

77-725.VCEplus.premium.exam.35q

Number: 77-725  
Passing Score: 800  
Time Limit: 120 min  
File Version: 1.0



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77-725

Microsoft Word 2016 Core: Document Creation, Collaboration and Communication (MOS)



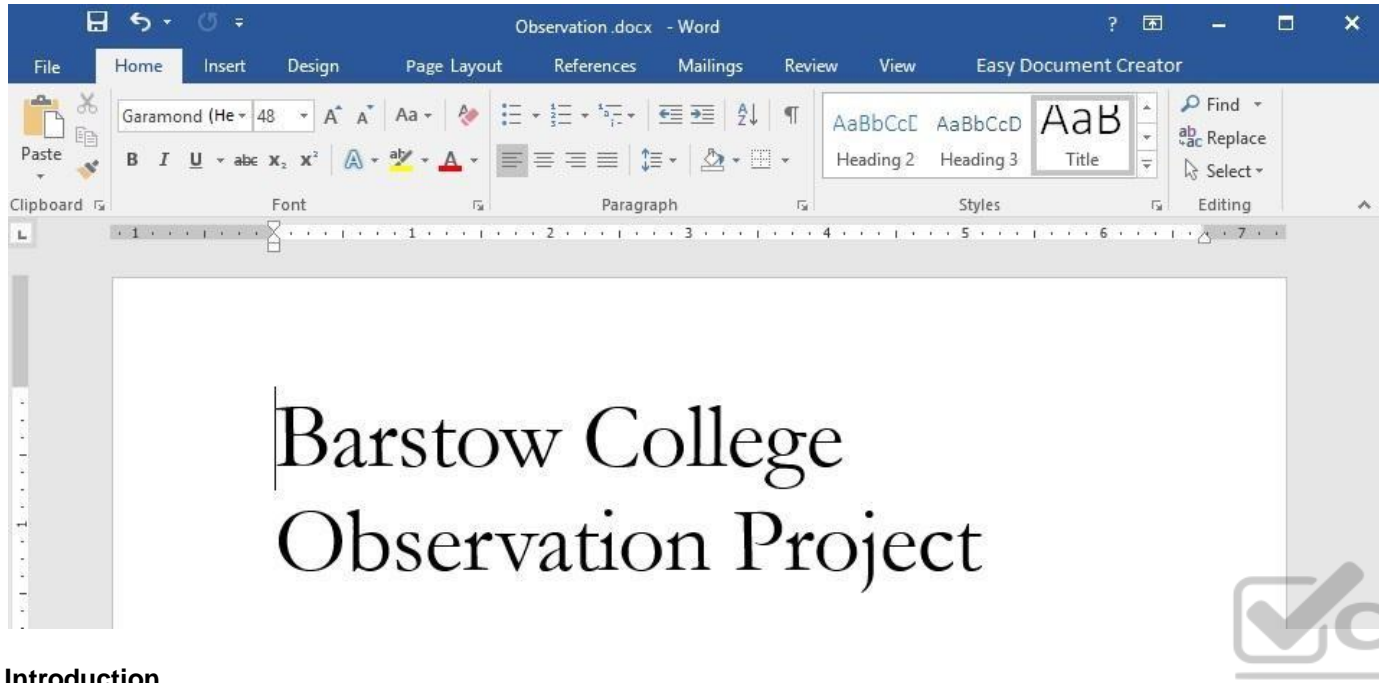
**Exam A**

**QUESTION 1**  
**SIMULATION**

**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
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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.

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#### 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.

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#### Special Thanks

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

We couldn't do this without you.

Add a SmartArt Vertical Bullet List below the text "Once again, we would like to offer special thanks to: ". Add the text "Frank Miller" to the top green shape.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Click **SmartArt** situated on the **Insert** tab.
2. Click **List** from the **Choose a SmartArt Graphic** gallery, then double-click **Vertical Bullet List**.
3. Enter text by clicking on the **[Text]** in the **Text** pane and add the text "Frank Miller"

References: <https://support.office.com/en-us/article/Add-text-inside-or-on-top-of-a-SmartArt-graphic-shape-BDE51168-E458-4D82-8A90-18163C6CE21E>

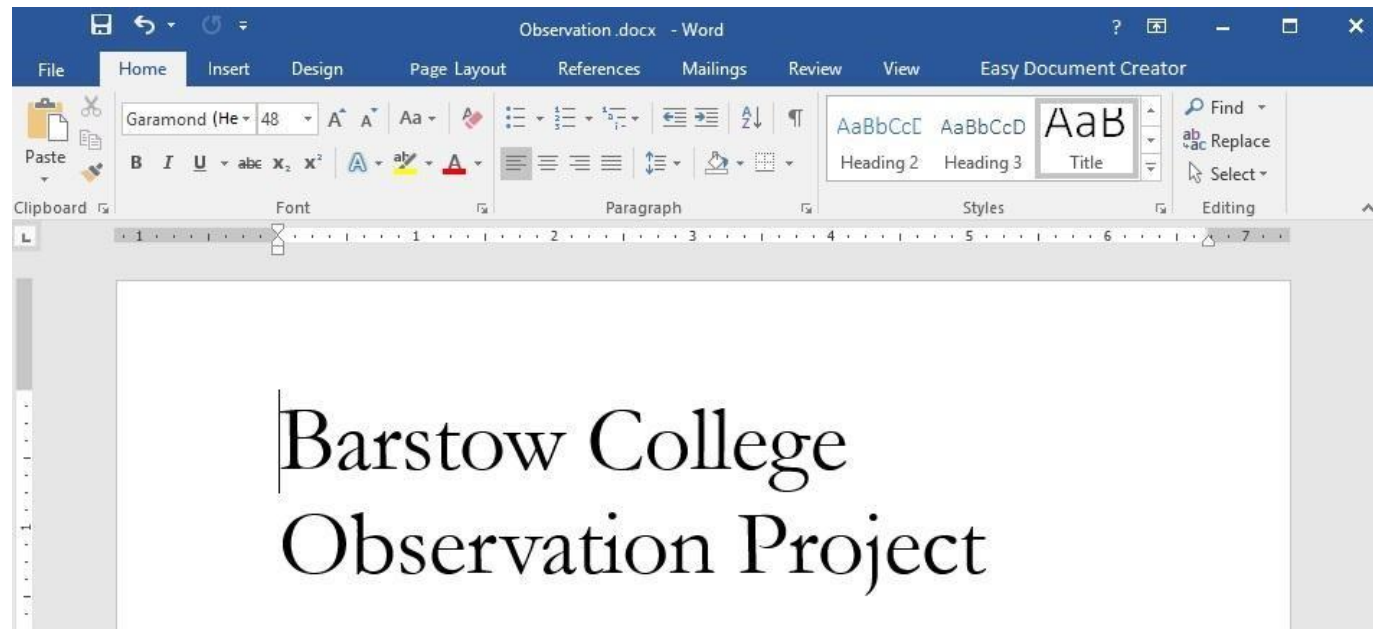
#### QUESTION 2

SIMULATION

#### Project 1 of 7: Observation

##### Overview

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### Introduction

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### Wilderness Summary

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**Additional Notes**

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**Special Thanks**

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

We couldn't do this without you.

Add a table with eight rows and four columns in the "Cultivated Land Summary" section, below the text "The table below lists the summary counts."

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Click below the text "The table below lists the summary counts." where the table should be inserted.
2. Select **Table** from the **Insert** tab.
3. Drag through the grid to set eight rows and four columns (4x8 Table) as desired

OR

1. Click below the text "The table below lists the summary counts." where the table should be inserted.
2. Select Table from the **Insert** tab.
3. Select **Insert Table** from the options provided below and type four columns and eight rows in the appropriate boxes, then select **OK**.

