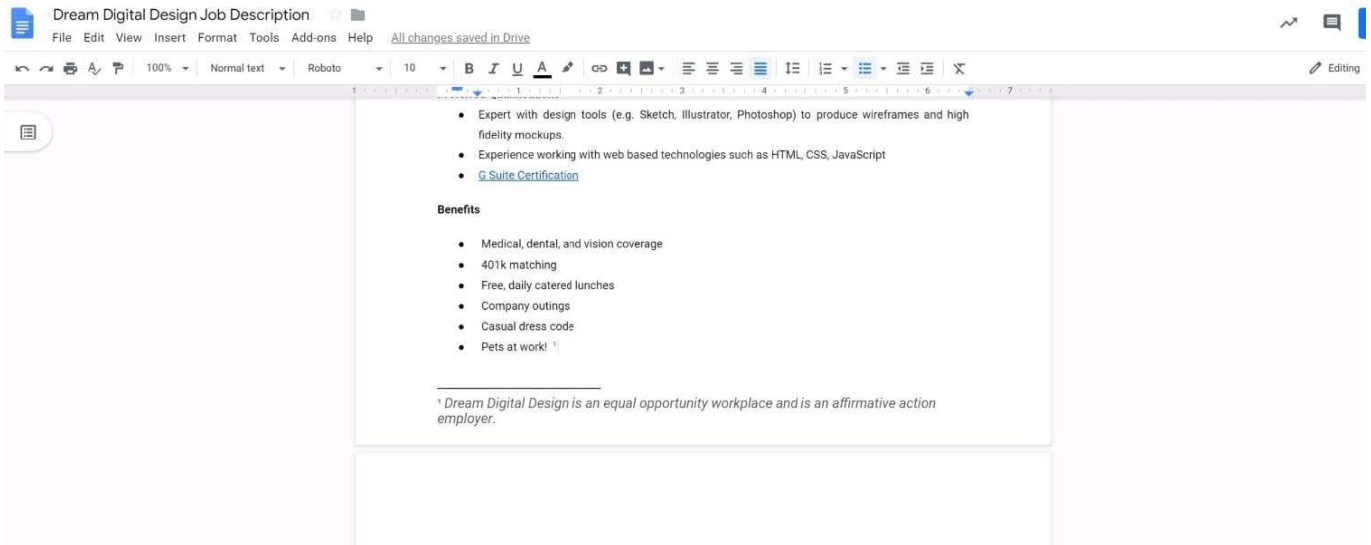
Benefits

- 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

You just started your new job and received an email with a Getting Started manual attached. After a few weeks, you want to remove this email from your Gmail inbox but preserve it for future reference. What should you do?

- A. Mark as not important
- B. Delete the email
- C. Archive the email
- D. Label the email

Correct Answer: C

QUESTION 5

The screenshot shows a Google Docs interface with a document titled "Carriage of Goods by Road (CGR)". The document content includes the name "CASCARA" in a stylized font and a form with the following sections:

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 				

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:	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) ☆

File Edit View Insert Format Tools Add-ons Help [All changes saved in Drive](#)

100% Normal text Calibri 10 B I U A

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) All changes saved in Drive

