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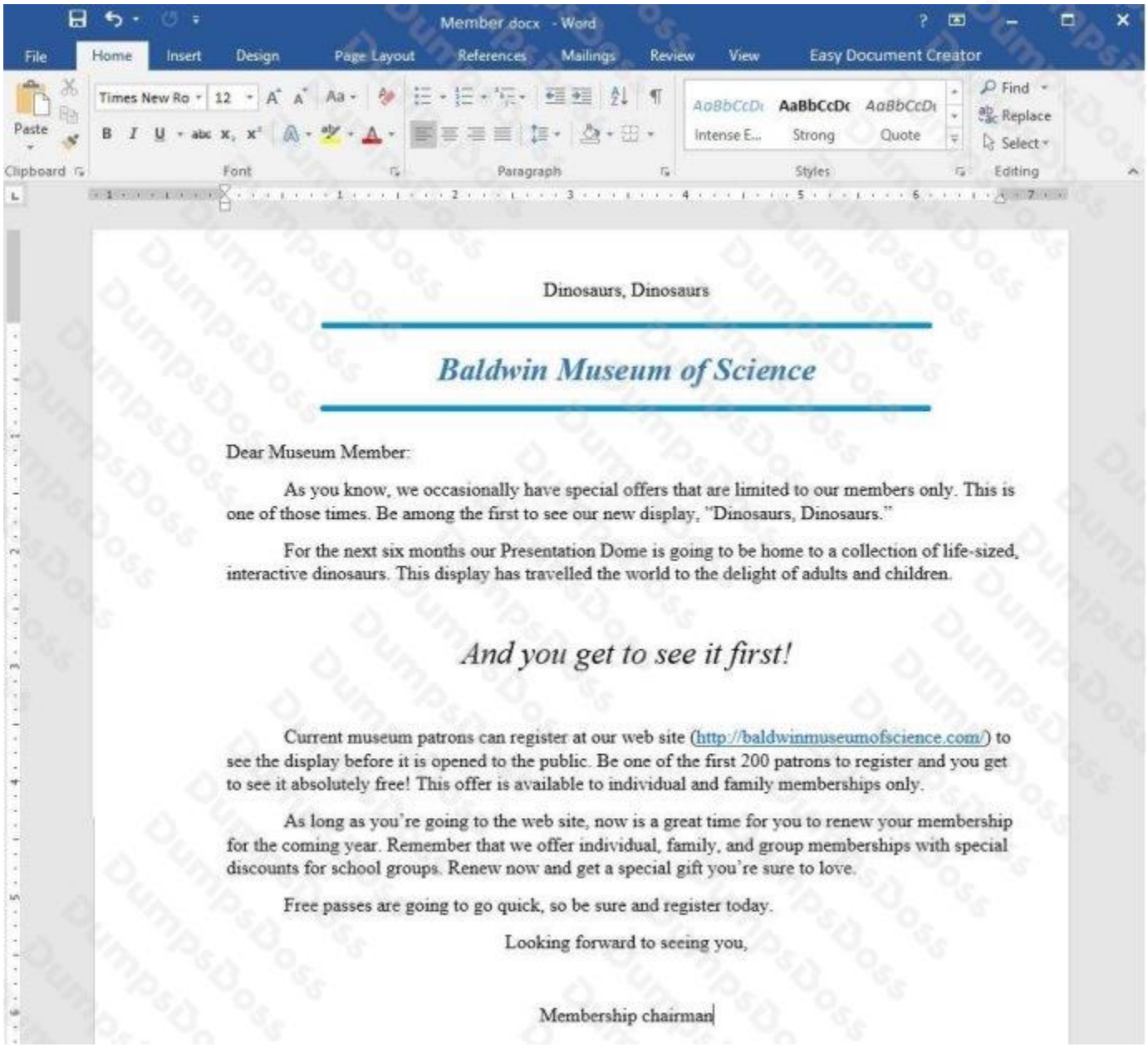
QUESTION NO: 1 - (SIMULATION)

SIMULATION

Project 4 of 7: Member

Overview

You are preparing a letter to museum members announcing a new exhibit and urging them to renew their membership.



Use a Word feature to replace each occurrence of the text “patrons” with “members”.

ANSWER: See the explanation below.

Explanation:

1. Choose Replace from the Home tab.

OR

1. Press Ctrl+H

2. Type “patrons” in the Find what box.

3. Type “members” in the Replace with box.

4. Choose Replace All since each occurrence is required to be changed.

References: https://support.office.com/en-us/article/Find-and-replace-text-c6728c16-469e-43cd-afe47708c6c779b7