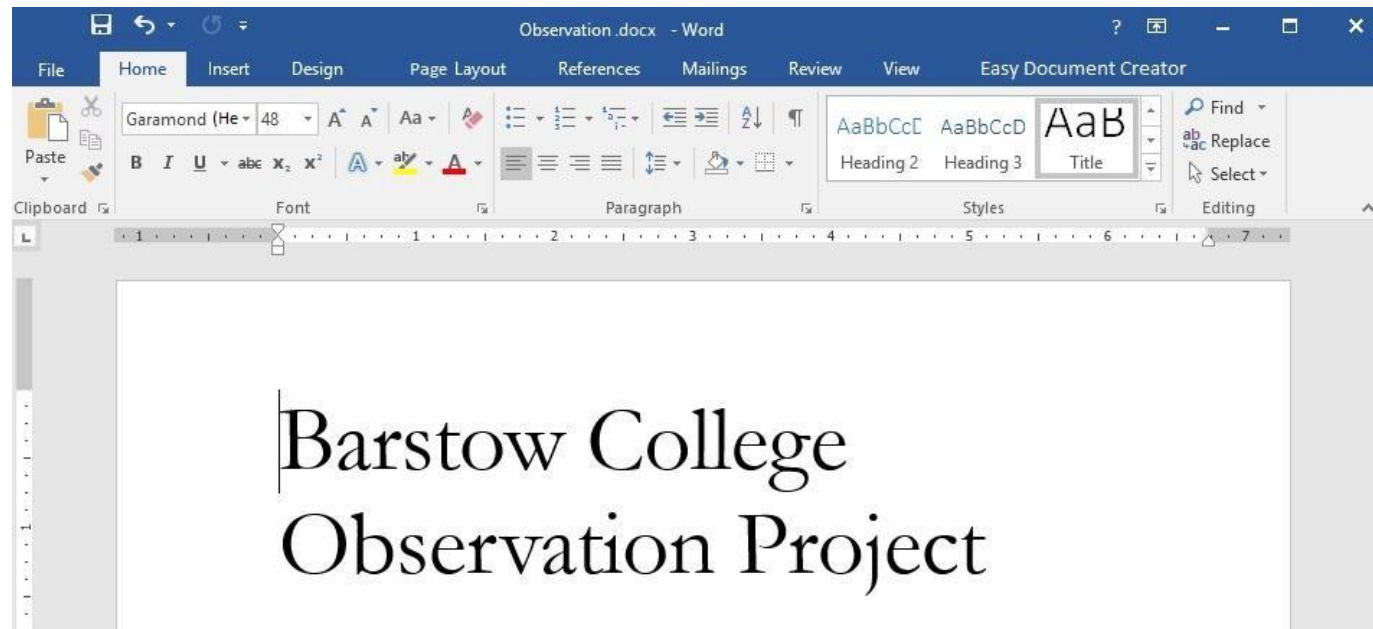
References: <https://support.office.com/en-us/article/Insert-a-table-A138F745-73EF-4879-B99A-2F3D38BE612A>

**QUESTION 3**

SIMULATION

**Project 1 of 7: Observation****Overview**

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### 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.

Merge all cells in the bottom row of the table below the "Wilderness Summary" heading into one cell.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the cells in the bottom row of the table below the "Wilderness Summary" which you want to merge.
2. Under **Table Tools**, on the **Layout** tab, in the **Merge** group, select **Merge Cells**.

OR

1. Select the cells in the bottom row of the table below the "Wilderness Summary" which you want to merge.
2. Right click and select **Merge Cells**.

References: <https://support.office.com/en-us/article/Merge-or-split-cells-in-a-table-8B458DEB-0FC5-4C8D-8D94-2D4DA98193F8>



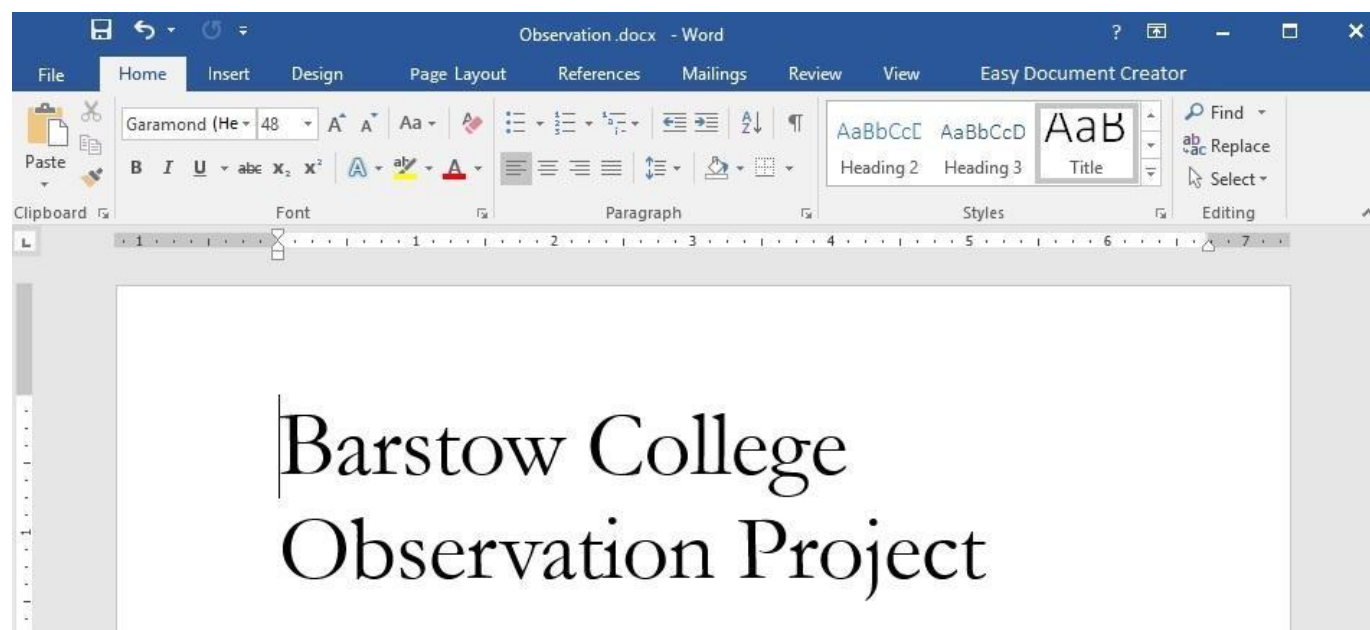
### QUESTION 4

SIMULATION

#### Project 1 of 7: Observation

#### Overview

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#### Introduction

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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

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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.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the Columns in the table below the "Wilderness Summary".



2. On the **Layout** tab, in the **Cell Size** group, select **Distribute Columns**.

OR

1. Select the Columns in the table below the "Wilderness Summary".
2. On the **Layout** tab, in the **Cell Size** group, select the **Table Column Width** box and specify the widths for the columns to the same size.

References: <https://support.office.com/en-us/article/Resize-a-table-column-or-row-9340D478-21BE-4392-81CF-488F7BBD6715>

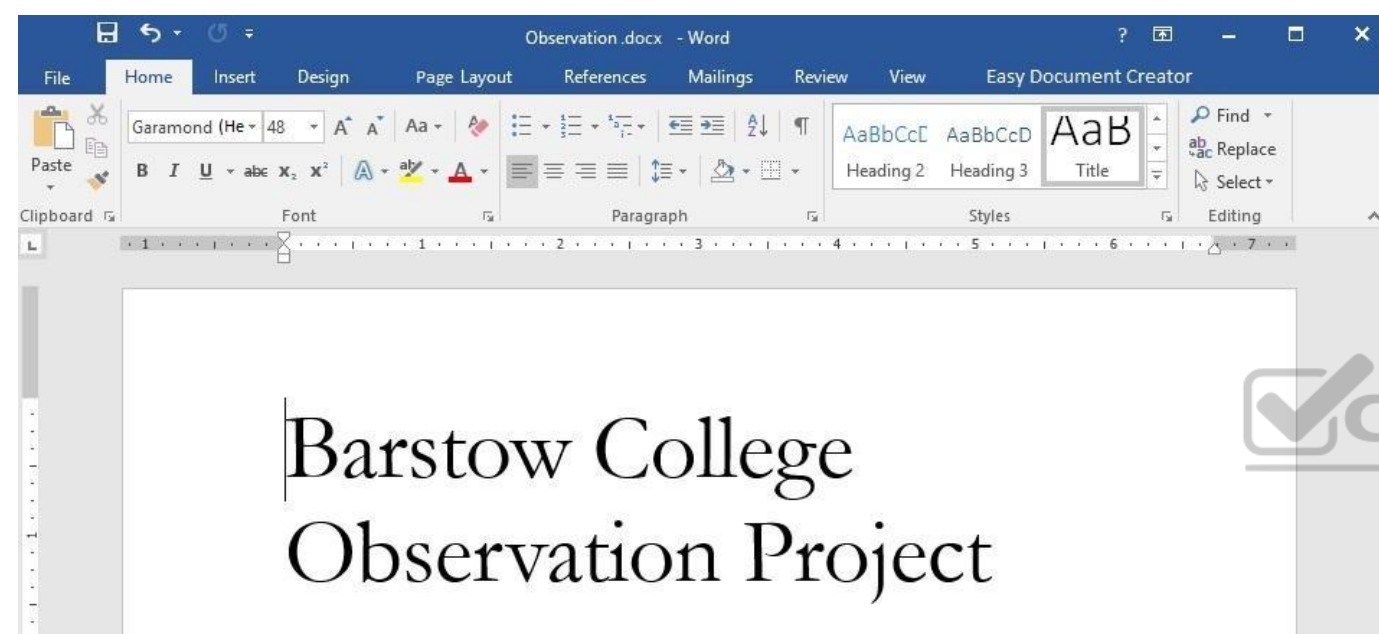
## QUESTION 5

### SIMULATION

#### Project 1 of 7: Observation

##### Overview

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### Special Thanks

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

We couldn't do this without you.