File Edit View Insert Format Tools Add-ons Help

100% Normal text Calibri 10 B I U A

Outline

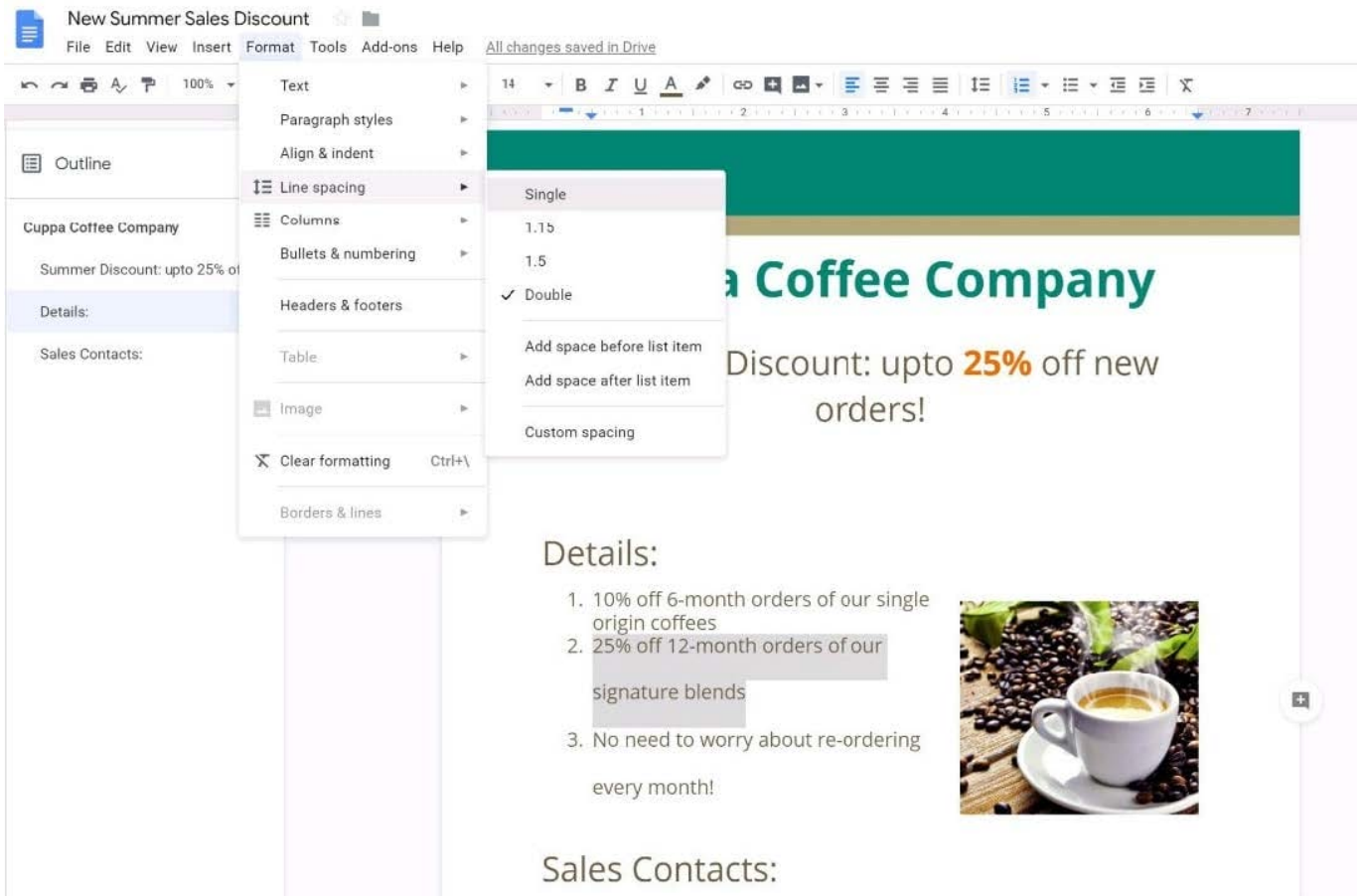
Headings you add to the document will appear here.

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
12 Special agreements between the sender and the carrier		13 To be paid by: Transport charges	Sender	Recipient

QUESTION 6



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
File Edit View Insert Format Tools Add-ons Help Last edit was made 2 days ago by Exam Administrator


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)

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

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

100% Normal text Open Sans 14 B I A

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
- 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)



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:

- 10% off 6-month orders of our single origin coffees
- 25% off 12-month orders of our signature blends
- 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)

The interface also shows a sidebar with an "Outline" section containing "Cuppa Coffee Company", "Summer Discount: upto 25% off...", "Details:", and "Sales Contacts:". A small image of a coffee cup is visible on the right side of the document content.

QUESTION 7

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/>

QUESTION 8

Front Desk: Training Guide | Module 1

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

100% Normal text Google Sans 11 B I U A

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

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**

Front Desk: Training Guide | Module 1

File Edit View Insert Format Tools Add-ons Help Saving...

100% Normal text Google Sans 11 B I U A

Outline

- Mission and Vision
- Lodge Majestique Mission
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- 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**

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 | Module 1
File Edit View Insert Format Tools Add-ons Help Last edit was made 2 days ago by Exam Administrator


100% Normal text Google Sans

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:

