



GSUITE^{Q&As}

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QUESTION 1

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.


The screenshot shows a Google Docs document titled "New Summer Sales Discount" with a menu bar (File, Edit, View, Insert, Format, Tools, Add-ons, Help) and a toolbar. The document content is as follows:

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 want to get feedback from two people on your team. In the New Summer Sales Discount document, give comment access to Sunanda Vaideesh and Jennifer Tollar.

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% Heading 2 Open Sans 24 B I U A Add comment (Ctrl+Alt+M)

Outline

- Cuppa Coffee Company
- Summer Discount: upto 25% off...
- Details:
- Sales Contacts:

Cuppa Coffee Company

Summer Discount: upto **25%** off new orders!


Details:

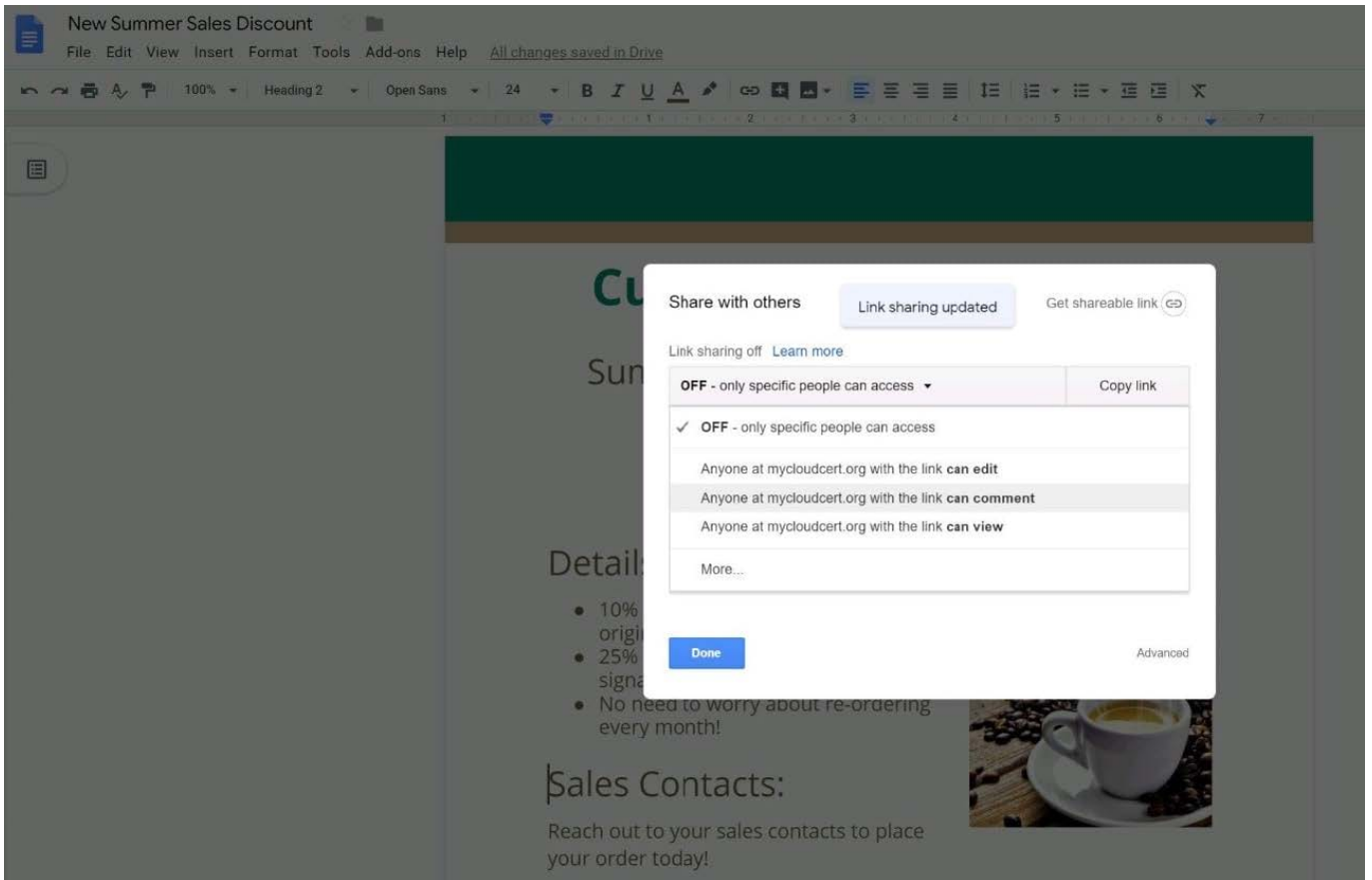
- 10% off 6-month orders of our single origin coffees
- 25% off 12-month orders of our signature blends
- No need to worry about re-ordering every month!