Add a Status of "Requires committee review" to the document properties.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

### Explanation/Reference:

Explanation:

1. Select the **File** tab and select **Info**.
2. Click on **Properties** at the top of the page and then select **Advanced Properties**.
3. Select the **Custom** tab.
4. In the **Name** box, select or type a name for the custom property, in this case it would be "Status".
5. In the **Type** list, select "Text".
6. In the **Value** box, type "Requires committee review", then click **OK**.

References: <https://support.office.com/en-us/article/View-or-change-the-properties-for-an-Office-file-21D604C2-481E-4379-8E54-1DD4622C6B75>

### QUESTION 6

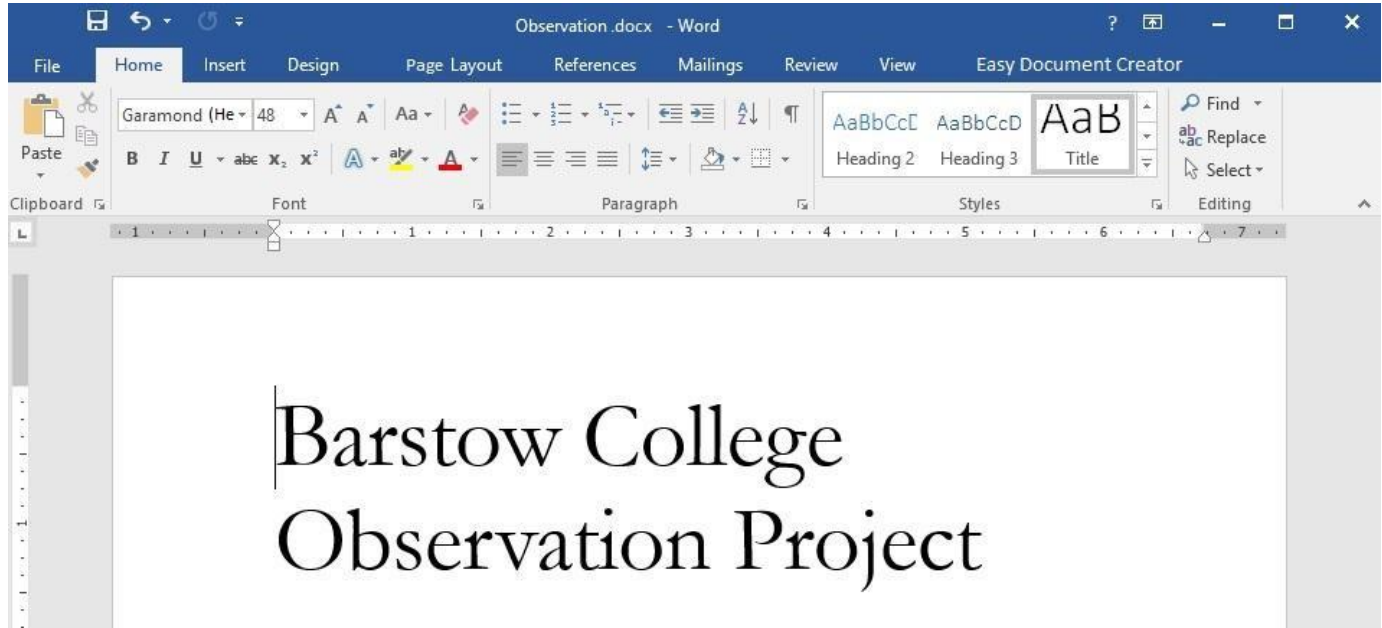
SIMULATION

Project 1 of 7: Observation

**Project 1 of 7: Observation**

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#### Special Thanks

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We couldn't do this without you.

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

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

#### Explanation/Reference:

Explanation:

1. On the **References** tab, in the **Citations & Bibliography** group, select **Manage Sources**.
2. In the **Source Manager** dialog box, under the **Master List** or **Current List**, select the source which you want to edit and then select **Edit**.
3. In the **Edit Source** dialog box, make the changes you want to, therefore select the year and change it to "2001", then click **OK**.

References: <https://support.office.com/en-us/article/Add-citations-in-a-Word-document-ab9322bb-a8d3-47f4-80c8-63c06779f127>



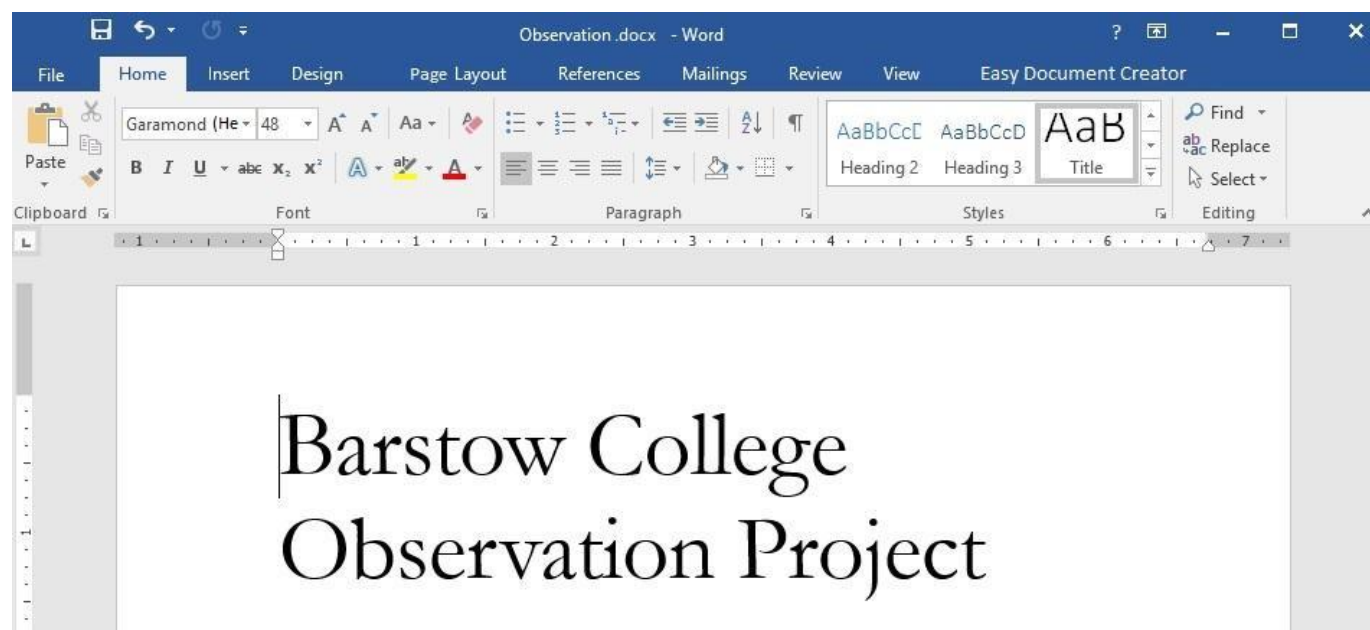
#### QUESTION 7

#### SIMULATION

#### Project 1 of 7: Observation

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### Special Thanks

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

We couldn't do this without you.

The spacing between words in the first two paragraphs is off. View only the tab and space formatting symbols to troubleshoot the problem. You do not need to remove the extra tabs or spaces.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. On the **Home** tab in the **Paragraph** group is a space and formatting symbol which is the **Show/Hide** button.