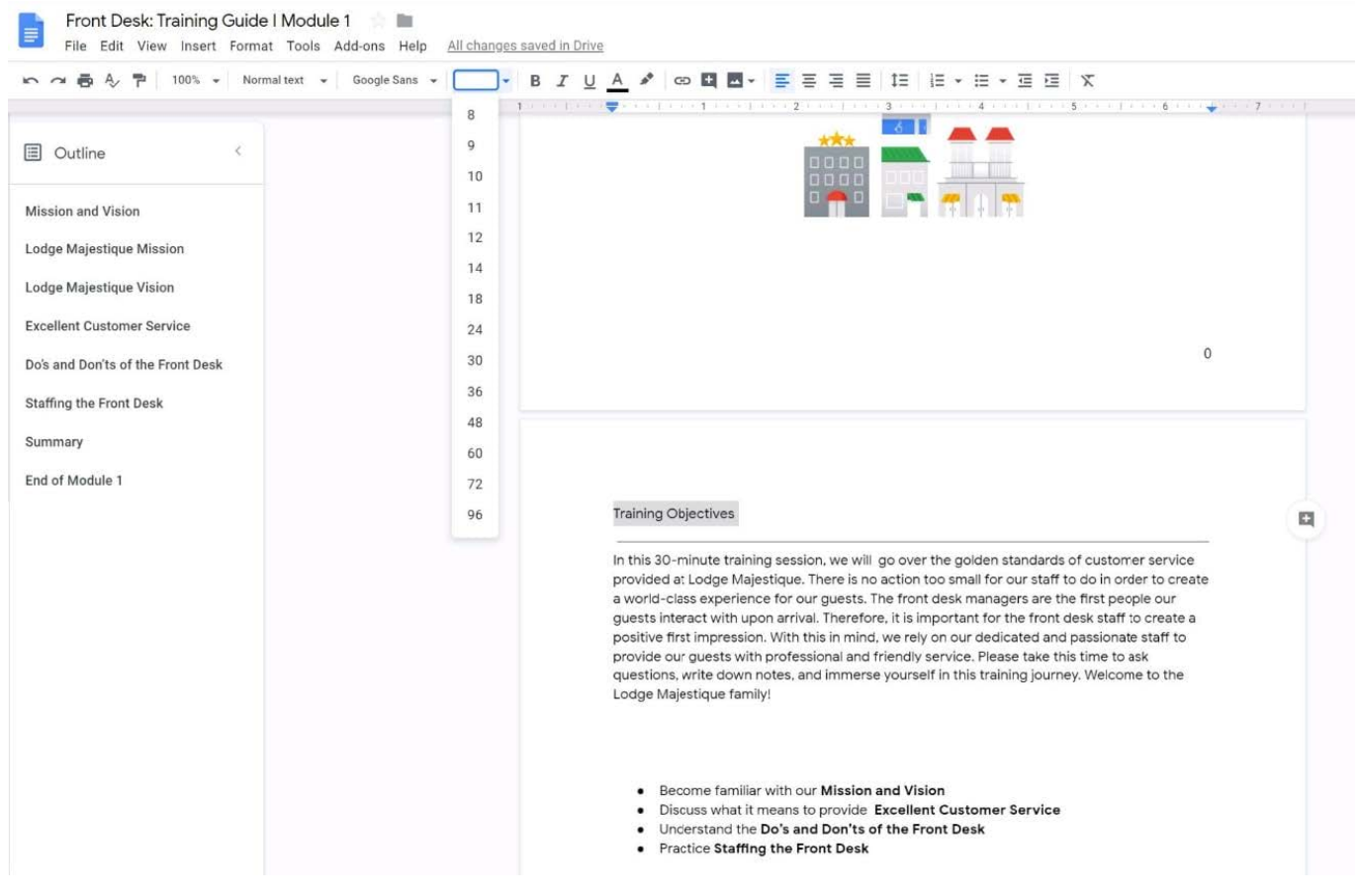
In this 30-minute training session, we will go over the golden standards of customer service provided at Lodge Majestique. There is no action too small for our staff to do in order to create a world-class experience for our guests. The front desk managers are the first people our guests interact with 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 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



QUESTION 9

SIMULATION Overview You have negotiated a new deal with a customer. You now want to finalize their contract with your

company for an annual supply of coffee beans.

The screenshot shows a Google Docs interface with a document titled "Contract". The document content is as follows:

Cuppa Coffee Company - Supplier Contract

1. Our Company & Team	2
2. Agreement Details	2
TERM	2
PRODUCTS	2
PRICE	3
ORDER DETAILS	3
PAYMENT	4
CONFIDENTIALITY	4

Proprietary and Confidential - Cuppa Coffee Company

This Supplier Contract is dated August 23, 2017, between Cuppa Coffee Company and Bean Escape Inc.

1. Our Company & Team

Our company, Cuppa Coffee Company, is a global coffee supplier. Our mission is to produce consistently quality coffee for local small businesses, cafes, restaurants, and corporations around the world. We started out small -- three coffee lovers, eager to bring local flavor to a global audience. After 10 years, we've grown from a company of six employees to over 2,000 across 5 offices and 3 regions. While we supply our coffee products globally, it's important to us that local flavor, culture, and community are celebrated across our company. We serve global and showcase local.

