



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

Word 2016 Core Document Creation, Collaboration and Communication

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## QUESTION 1

### 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.

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*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.*

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Add the watermark DO NOT COPY 1 to all pages.

A.

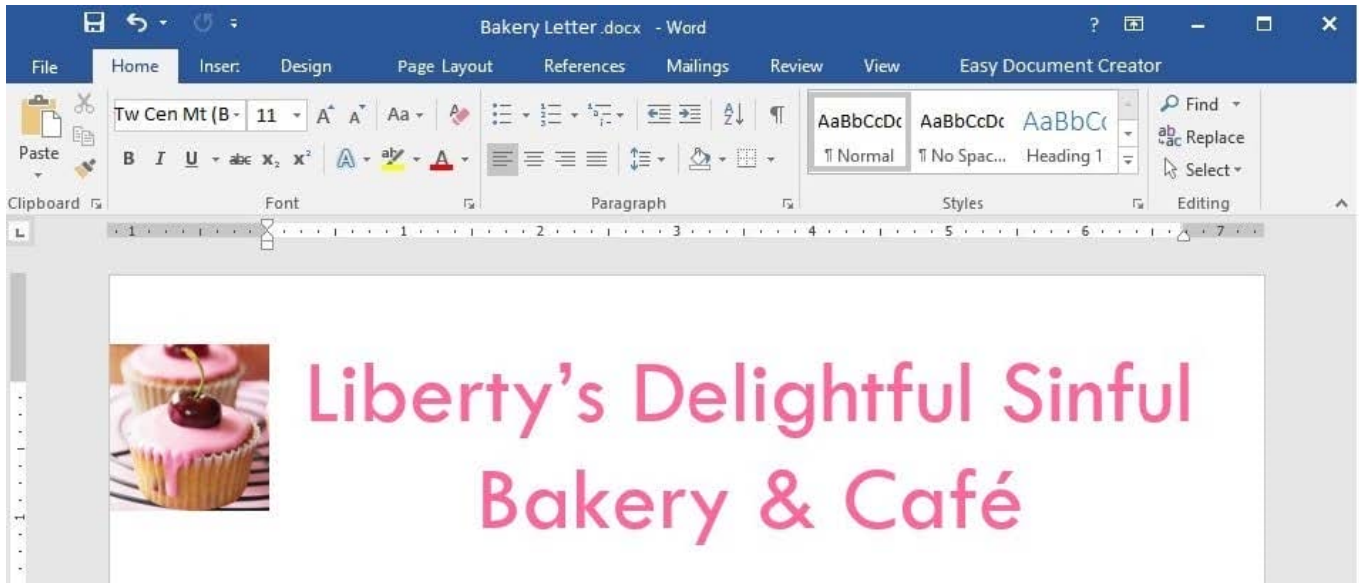
Correct Answer: See the explanation below.

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## QUESTION 2

SIMULATION Project 2 of 7: Bakery Letter Overview As the marketing manager for Liberty's Delightful Sinful Bakery and Caf? you want to inform local

businesses that you will now be providing catering services.



December 31, 2018

CATERING SERVICES ARE NOW AVAILABLE Dear Business Owner: Liberty's Delightful Sinful Bakery and Caf?would like to inform you that beginning next month, we will be providing catering and delivery services in your area. We invite you to look over our lunch catering menu

below, and contact us to schedule your next business meeting lunch.

<b>Meal</b>	<b>Price</b>
<b>Box Lunch</b> <i>Includes a signature sandwich, chips, fruit or pasta salad, and a cookie</i>	\$9.95
<b>Signature Salad</b> <i>Includes a signature salad and cookie</i>	\$6.95
<b>Soup and Salad Combo</b> <i>Includes a small soup, full size salad, and cookie</i>	\$8.95
<b>Add-ons</b> <i>20 oz. soda, dessert, chips, pasta or fruit salad</i>	\$1.50-\$2.50

The menu above is a small sample of the options we have available. Liberty's Delightful Sinful Bakery will impress you with excellent service and great food at an affordable price.

We look forward to hearing from you to cater your next meeting.

Sincerely,

Steve Lasker

Owner

Apply table style Grid Table 4 ?Accent 1 to the table in the document.