2. To toggle it on and off you select the space and formatting symbol it would be shaded when turned on.

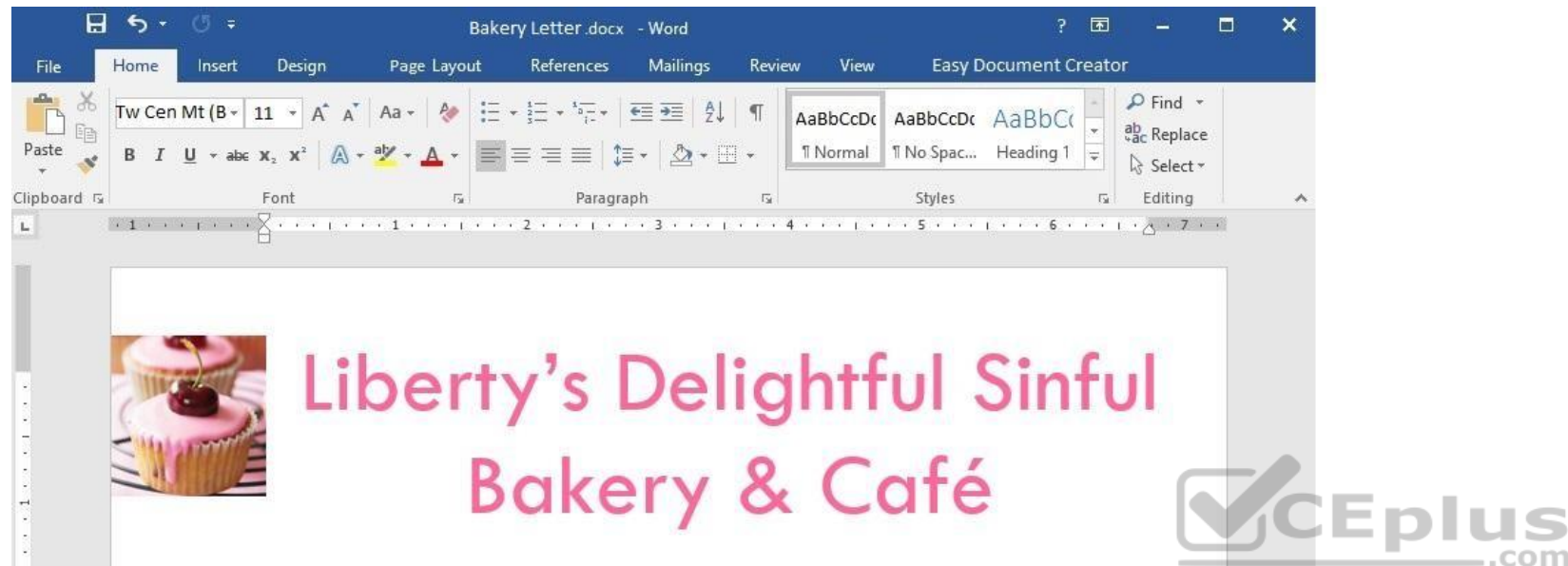
References: <https://support.office.com/en-us/article/Show-or-hide-formatting-marks-c2d8a607-5646-4165-8b08-bd68f9d172a0> **QUESTION 8**

## 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
<b>Box Lunch</b> <i>Includes a signature sandwich, chips, fruit or pasta salad, and a cookie</i>	\$9.95
<b>Signature Salad</b> <i>Includes a signature salad and cookie</i>	\$6.95
<b>Soup and Salad Combo</b> <i>Includes a small soup, full size salad, and cookie</i>	\$8.95
<b>Add-ons</b> <i>20 oz. soda, dessert, chips, pasta or fruit salad</i>	\$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 the alternative text title, “Lunch Menu” to the table in the document.

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the table by right-clicking on it and then select **Table Properties**.
2. Select the **Alt Text** tab and type “Lunch Menu” in the **Title** box.
3. Press **OK**.

References: [https://support.office.com/en-us/article/Set-or-change-table-properties-3237de89-b287-4379-8e0c-86d94873b2e0#\\_toc5](https://support.office.com/en-us/article/Set-or-change-table-properties-3237de89-b287-4379-8e0c-86d94873b2e0#_toc5)

## QUESTION 9

### 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
<b>Box Lunch</b> <i>Includes a signature sandwich, chips, fruit or pasta salad, and a cookie</i>	\$9.95
<b>Signature Salad</b> <i>Includes a signature salad and cookie</i>	\$6.95
<b>Soup and Salad Combo</b> <i>Includes a small soup, full size salad, and cookie</i>	\$8.95
<b>Add-ons</b> <i>20 oz. soda, dessert, chips, pasta or fruit salad</i>	\$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

Apply table style Grid Table 4 – Accent 1 to the table in the document.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the table, then the **Table Tools** will appear above.
2. Select the Grid Table 4 – Accent 1 style as desired under the **Design** tab in the **Table Tools** menu.



References: <https://support.office.com/en-us/article/Apply-table-styles-0F19E350-F9A1-4A9F-AFDB-46EE2BB8460C>

## QUESTION 10

### 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
<b>Box Lunch</b> <i>Includes a signature sandwich, chips, fruit or pasta salad, and a cookie</i>	\$9.95
<b>Signature Salad</b> <i>Includes a signature salad and cookie</i>	\$6.95
<b>Soup and Salad Combo</b> <i>Includes a small soup, full size salad, and cookie</i>	\$8.95
<b>Add-ons</b> <i>20 oz. soda, dessert, chips, pasta or fruit salad</i>	\$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.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

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-B767-415D-871F-95AF27FB9052#ID0EAAAABAAA=Newer\\_versions](https://support.office.com/en-us/article/Insert-copyright-and-trademark-symbols-F417DDFE-B767-415D-871F-95AF27FB9052#ID0EAAAABAAA=Newer_versions)



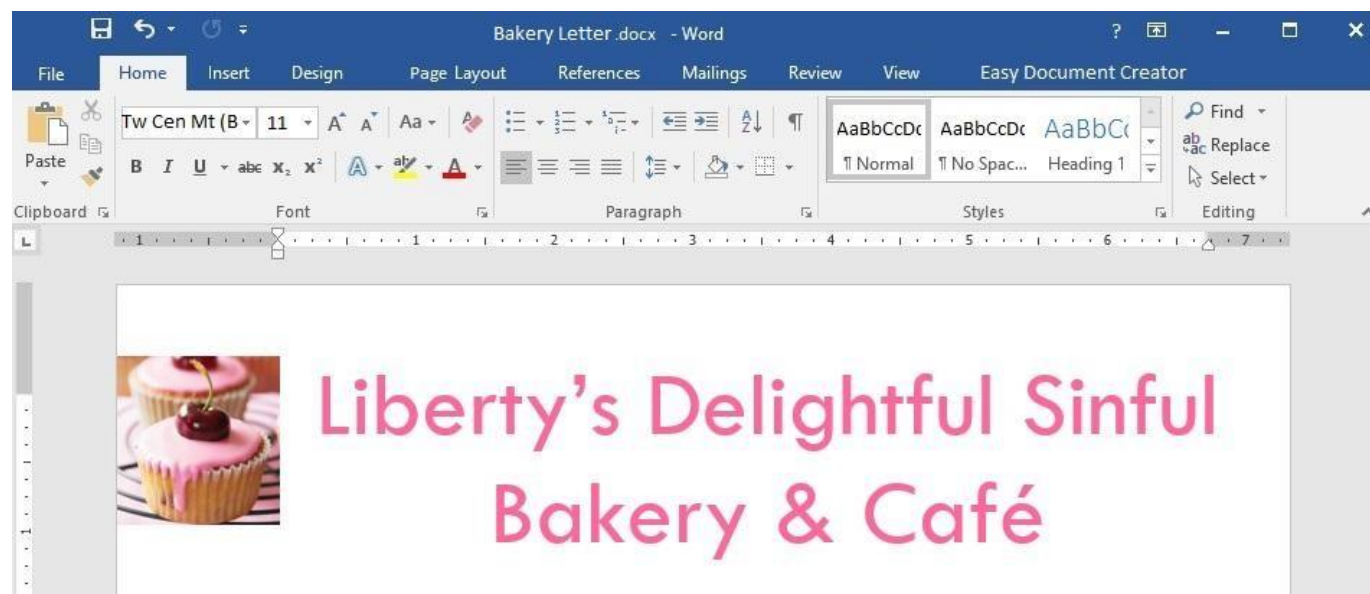
## QUESTION 11

### 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
<b>Box Lunch</b> <i>Includes a signature sandwich, chips, fruit or pasta salad, and a cookie</i>	\$9.95
<b>Signature Salad</b> <i>Includes a signature salad and cookie</i>	\$6.95
<b>Soup and Salad Combo</b> <i>Includes a small soup, full size salad, and cookie</i>	\$8.95
<b>Add-ons</b> <i>20 oz. soda, dessert, chips, pasta or fruit salad</i>	\$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.

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**



#### Explanation/Reference:

Explanation:

1. Create a copy of your original document by clicking on the **File** tab, and then **Save As**.
2. In the copy of the original document, select the **File** tab, then click on **Info**.
3. Click on **Check for Issues**, and then select **Inspect Document**.
4. In the **Document Inspector** dialog box, check the boxes to select the types of hidden content you want to be inspected, in this case it would be personal information and then click **Inspect**.
5. Review the results, then click **Remove All** next to the inspection results.