Our team is based in three regions (North America, Asia, and Europe). We have five offices across these regions (in Chicago, Hong Kong, Dublin, Sydney, and Edinburgh). We are a team of industry experts, customer-focused leaders, and coffee connoisseurs.

2. Agreement Details

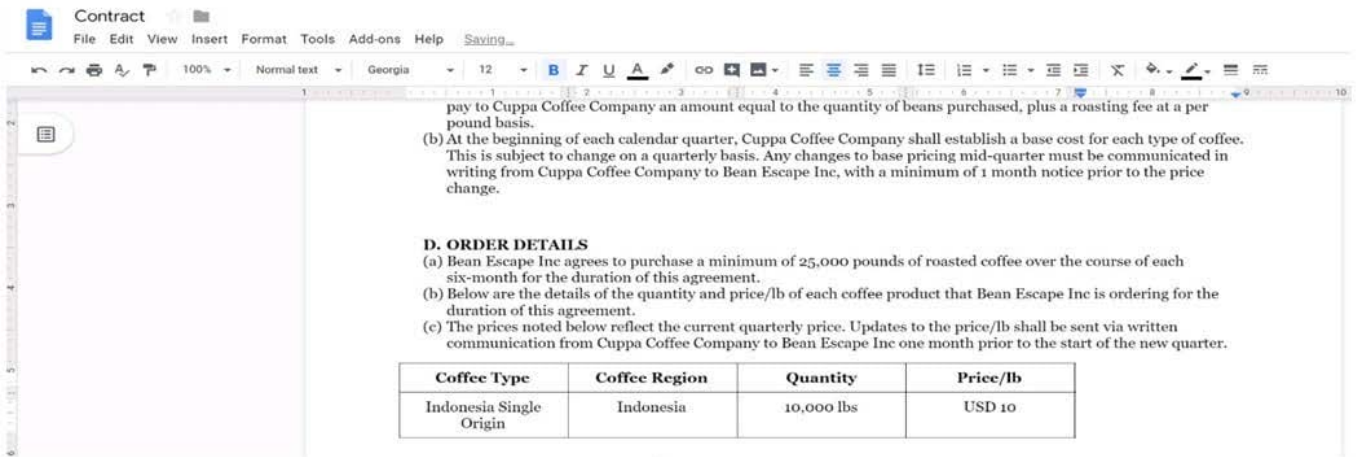
It is hereby agreed as follows:

A. TERM

The term of this agreement is from October 23, 2017 until October 22, 2018.

B. PRODUCTS

(a) Cuppa Coffee company will roast and supply Bean Escape Inc with coffee in the same manner and of the same quality as established between the two parties.
(b) All sales shall be in accordance with Cuppa Coffee Company's terms of sale except when modified by this agreement.
(c) All roasted coffee supplied by Cuppa Coffee Company will have been roasted and vacuum valve-bagged less than 30 days prior to delivery.



In the table in section 2D ORDER DETAILS of the Contract document, all of the content is center-aligned. Update the alignment of all content in the table to be left-aligned.

A. See explanation below.

Correct Answer: A

Contract

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

100% Normal text Georgia 12

1 six-month for the duration of this agreement.
 2 (b) Below are the details of the quantity and price/lb of each coffee product that Bean Escape Inc is ordering for the
 3 duration of this agreement.
 4 (c) The prices noted below reflect the current quarterly price. Updates to the price/lb shall be sent via written
 5 communication from Cuppa Coffee Company to Bean Escape Inc one month prior to the start of the new quarter.

Coffee Type	Coffee Region	Quantity	Price/lb	Total Price
Indonesia Single Origin	Indonesia	10,000 lbs	USD 10	

Proprietary and Confidential - Cuppa Coffee Company

Mexico Single Origin	Mexico	5,000 lbs	USD 18	
Honduran Roast	Honduras	8,000 lbs	USD 15	
French Dark Roast	France	2,000 lbs	USD 25	
TOTAL		25,000 lbs		

E. PAYMENT
 (a) Invoices shall be sent via postal mail and email to Bean Escape Inc at the end of every calendar quarter by Cuppa Coffee Company.
 (b) Bean Escape Inc must confirm receipt of each quarterly invoice within 1 week of the new quarter. Failure to confirm receipt of the invoice shall mean that Bean Escape Inc fully accepts fiscal responsibility of said invoice, without any

Contract

File Edit View Insert Format Tools Add-ons Help Saving...

Normal text Georgia 12

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 (b) Below are the details of the quantity and price/lb of each coffee product that Bean Escape Inc is ordering for the duration of this agreement.
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Proprietary and Confidential - Cuppa Coffee Company

Mexico Single Origin	Mexico	5,000 lbs	USD 18	
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Contract

File Edit View Insert Format Tools Add-ons Help Saving...