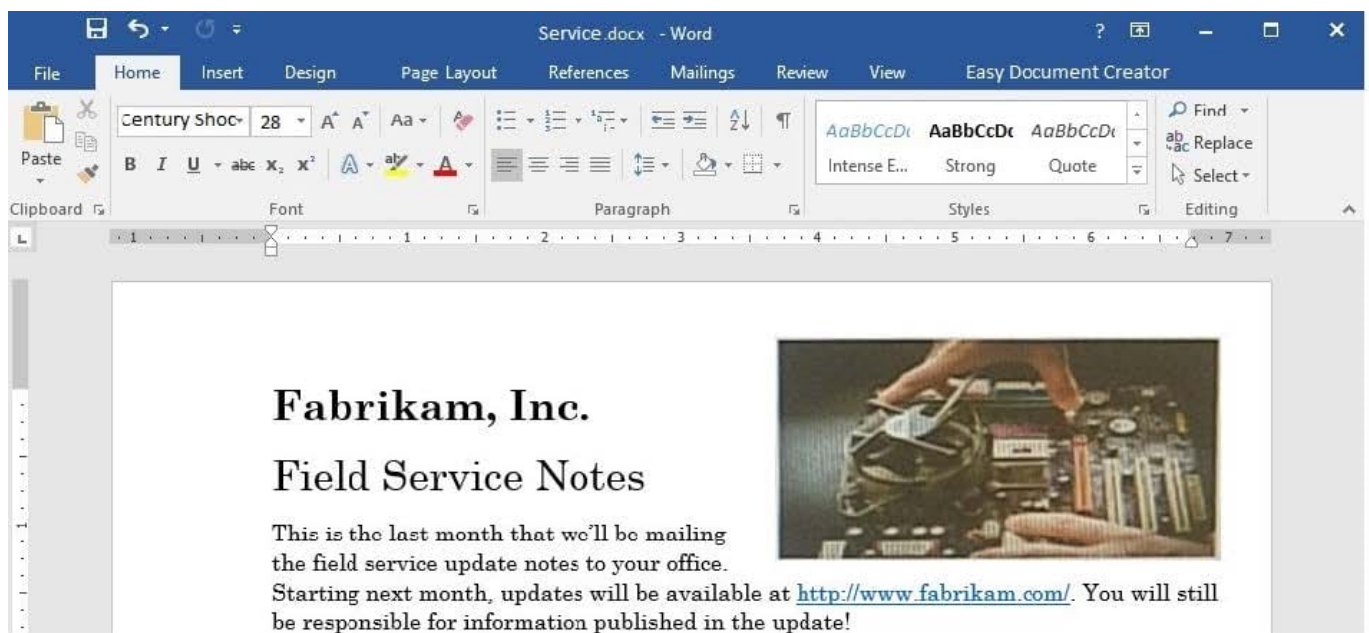
A.

Correct Answer: See the explanation below.

### QUESTION 3

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.



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.

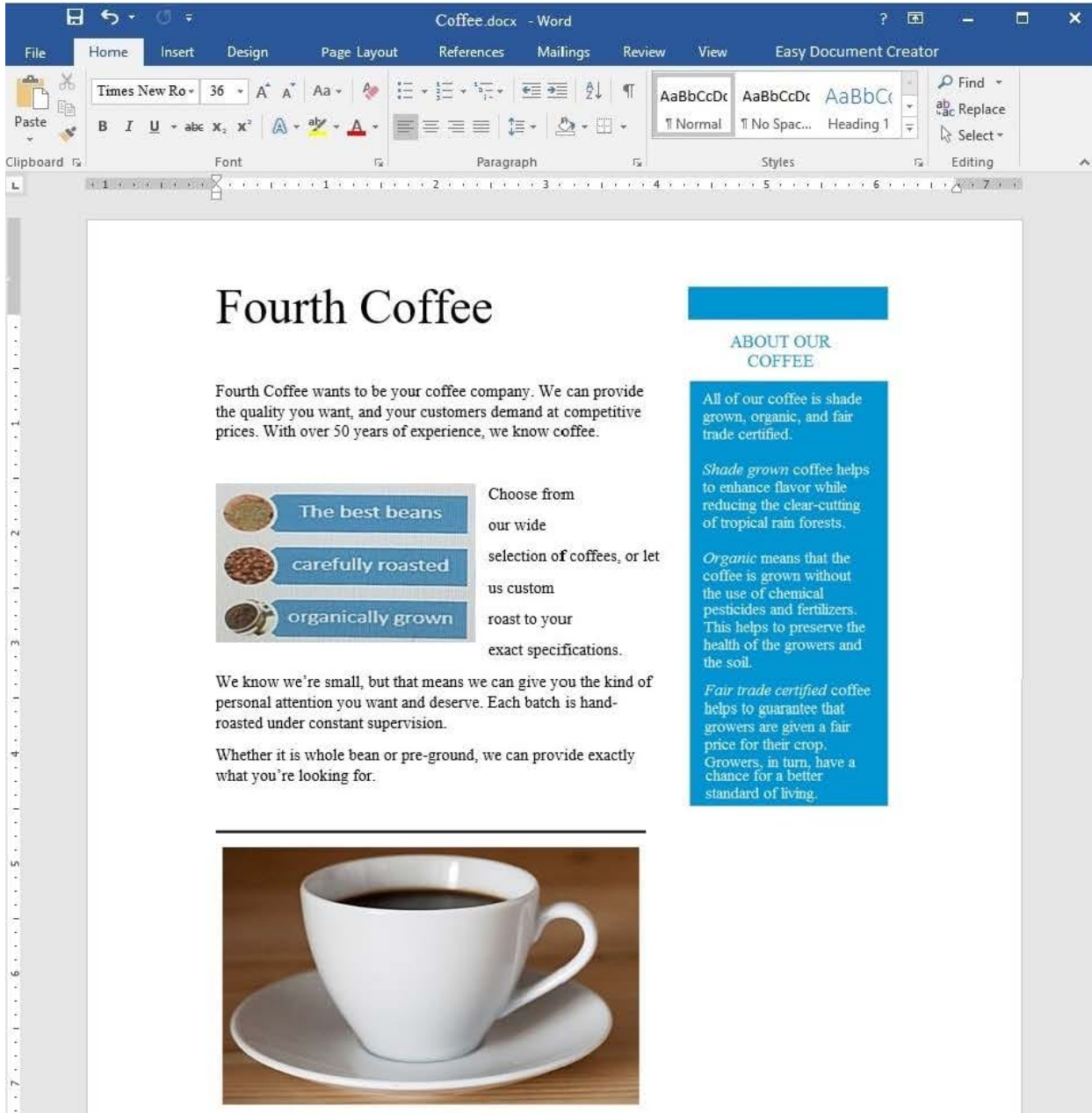
A.