References: <https://support.office.com/en-us/article/Remove-hidden-data-and-personal-information-by-inspecting-documents-presentations-or-workbooks-356b7b5d-77af-44fe-a07f-9aa4d085966f>

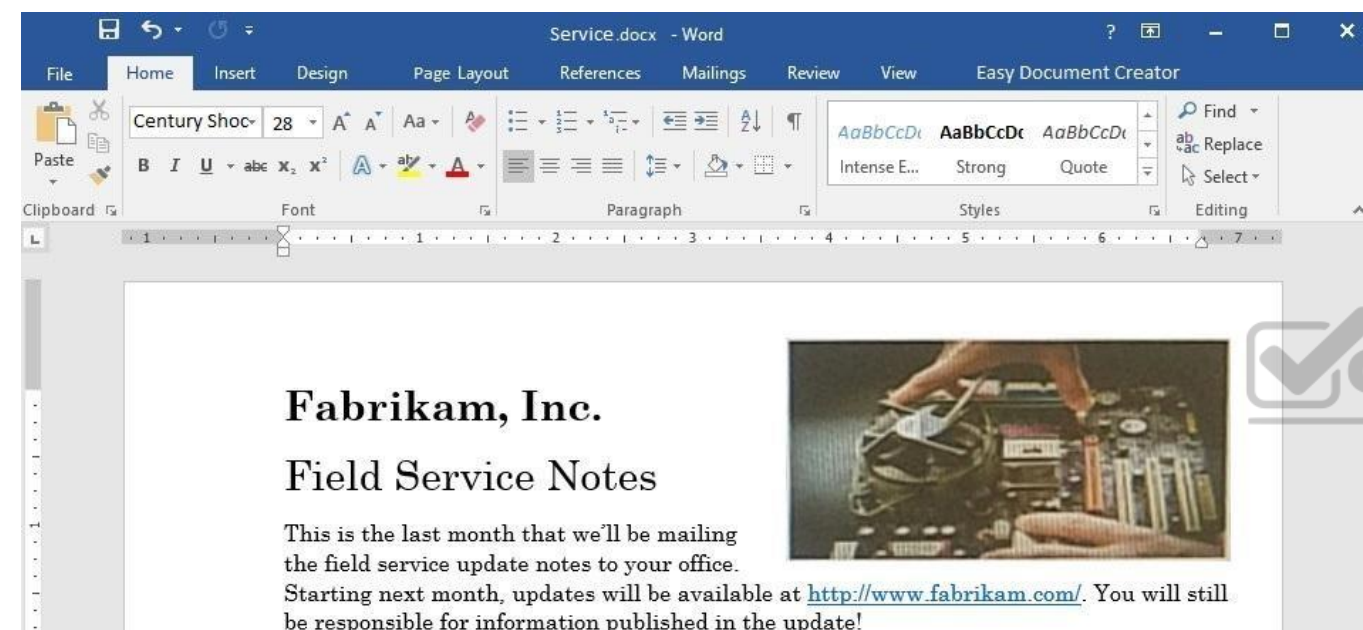
#### QUESTION 12

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.

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

1. Click **Bookmark** from the **Insert** tab.
2. Click **Name**, to sort the list of bookmarks in the document.
3. Select "OldNews" from the list of bookmarks in the document then click **Delete**.
4. If a hyperlink has been inserted to the bookmark, right-click on the linked text, then select **Remove Hyperlink**.



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

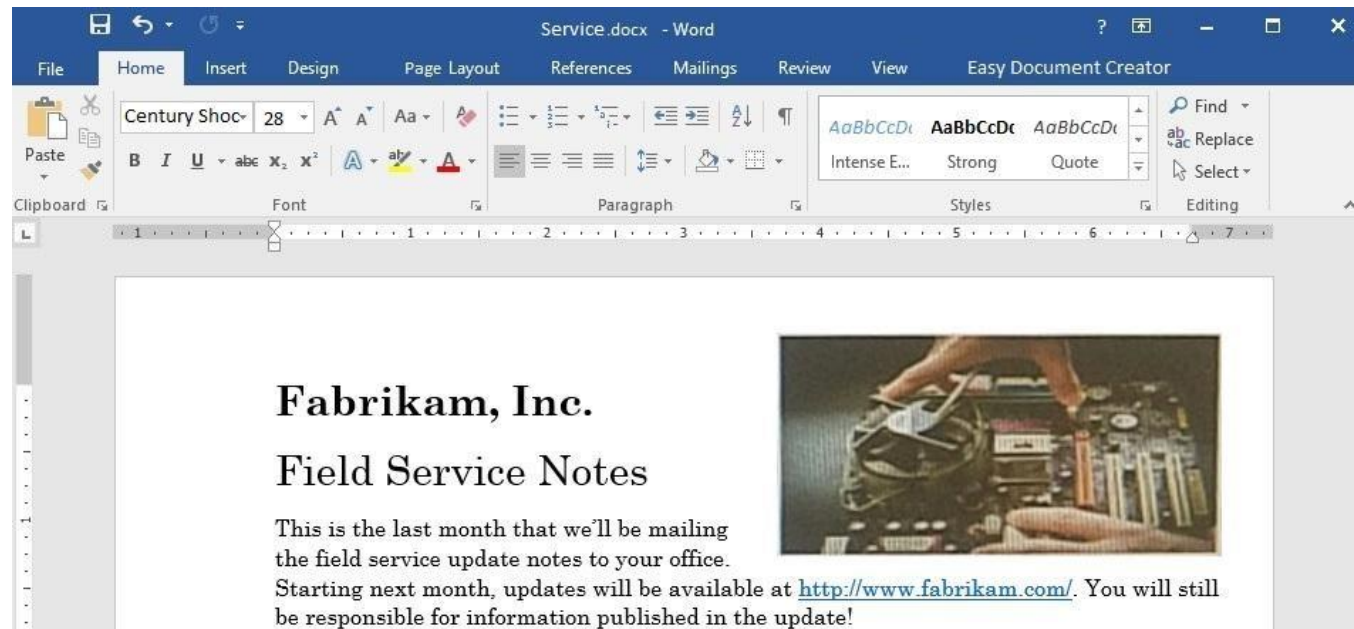
### QUESTION 13

#### 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.

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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-Lists-6c06ef65-27ad-4893-80c9-0b944cb81f5f#number>

#### QUESTION 14

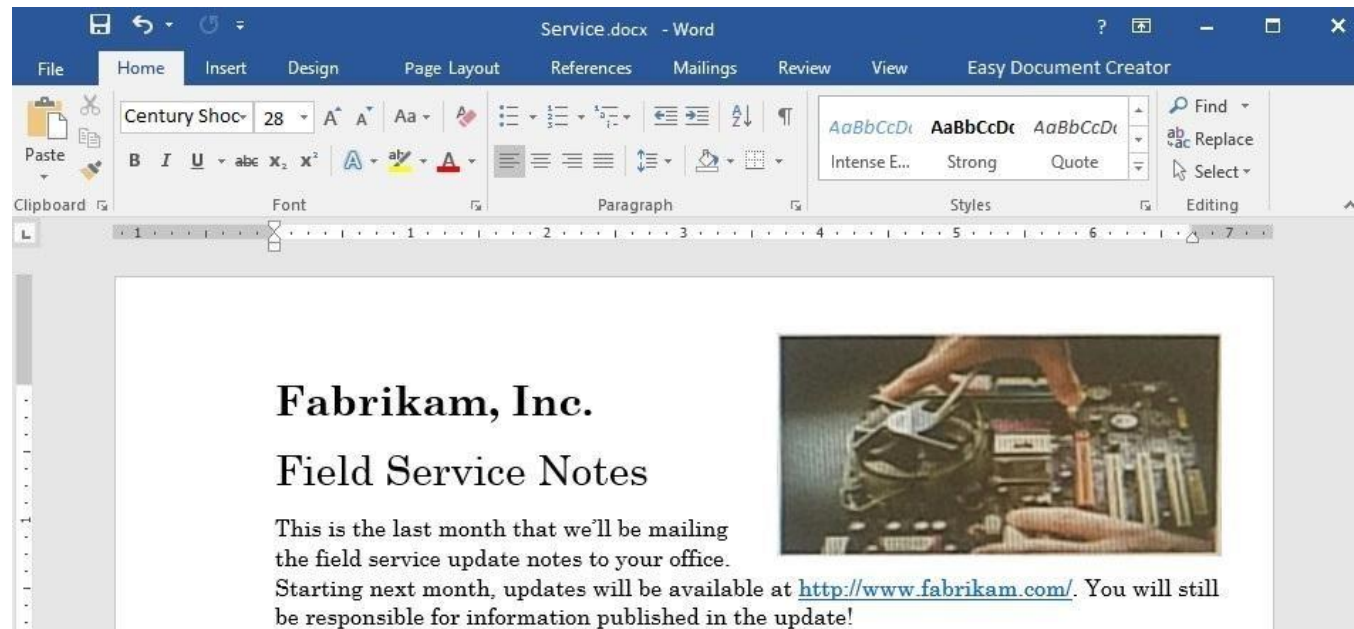
##### SIMULATION

#### 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.





Add a Grid cover page.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select **Cover Page**, from the **Pages** group on the **Insert** tab.
2. Select the grid cover page from the gallery of options.

