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Version Demo

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Topic Break Down

Topic	No. of Questions
Topic 1, Create and manage documents	19
Topic 2, Format text, paragraphs, and sections	14
Topic 3, Create tables and lists	16
Topic 4, Create references	6
Topic 5, Insert and format graphic elements	18
Topic 6, Collaborate on documents	1
Total	74

QUESTION NO: 1 - (SIMULATION)

SIMULATION

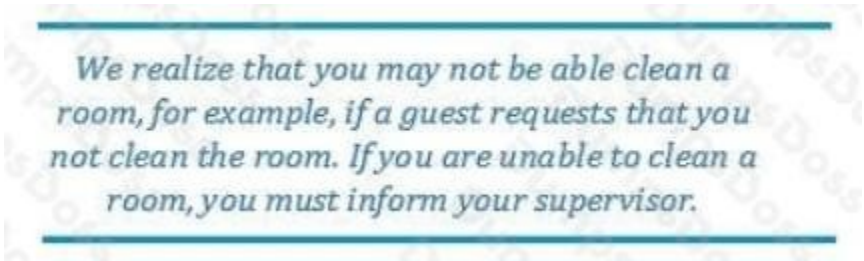
Project 5 of 7: Housekeeping

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.

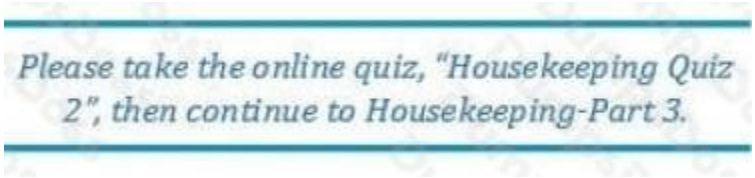
- Are the lights turned off?
- Are the TV and coffee station turned off?
- Is all trash picked up and disposed of? ▪ Is the restroom door closed?

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 for the answer

Explanation:

In the second numbered list, the one beginning **"1. Clean all mirrors,"** change its starting number to **9**.

1. Click the first number (**1**) next to *Clean all mirrors*.
2. Right-click the number and select **Set Numbering Value**.
3. Select **Start new list**, if that option is shown.
4. Set **Set value to** to **9**.
5. Click **OK**.

The restroom-cleaning list will then be numbered **9** through **15**.

QUESTION NO: 2 - (SIMULATION)

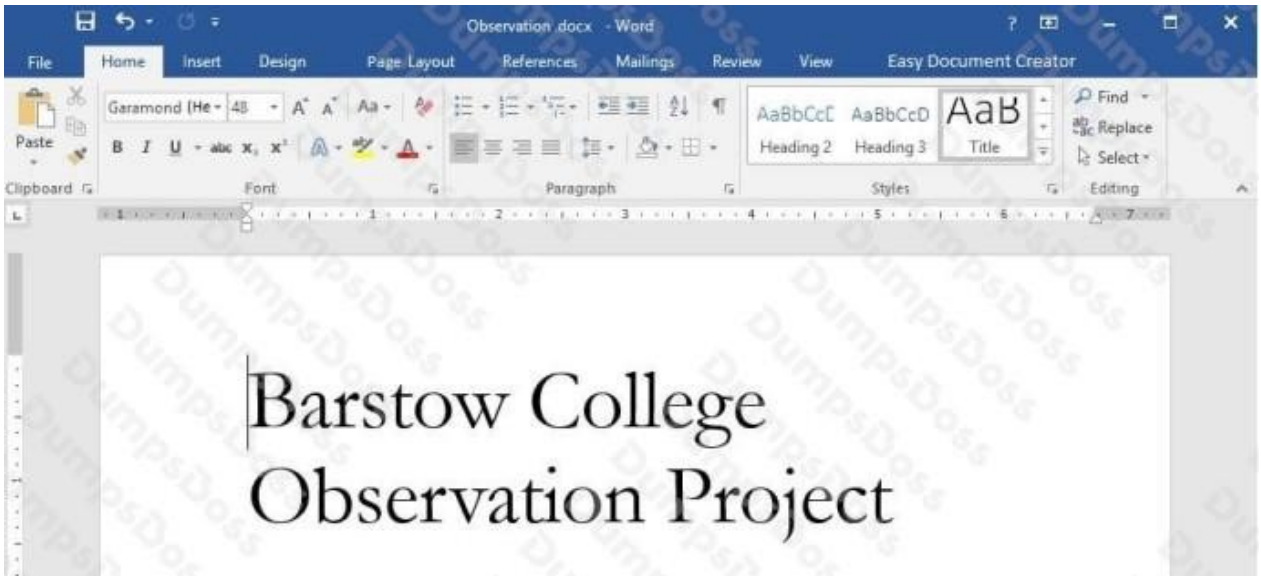
SIMULATION

Project 1 of 7: Observation

Project 1 of 7: Observation

Overview

You are a member of the Barstow College Observation Project committee. You are preparing the initial summary report for this year's count, but have not received all of the data you need to complete the report.