Sales Contacts:

Reach out to your sales contacts to place your order today!

Jennifer Tollar (jennifer.tollar@cuppacoffeecompany.com)





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

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
			Transport charges	Recipient

In the Carriage of Goods by Road (CGR), change the color of the page to white.

A. See explanation below.

Correct Answer: A

QUESTION 3

You need to set up a way to easily access a Google Drive folder that your team shared with you. The Team Drive with this shared folder has over 1,000 different folders. What should you do to have quick access to the shared folder?

- A. Create a new folder in My Drive on Google Drive. Copy all the files from your team's folder to the new folder
- B. Create a new folder in My Drive on Google Drive. Move your team's folder into this new folder
- C. Find the shared folder on Google Drive. Change the color of the folder to red
- D. Find the shared folder in Shared with me on Google Drive. Right-click on the folder, and then click Add to My Drive

Correct Answer: D



Reference: <https://support.google.com/drive/answer/2375057?co=GENIE.Platform%3DDesktop&hl=en>

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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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

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, format the 4 training objectives as a bulleted list.

A. See explanation below.

Correct Answer: A

QUESTION 5

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.



Contract

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Cuppa Coffee Company - Supplier Contract

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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

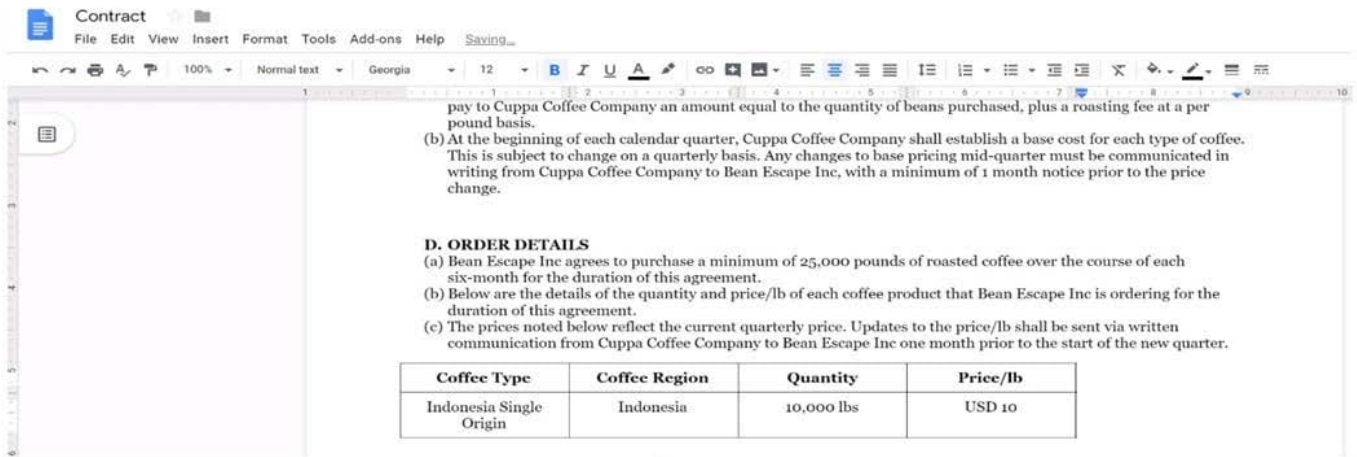
It is hereby agreed as follows:

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.



On the Contract document, change the top and bottom margins to 0.5 inches.

A. See explanation below.

Correct Answer: A

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