References: <https://www.bing.com/search?q=microsoft%20word%202016%20grid%20cover%20page&qs=n&form=QBRE&sp=-1&pq=microsoft%20word%202016%20grid%20cover%20page&sc=135&sk=&cvid=4E8A362581D144B1AE8D42A91AD951F3>

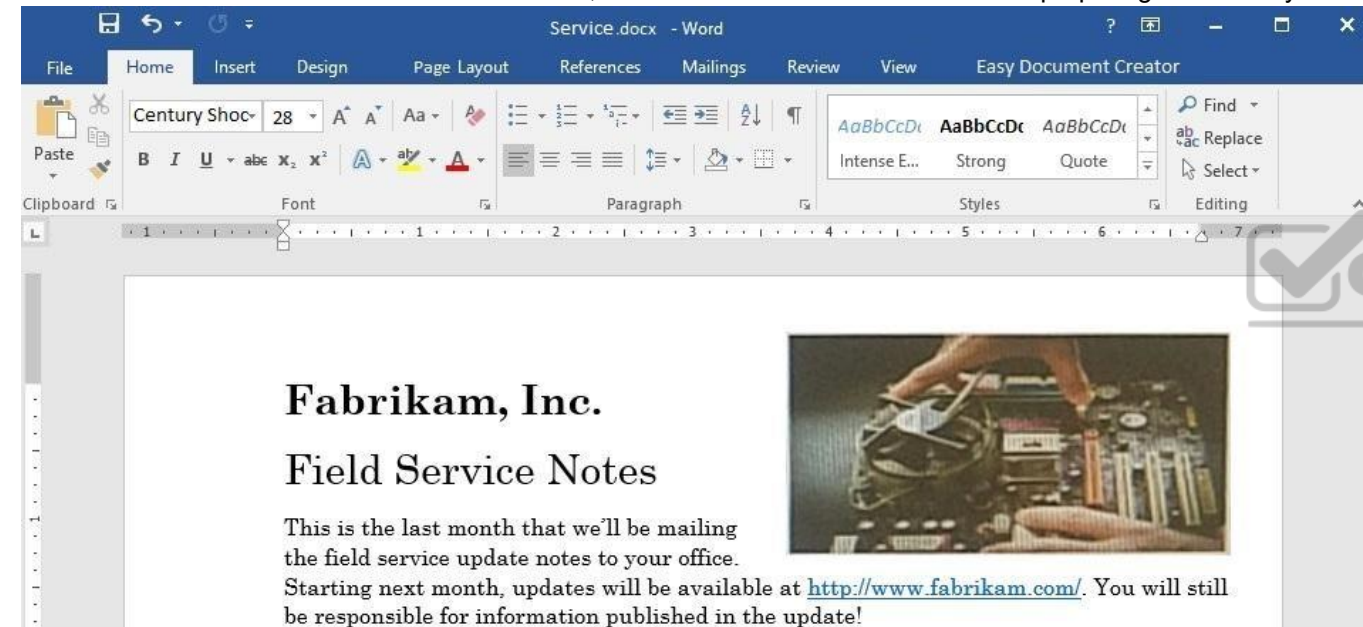
## QUESTION 15

### 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.



On the page following the section break, change the page orientation to Landscape.

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**

### Explanation/Reference:

Explanation:

1. Select the page following the section break, which is the page you want to change to Landscape.
2. Click on **Layout**, then open the **Page Setup** dialog box.
3. Select **Landscape**, and in the **Apply to** box, choose the **Selected text** option.
4. Click **OK**.



References: <https://support.office.com/en-us/article/Change-page-orientation-to-landscape-or-portrait-9b5ac1af-9998-4a37-962b-a82b689572a9>

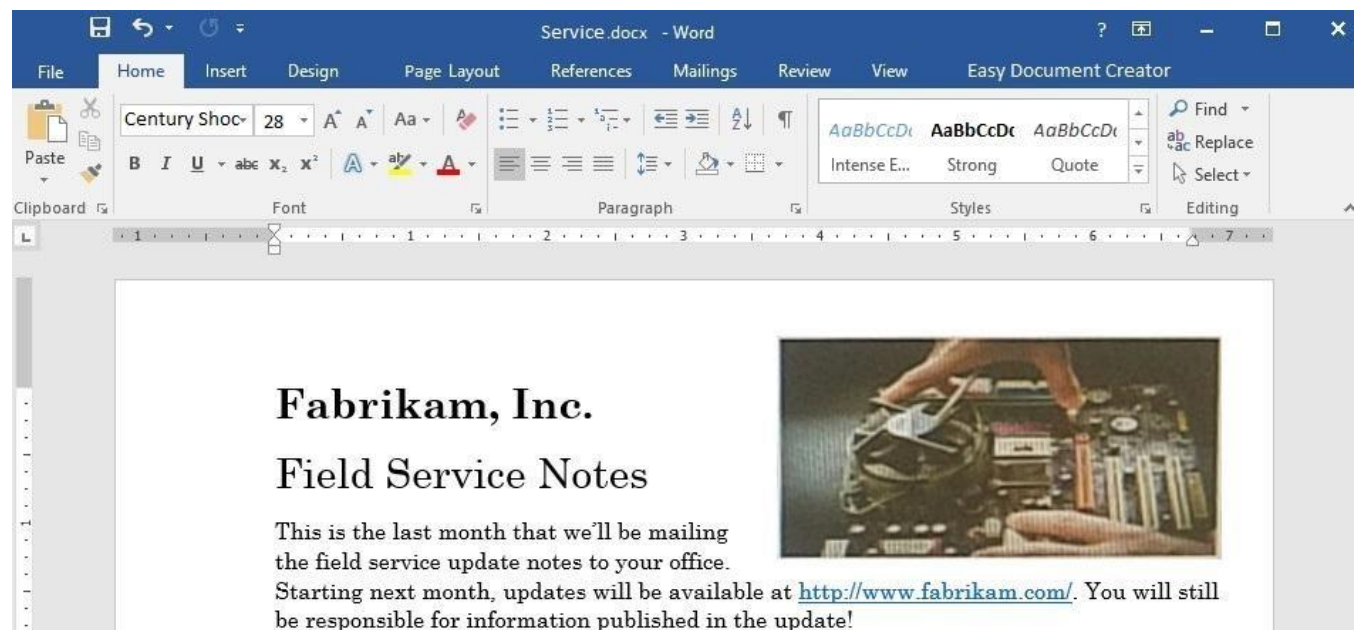
## QUESTION 16

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.



Add the contents of the file return.docx in the Documents folder below the heading “Bonuses are Changing”.

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

1. Click below the heading “Bonuses are Changing” where you want the contents added.
2. On the **Insert** tab, in the **Text** group, select the arrow next to **Object**, then select **Text from File**.
3. In the **Insert File** dialog box, locate the *return.docx* file, then double-click it to add the contents to the current document.



References: <https://support.office.com/en-us/article/Insert-a-document-in-Word-274128e5-4da7-4cb8-b65f-3d8b585e03f1>