100% Normal text Georgia 12

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Proprietary and Confidential - Cuppa Coffee Company

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French Dark Roast	France	2,000 lbs	USD 25	
TOTAL		25,000 lbs		

E. PAYMENT

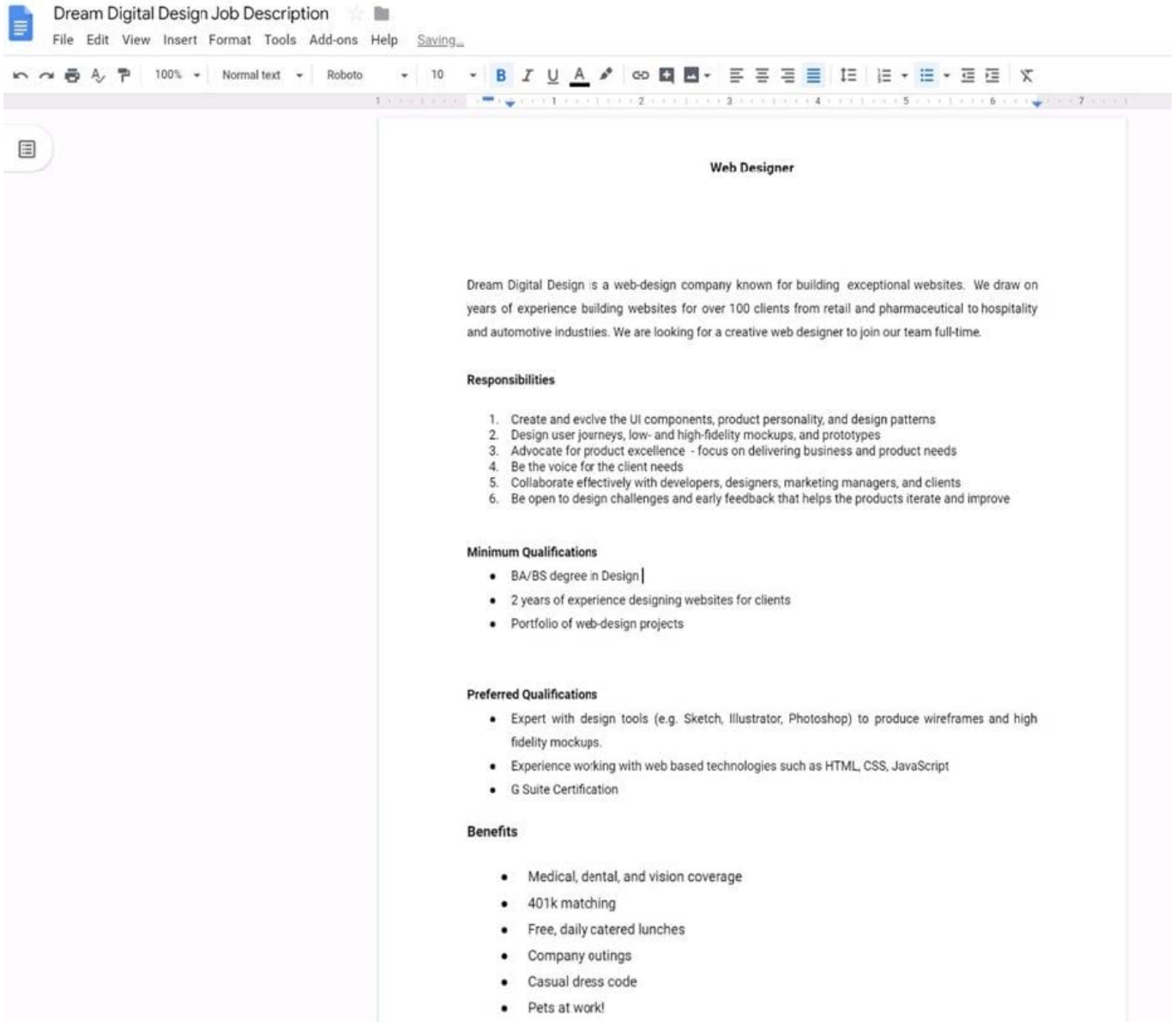
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(b) Bean Escape Inc must confirm receipt of each quarterly invoice within 1 week of the new quarter. Failure to confirm receipt of the invoice shall mean that Bean Escape Inc fully accepts fiscal responsibility of said invoice, without any

QUESTION 10

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.



Change the page color to any color other than white.

A. See explanation below.

Correct Answer: A

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