Introduction

The multi-departmental Wildlife Observation Project has completed its wildlife population counts for this year. The counts were made between May 5 and May 7 for both the wilderness and cultivated land areas. This is in line with the count periods for all previous years. The species used for the counts have been identified as common for the region (central Missouri) in which the counts were taken. (Author, 2009)

As in previous years, five observation blinds were set up two weeks before the counts were to take place. Counters worked eight-hour shifts providing 24-hour coverage of the count areas for two days. Weather for both observation days was clear and mild (varying between 50-70 degrees F).

The results presented here are summary total results only, which counts from five and ten years ago provided for comparison. Detailed observation results will be available as soon as they are completed. We estimate that they will be available some time in the next two weeks.

Wilderness Summary

The wilderness observation area is a five-acre section of unimproved forest land. The most common trees in the area are maple, red oak, cedar, sweet gum, and hickory. The area also includes a small spring. The area is not enclosed by a fence or other man-made barrier. The area is located eight miles from the nearest paved road and twelve miles from the nearest residence. Off-road vehicles were used to bring counters close to, but not entering, the count area.

The nearest approach by off-road vehicles was one mile. The table below lists the summary counts.

Species	Current Count	Five years ago	Ten years ago
White-tailed deer	14	12	10
Cottontail rabbit	26	28	25
Swamp rabbit	0	0	2
Mourning dove	18	59	102
Bobwhite quail	5	22	27
Eastern gray squirrel	23	20	31
Fox squirrel	6	11	9
NOTE TO REVIEW COMMITTEE: Don't you think it's time we finally drop the swamp rabbit from the count as an anomaly?			

Though further research any analysis is needed, the drop in mourning dove and bobwhite quail counts could be significant. The detailed count data shows these numbers failing off each year.

Cultivated Land Summary

The cultivated land observation area is a five-acre section of cultivated land near the center of a 50-acre field. The field is used to grow corn, wheat, soybeans, and clover, with the crop rotated annually. In the fifth year of the cycle, the field is left fallow.

The area is located two miles from the nearest paved road and one mile from the nearest residence. A storage barn is located at the southern border of the field. The table below lists the summary counts.

Additional Notes

This project was initially scheduled to run for ten years, so we are currently in our last year. The committee needs to decide if it is worth the time and expense to continue the project. The landowners have experience that they would be happy to let us continue. Costs relating to the project is minimal and it does provide an opportunity to offer extra credit to students volunteering as counters.

A suggestion has been made by some committee members that we should increase the count frequency, counting on a quarterly schedule instead of an annual schedule. This would need to be coordinated with the owner of the cultivated field so that we do not interfere with planting or harvesting schedules.

Special Thanks

Once again, we would like to offer special thanks to:

We couldn't do this without you.

Modify the citation source to change the Year to "2001".

ANSWER: See the explanation for the answer

Explanation:

Change the citation's source record year from `2009` to `2001`.

1. Click the in-text citation `(Author, 2009)` in the Introduction paragraph.
2. Click the citation drop-down arrow and select **Edit Source**. *Alternatively:* go to **References** > **Manage Sources**, select the Author source, and click **Edit**.
3. In the **Edit Source** dialog box, replace the value in the **Year** field with `2001`.
4. Click **OK** (and close Source Manager if it was used).

The displayed citation should update to `(Author, 2001)`.

QUESTION NO: 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.

Use the Go To feature to navigate to the Bookmark "OldNews" and delete the paragraph at that location.

ANSWER: See the explanation for the answer

Explanation:

Use Go To to locate the bookmark, then delete the paragraph—not the bookmark itself.

1. Press `Ctrl+G` (or press `F5`) to open the **Find and Replace** dialog on the **Go To** tab.
2. In the **Go to what** list, select **Bookmark**.
3. Enter or select `OldNews`, then click **Go To**.
4. Close the dialog. Select the entire paragraph at the cursor location, including its paragraph mark, and press `Delete`. For example, press `Home`, then press `Ctrl+Shift+Down Arrow`, and press `Delete`.

This removes the paragraph located at the `OldNews` bookmark while leaving the rest of the newsletter unchanged.

QUESTION NO: 4 - (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

Remove all personal information from the document.

ANSWER: See the explanation for the answer

Explanation:

Remove the document's personal information by using **Document Inspector**.

Select `File` > `Info`.
Select `Check for Issues` > `Inspect Document`.
In the Document Inspector dialog box, ensure `Document Properties and Personal Information` is selected.
Click `Inspect`.

For `Document Properties and Personal Information`, click `Remove All`.
Click `Close` and save the document.

This removes personal information and document properties, such as the author and related metadata, from the document.