## QUESTION 17

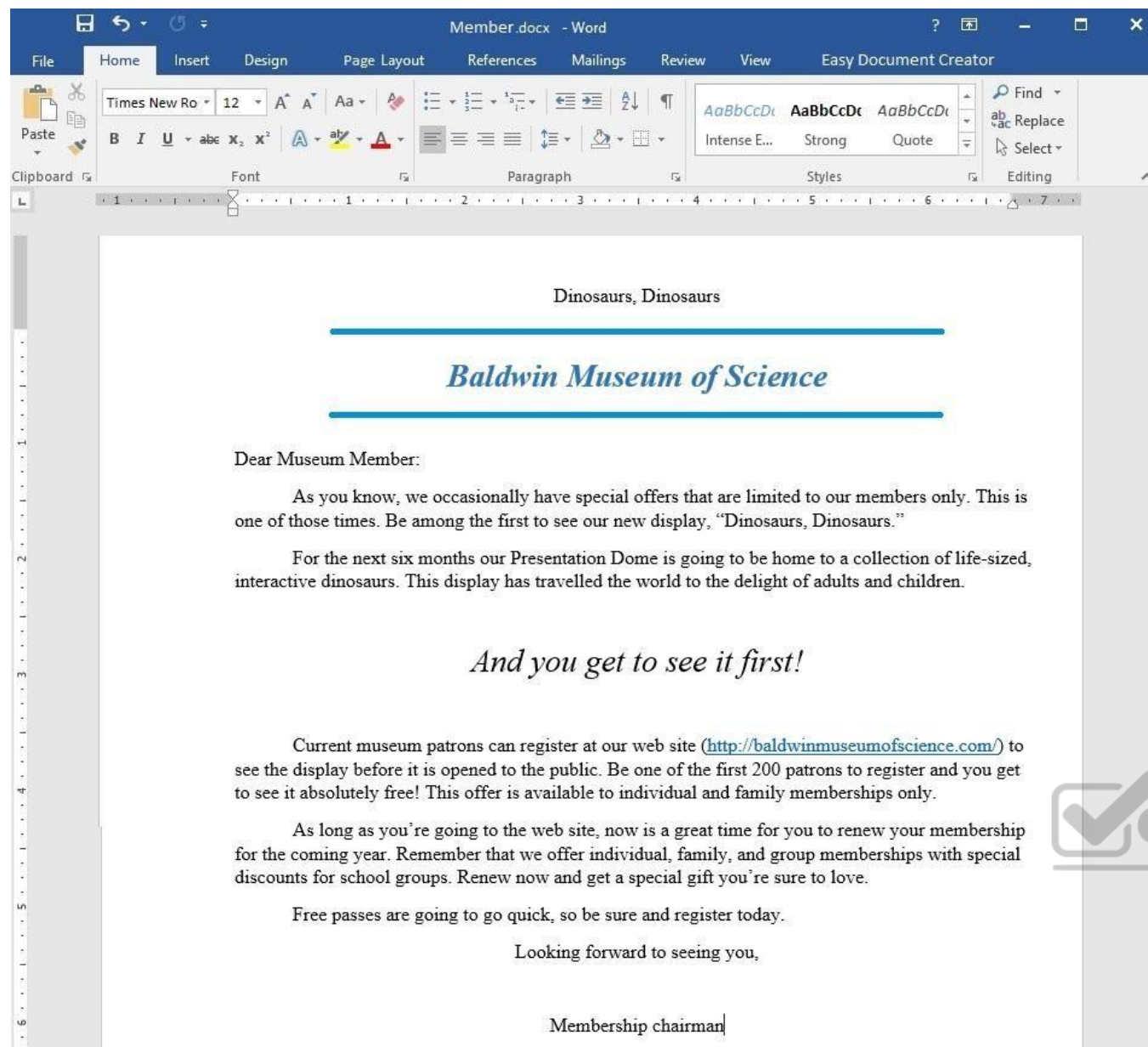
### SIMULATION

#### 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.





Apply a Bright Green text highlight to the text string “And you get to see it first!”.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the text strung “And you get to see it first!”.
2. Click the arrow next to **Text Highlight Color** from the **Home** tab.
3. Click on the Bright Green color.

References: <https://support.office.com/en-us/article/Apply-or-remove-highlighting-1747d808-6db7-4d49-86ac-1f0c3cc87e2e>

**QUESTION 18**

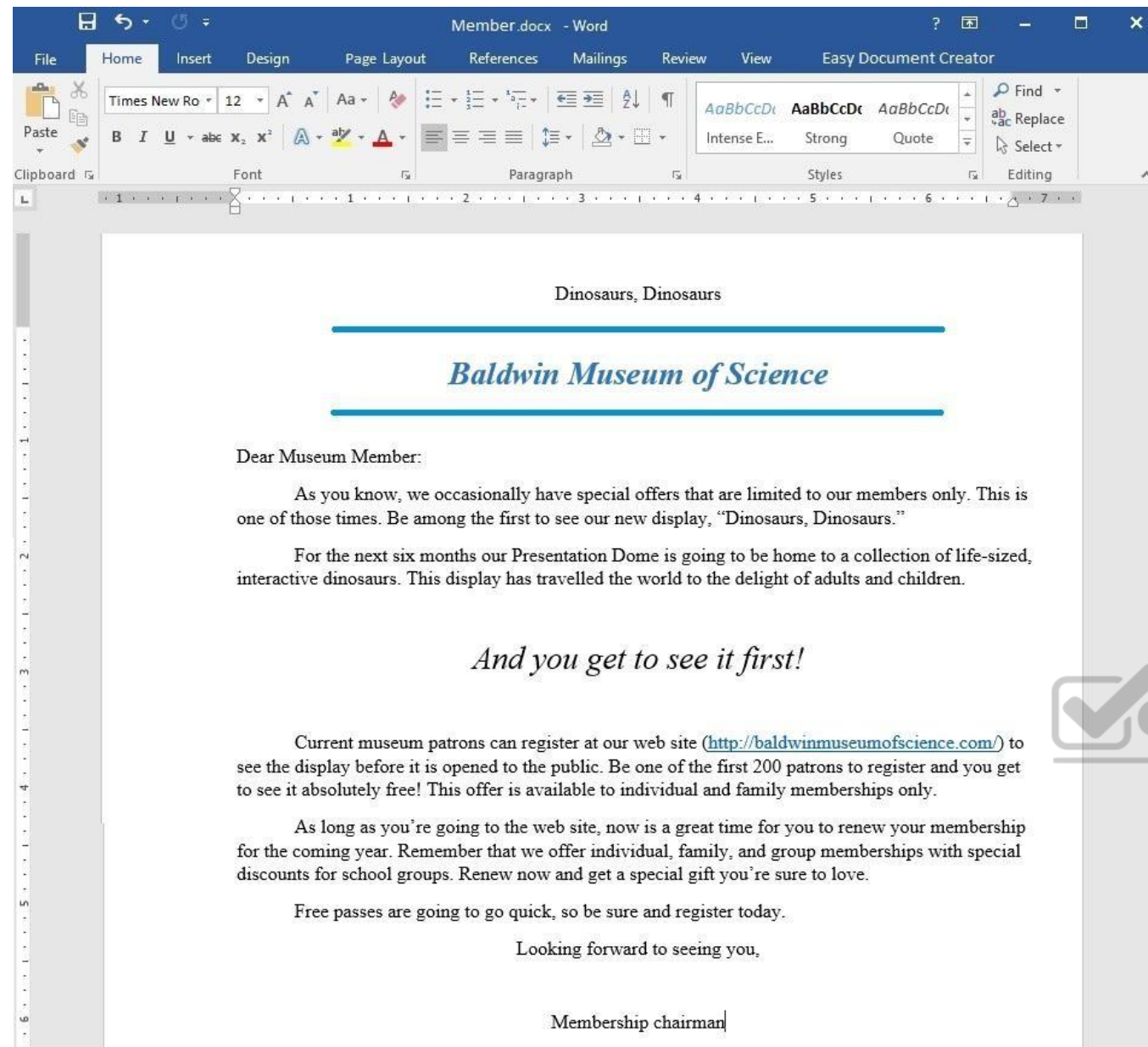
**SIMULATION**

**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.



Apply the WordArt style Gradient Fill – Gray to the text “Dinosaurs, Dinosaurs” located at the top of the document. Align the WordArt to the center of the document.

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the text “Dinosaurs, Dinosaurs”.
2. Click on **Insert**, then select **WordArt**.
3. Choose WordArt style Gradient Fill – Gray as desired.