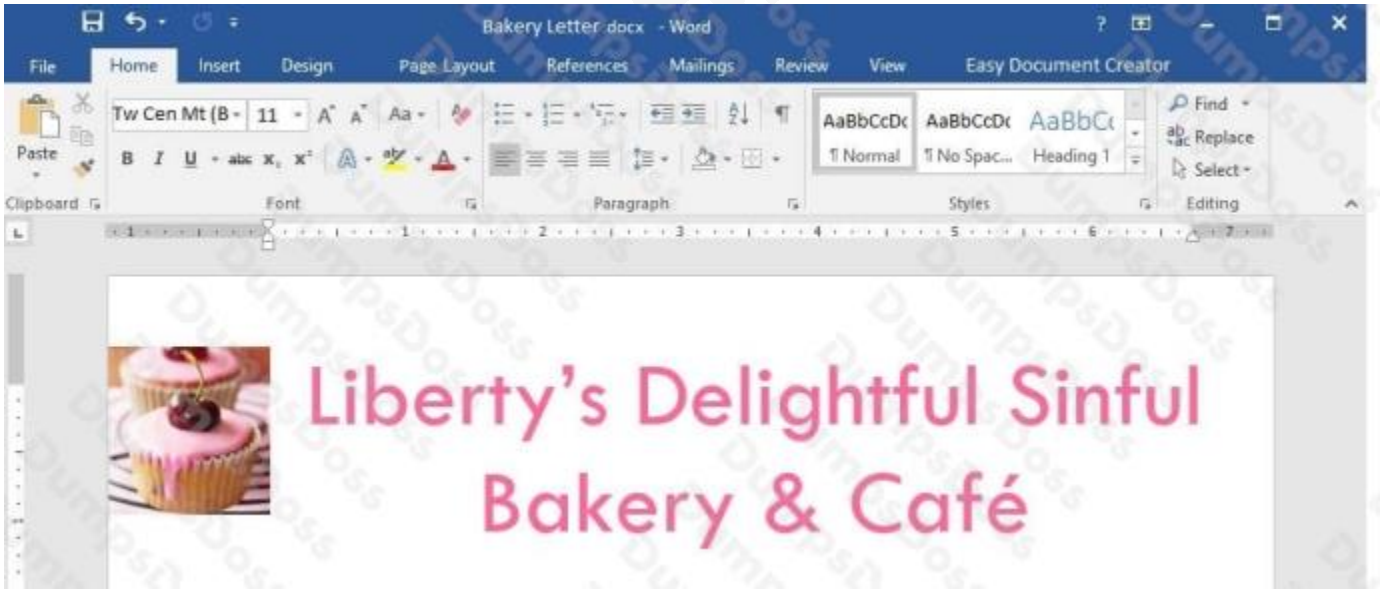
QUESTION NO: 2 - (SIMULATION)

SIMULATION

Project 2 of 7: Bakery Letter

Overview

As the marketing manager for Liberty’s Delightful Sinful Bakery and Café, 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 Café 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.

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

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

ANSWER: See the explanation below.

Explanation:

1. Double click on the header to edit the header, then select the text after the company name already existing in the header.
2. On the Insert tab, select Symbol.

3. Click on the desired symbol, if it is not immediately visible you may have to click More Symbols, the short cut for a registered trademark symbol is; Ctrl+Alt+R.

References:

https://support.office.com/en-us/article/Insert-copyright-and-trademark-symbols-F417DDFE-B767415D-871F-95AF27FB9052#ID0EAAAABAAA=Newer_versions

QUESTION NO: 3 - (SIMULATION)

SIMULATION

Project 5 of 7: Housekeeping

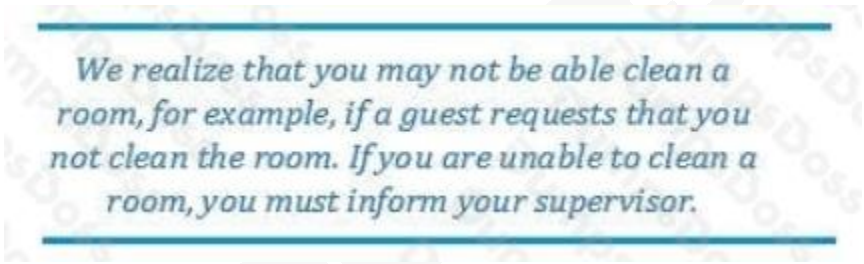
Overview

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.



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.

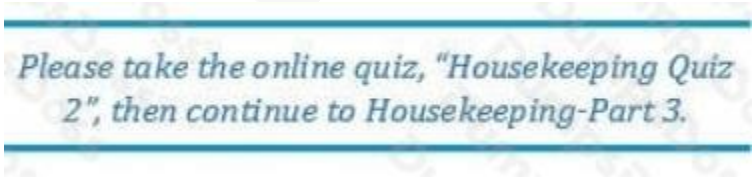
- Are the lights turned off?
- Are the TV and coffee station turned off?
- Is all trash picked up and disposed of? ▪ Is the restroom door closed?

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.



One the second numbered list that begins with "1. Clean all mirrors", modify the list to start numbering at "9".

ANSWER: See the explanation below.

Explanation:

1. Double-click the numbers in the list which begins with "1. Clean all mirrors".

2. Right-click on the number 1.

3. Select Set Numbering Value.

4. Then choose the number 9 in the Set value to box.

References: https://support.office.com/en-us/article/Change-the-numbering-in-a-numbered-list-A97311378A85-47CE-A7E4-8B1C6C8C77A3

QUESTION NO: 4 - (SIMULATION)

SIMULATION

Project 6 of 7: Recall

Overview

You work in Customer Communications at Northwind Traders. You are preparing a product recall announcement.

