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QUESTION 1

SIMULATION Overview

In the following tasks, you will demonstrate your ability to work in Google Sheets. You are organizing and analyzing the schedule of employee shifts. Use the Employee Shift Schedule for Kelvin Cars sheet for all the tasks in this scenario.

Employee Shift Schedule for Kelvin Cars																		
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=SUM()																		
Weekly Employee Shift Schedule																		
Week No. 28																		
Shift 1 8 am - 4 pm																		
Shift 2 4 pm - 12 am																		
Shift 3 12 am - 8 am																		
Monday Tuesday Wednesday Thursday Friday Shifts to date																		
Employee Name	Assignment	Total Shifts	Shift 1	Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	Shift 1	Shift 2	Shift 3	
Ardyson Y.	Exterior								X				X			X		10
Alina L.	Engine				X			X		X				X			X	14
Ashanti M.	Engine			X					X				X					18
Cecilia B.	Exhaust			X			X			X			X					25
Henry B.	Brakes			X	X			X						X		X	X	23
Jaiden D.	Interior				X			X					X			X		27
Kael M.	Exhaust				X			X			X			X			X	17
Kellen L.	Engine		X			X			X			X			X			18
Kyan F.	Interior		X			X			X			X						12
Liana C.	Brakes			X			X			X			X			X		10
Lillianna K.	Interior			X			X			X		X	X			X		11
Litzy S.	Exterior				X			X			X			X			X	6
Payton P.	Brakes		X			X			X			X			X			23
Raven J.	Exhaust		X			X			X			X			X			30
Ross M.	Exterior		X			X			X			X			X			22

In the Employee Shift Schedule for Kelvin Cars, add a border to all the cells in range A10:S24.

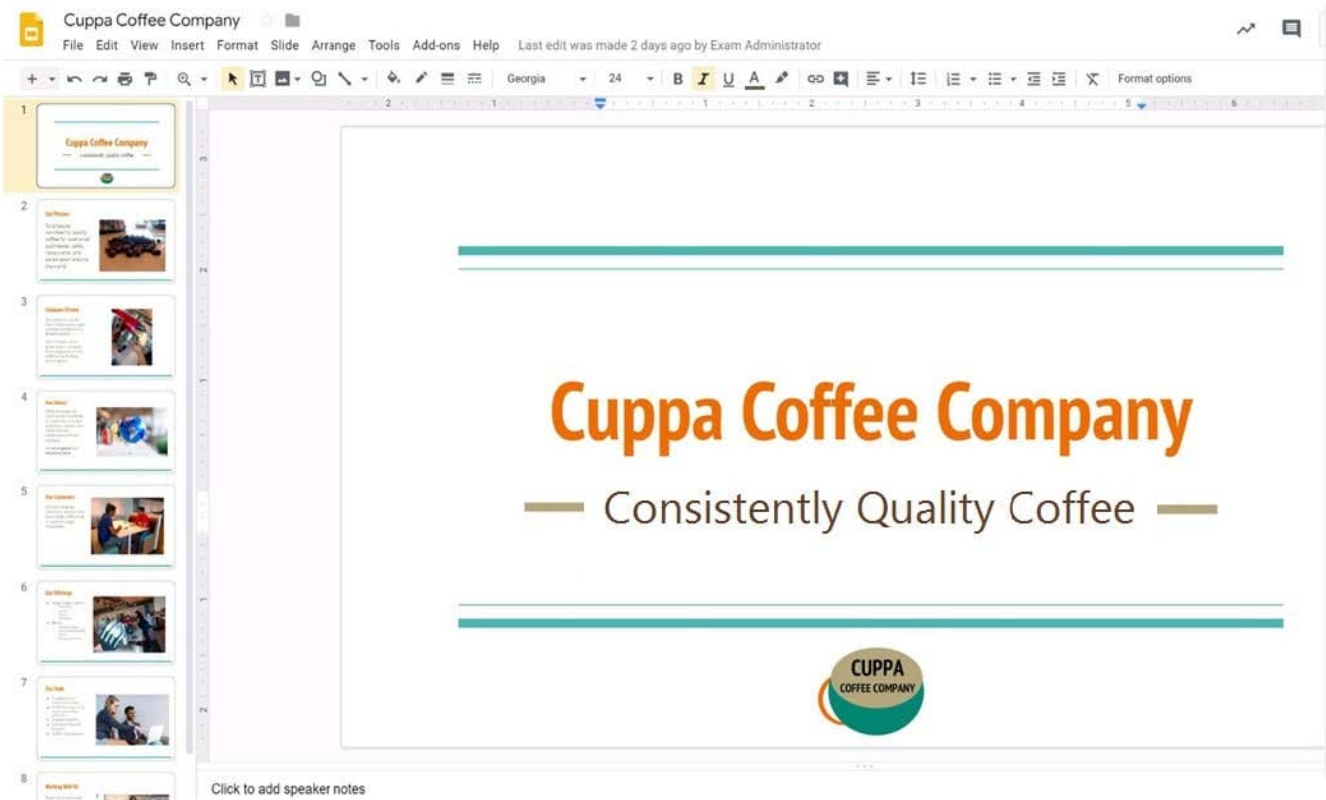
A. See explanation below.