QUESTION NO: 5 - (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:

Pick up and dispose of any trash.
Empty trash cans.
If the guest has checked out, replace the sheets on each bed with fresh sheets.
Make the bed.
Leave a “Contoso Special Treat” on each pillow.
Dust all wooden furniture.
Clean the coffee station (if necessary) and restock coffee, cups, and condiment packs.
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:

Clean all mirrors.
Clean countertops and sinks.
If damp, wipe down the shower and shower curtain.
If necessary, replace toilet paper.
Replace used towels and wash cloths.
Pick up any trash and empty trash cans.
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.

Change the bulleted list to Picture bullets based on *Check.jpg* in the Pictures folder.

ANSWER: See the explanation for the answer

Explanation:

Select the bulleted list under **Room Cleaning** (the list beginning *Pick up and dispose of any trash*).

1. On the **Home** tab, in the **Paragraph** group, click the arrow beside **Bullets**.
2. Select **Define New Bullet**.
3. Click **Picture**.
4. Choose **From a File** (or **Browse**), open the **Pictures** folder, select `Check.jpg`, and click **Insert**.
5. Click **OK** to apply the picture bullets to the selected list.

Answer: Replace the existing bullets in the Room Cleaning list with picture bullets using `Check.jpg` from the Pictures folder.

QUESTION NO: 6 - (SIMULATION)

SIMULATION

Project 1 of 7: Observation

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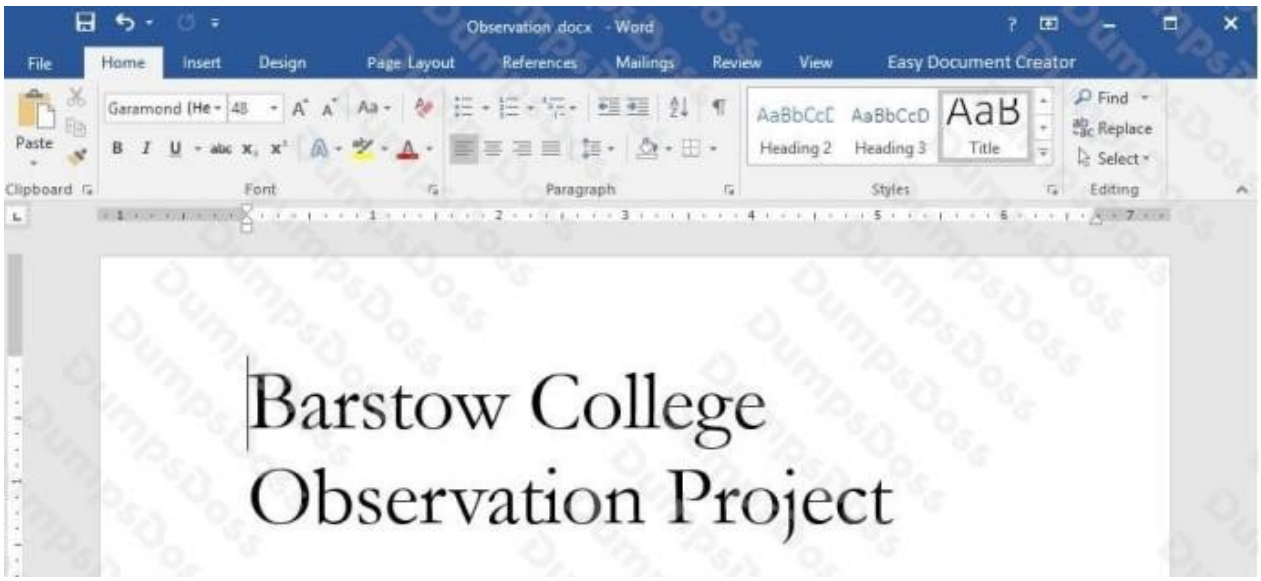

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Special Thanks

Once again, we would like to offer special thanks to:

We couldn't do this without you.

In the table below the "Wilderness Summary", adjust the column width so that all columns are the same width.

ANSWER: See the explanation for the answer

Explanation:

Click anywhere in the table under **Wilderness Summary**, then select the entire table (use the table move handle at the upper-left corner, or choose **Table Tools > Layout > Select > Select Table**).

On **Table Tools > Layout**, in the **Cell Size** group, click **Distribute Columns**.

This makes all four columns in the Wilderness Summary table equal in width.

QUESTION NO: 7 - (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.

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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 the alternative text title, "Lunch Menu" to the table in the document.

ANSWER: See the explanation for the answer

Explanation:

Select the lunch-menu table (the table with the **Meal** and **Price** columns), then open its properties:

1. Right-click anywhere in the table and choose **Table Properties**.
2. Select the **Alt Text** tab.
3. In the **Title** field, enter `Lunch Menu`.
4. Leave the Description field unchanged and select **OK**.

The table's alternative-text title is now set to `Lunch Menu`.