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We regret any inconvenience that this might cause you. Northwind Traders is dedicated to providing you with reliable, high-quality, and safe products.

The product sticker on the bottom of the dehydrator can determine whether or not your dehydrator is included in the recall. For affected models, there is a slight risk that the product might overheat when used, resulting in a potential burn hazard.

DO NOT RETURN TO YOUR RETAILER. Go to the Northwind traders web site at http:// www.northwindtraders.com/ and click on the “Product Recall” banner at the top of the page for return instructions. You will receive a full refund for the dehydrator and we will also ship you a replacement dehydrator.

REMINDER:

Add a bookmark named “Return” to the paragraph “DO NOT RETURN… replacement dehydrator.”

ANSWER: See the explanation below.

Explanation:

1. Select the paragraph “DO NOT RETURN...replacement dehydrator.” which is where you wantto insert the bookmark.

2. Select Bookmark from the Insert tab.

3. Type “Return” under Bookmark name as desired, then click Add.

References: https://support.office.com/en-us/article/Add-or-delete-bookmarks-in-a-Word-document-or-Outlookmessage-f68d781f-0150-4583-a90e-a4009d99c2a0

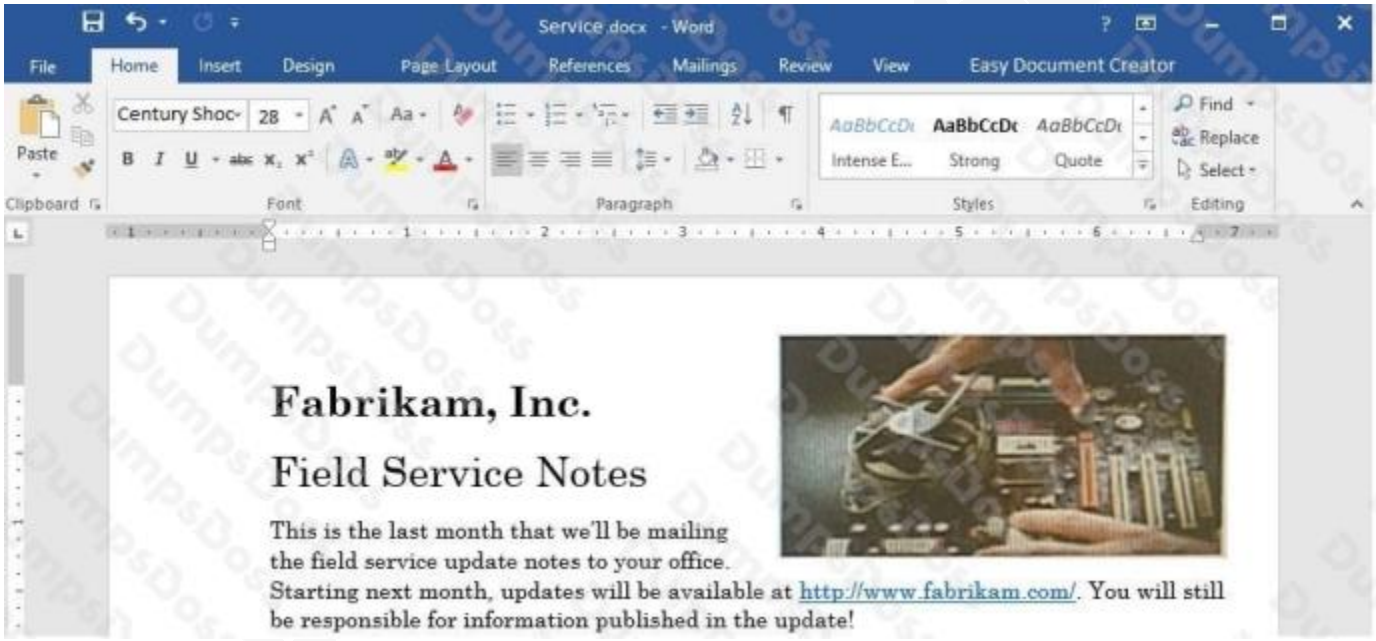
QUESTION NO: 5 - (SIMULATION)

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.



Under the “New Depot Return Process” heading, format the five lines of text starting with “Complete all fields...” as a numbered list that has a parenthesis after the number.

ANSWER: See the explanation below.

Explanation:

1. Select the text you want to change into a list, in this case the five lines of text starting with“Complete all fields...”.

2. Go to Home, then select Numbering, then select Define New Number Format.

3. Select the desired font size, style and color.

4. Append the numbering with a parenthesis in the Number format field.

5. Ensure that the formatting and alignment is as desired, then click OK.

References:

https://support.office.com/en-us/article/Define-New-Bullets-Numbers-and-Multilevel-Lists6c06ef65-27ad-4893-80c9-0b944cb81f5f#number

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