Correct Answer: A

QUESTION 2

SIMULATION Overview

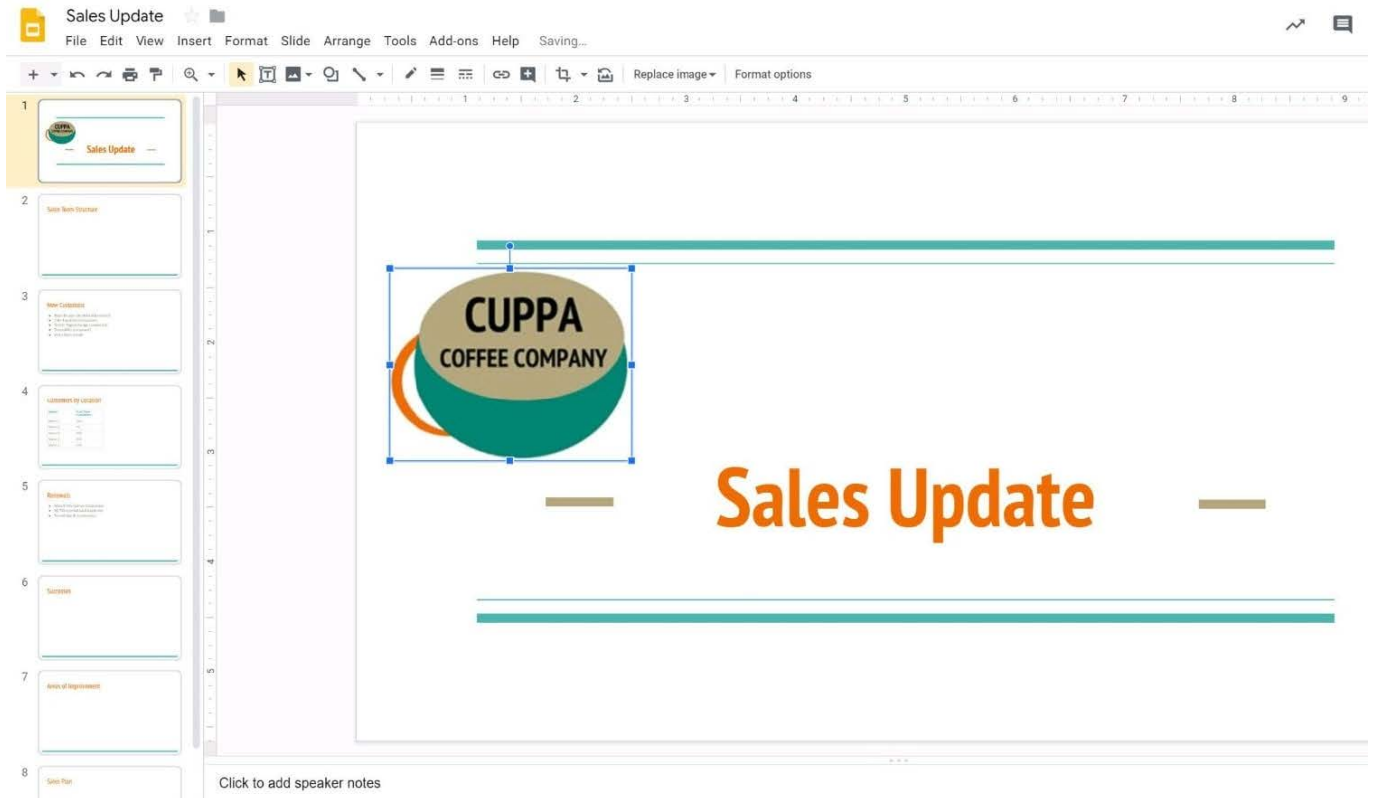
As the new regional sales manager at Cuppa Coffee Company, your manager has asked you to review, update, and add to two existing Google Slides presentations. In the following questions, you will be editing presentations.



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 3

You are presenting a Google Slides presentation and need to remind yourself of what to say. You want to see your notes while you are in presenter view. What should you do?

- A. In your presentation, on each slide, click Insert, then click Comment, and add your speaking notes
- B. In your presentation, add notes below each slide, where it says Click to add speaker notes
- C. Write your notes in a Google Doc and link to that document in your Google Slides presentation
- D. In your presentation, click Insert, select Text box, and add your notes to a textbox below each slide

Correct Answer: B

Reference: <https://www.bettercloud.com/monitor/the-academy/use-speaker-notes-google-slides/>

QUESTION 4



Front Desk: Training Guide | 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

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

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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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Facility: Lodge Majestique
Training Completed On:

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

Front Desk: Training Guide | Module 1

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Outline

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QUESTION 5

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