Correct Answer: See the explanation below.

#### QUESTION 4

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.

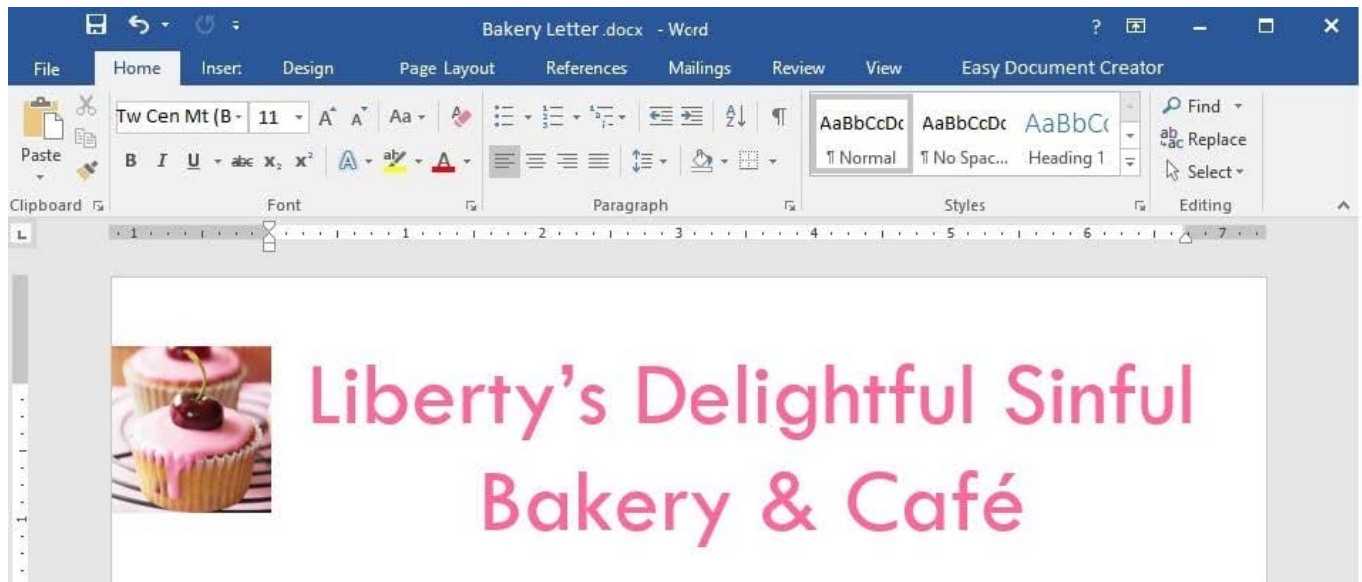
## QUESTION 5

### SIMULATION

Project 2 of 7: Bakery Letter

#### Overview

As the marketing manager for Liberty's Delightful Sinful Bakery and Caf? you want to inform local businesses that you will now be providing catering services.



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CATERING SERVICES ARE NOW AVAILABLE Dear Business Owner: Liberty's Delightful Sinful Bakery and Caf? would like to inform you that beginning next month, we will be providing catering and delivery services in your area. We invite you to look over our lunch catering menu below, and contact us to schedule your next business meeting lunch.



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Sincerely,

Steve Lasker

Owner

Add a Registered Sign at the end of the company name in the header.

A.

Correct Answer: See the explanation below.

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