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QUESTION 1

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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Proprietary and Confidential - Cuppa Coffee Company

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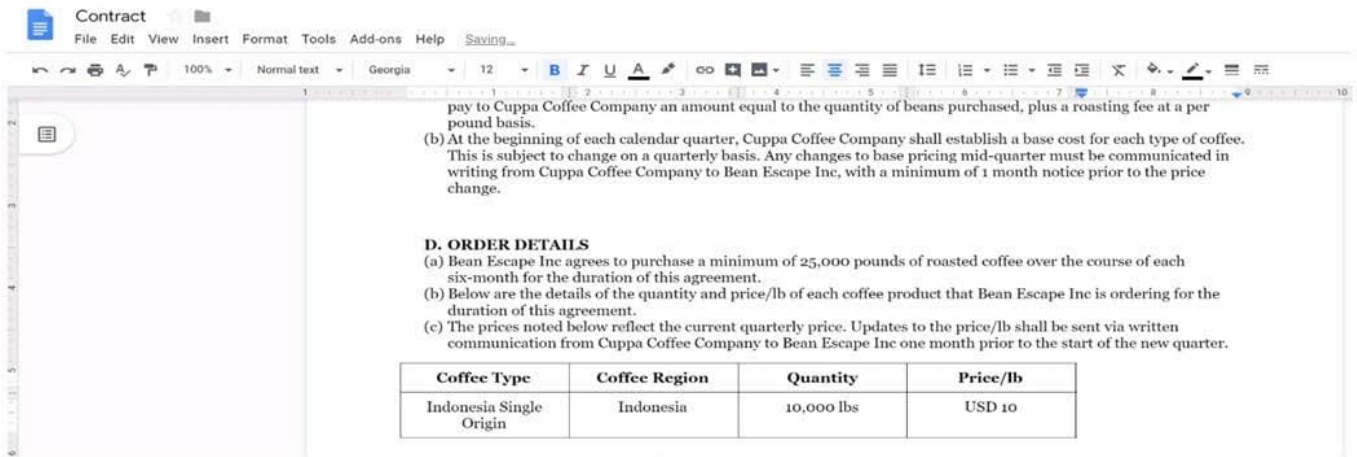
1. Our Company & Team

Our company, Cuppa Coffee Company, is a global coffee supplier. Our mission is to produce consistently quality coffeee 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

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six-month for the duration of this agreement.
(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.
(c) The prices noted below reflect the current quarterly price. Updates to the price/lb shall be sent via written 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	

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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 changes.

Contract

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six-month for the duration of this agreement.
(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.
(c) The prices noted below reflect the current quarterly price. Updates to the price/lb shall be sent via written
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French Dark Roast	France	2,000 lbs	USD 25	
TOTAL		25,000 lbs		

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    Coffee Company.
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    receipt of the invoice shall mean that Bean Escape Inc fully accepts fiscal responsibility of said invoice, without any
    changes.

QUESTION 2

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 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.

In the Dream Digital Design Job Description, change the list of responsibilities from a numbered list to a bulleted list.

A. See explanation below.

Correct Answer: A

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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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.
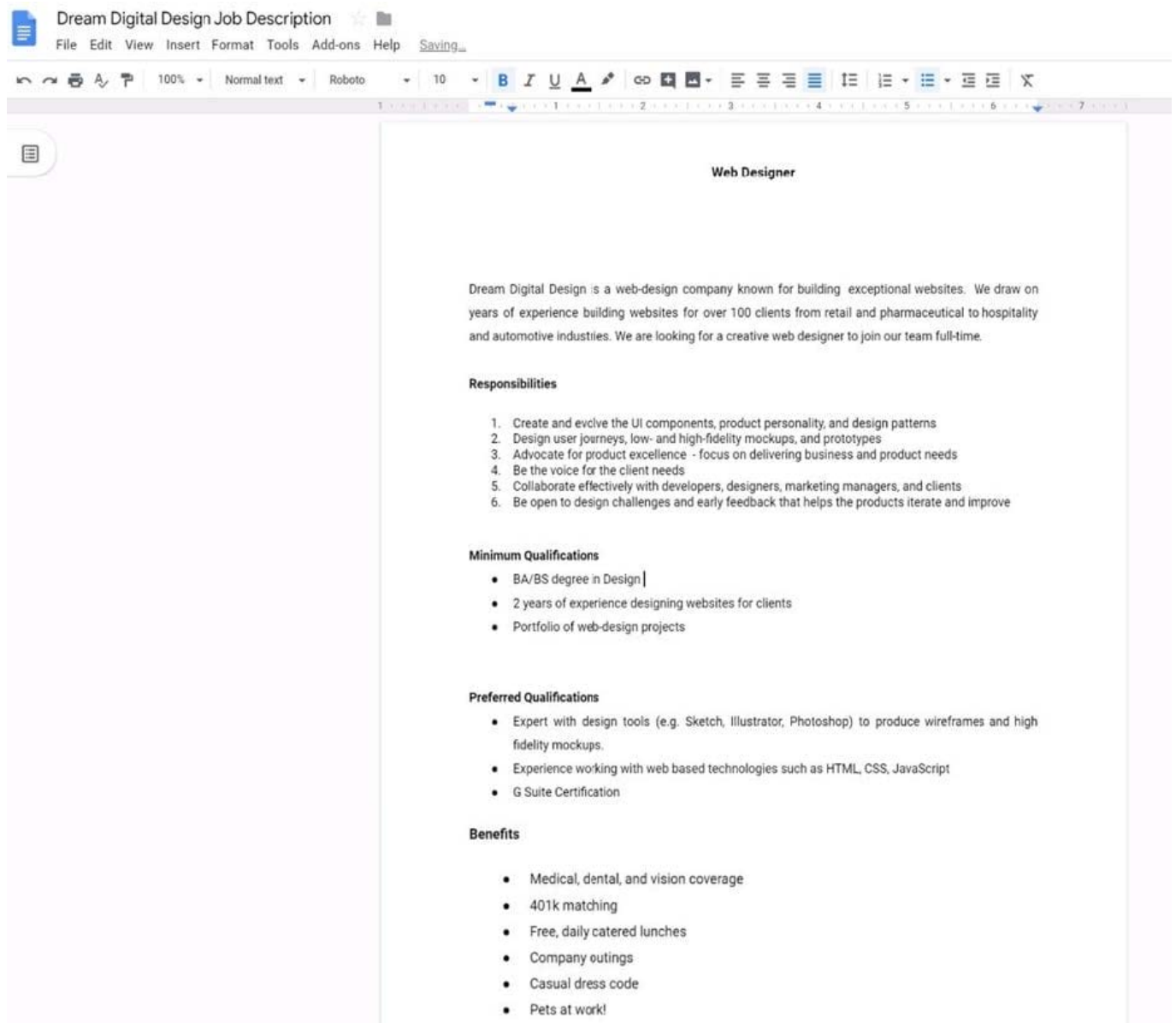
A. See explanation below.

Correct Answer: A

QUESTION 5

SIMULATION Overview

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.

![Pass2Lead](https://Pass2Lead.com)
Change the page color to any color other than white.

A. See explanation below.

Correct Answer: A

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