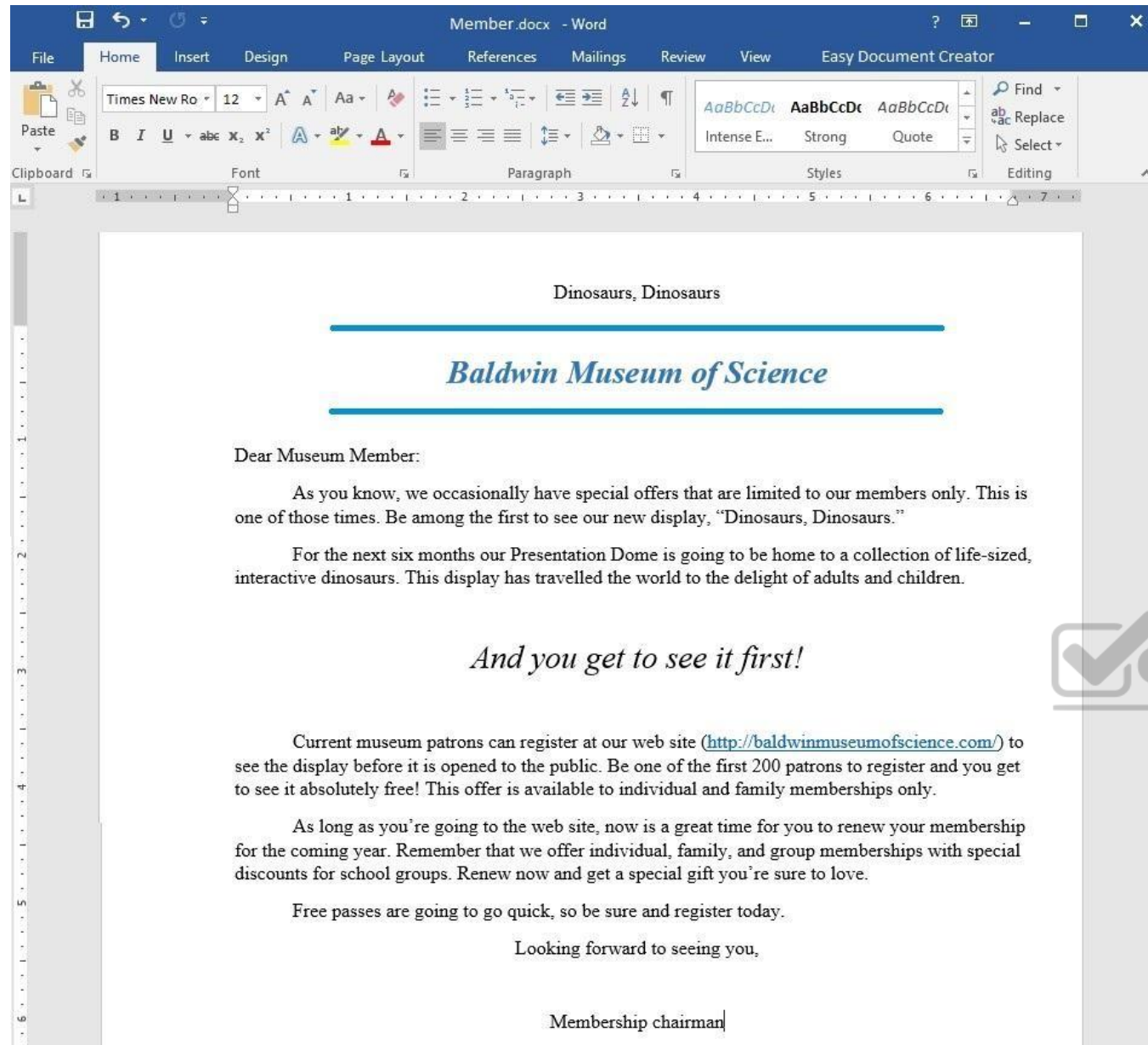
References: <https://support.office.com/en-us/article/Insert-WordArt-C5070583-1EBE-4DC4-A41F-5E3729ADCE54>

**QUESTION 19** 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”.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

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-afe4-7708c6c779b7>

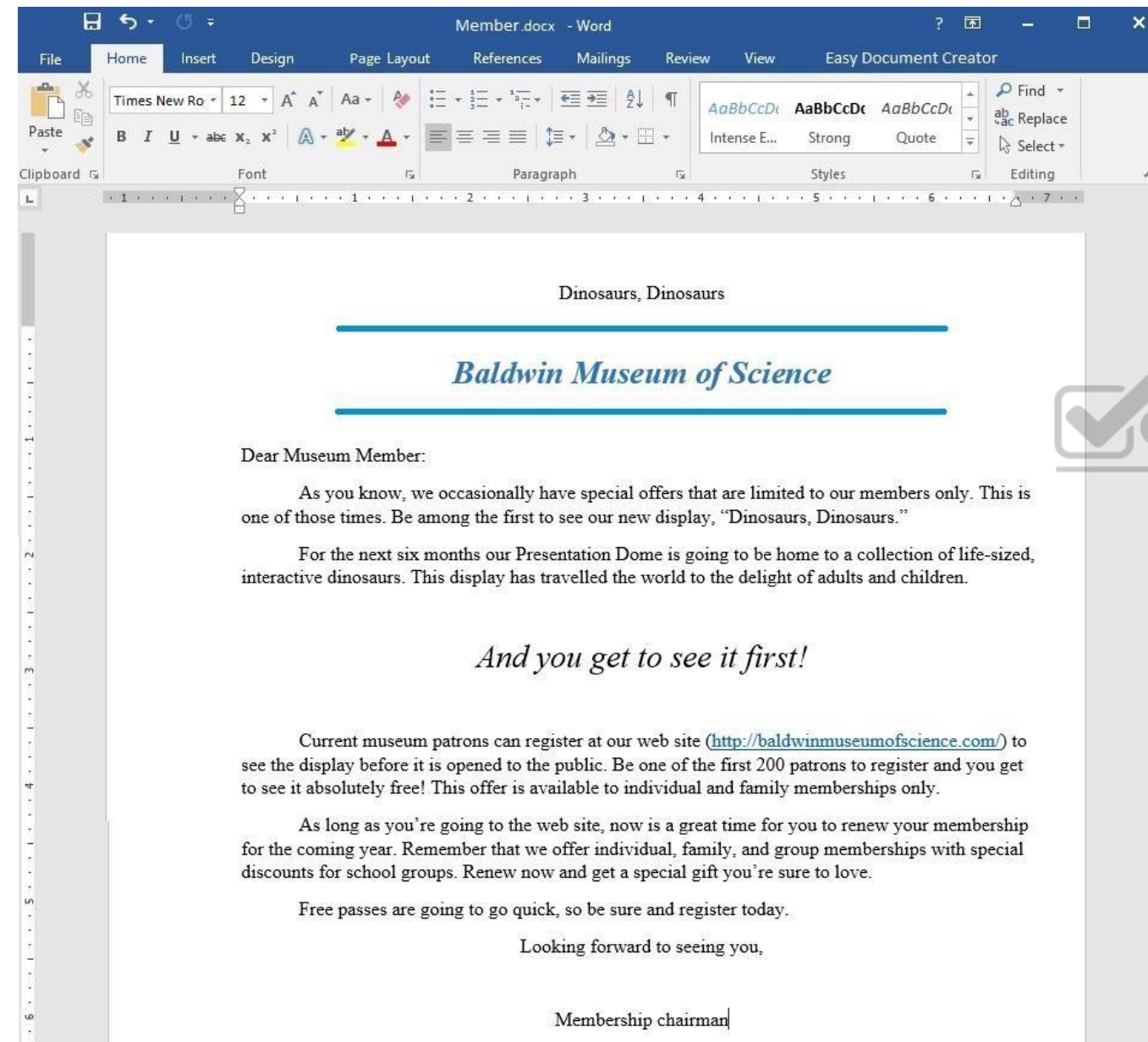
## QUESTION 20

### 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.



Add a 12-Point Star with the text “Limited Offer”. Align the star to the bottom-left of the page.

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select **Shapes** from the **Insert** tab.
2. Click on the 12-Point Star which is the desired shape.
3. Right-click on the shape and select **Add Text**, then type in "Limited Offer".

OR

1. Select **Shapes** from the **Insert** tab.
2. Click on the 12-Point Star which is the desired shape.
3. Start typing "Limited Offer".
4. To align the text choose the options from the **Font**, **Paragraph**, or **Alignment** groups from the **Home** tab.
5. To align the shape, manually drag it to the bottom-left of the page.

References: <https://support.office.com/en-us/article/Add-shapes-0E492BB4-3F91-43B5-803F-DD0998E0EB89>

## QUESTION 21

### 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.

*We realize that you may not be able clean a room, for example, if a guest requests that you not clean the room. If you are unable to clean a room, you must inform your supervisor.*



## 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.

---

*Please take the online quiz, “Housekeeping Quiz 2”, then continue to Housekeeping-Part 3.*

---

Add a Page Break immediately before the heading “Room Cleaning”.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the line before the heading “Room Cleaning”.
2. Go to the **Insert** tab, and select **Page Break**.

OR

1. Select the line before the heading “Room Cleaning”.
2. Press **Ctrl+Enter**.

References: <https://support.office.com/en-us/article/Insert-a-page-break-7613FF46-96E5-4E46-9491-40D7D410A043>



## QUESTION 22

### 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.

*We realize that you may not be able clean a room, for example, if a guest requests that you not clean the room. If you are unable to clean a room, you must inform your supervisor.*

##### 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.

---

*Please take the online quiz, "Housekeeping Quiz 2", then continue to Housekeeping-Part 3.*

---

Add a page number to the bottom of each page in the Brackets 2 format.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select **Page Number** from the **Header & Footer** group on the **Insert** tab.
2. Select the desired location and style which in this case is at the bottom of each page in the Brackets 2 format.
3. Select **Close Header and Footer**.

References: <https://support.office.com/en-us/article/insert-page-numbers-9f366518-0500-4b45-903d-987d3827c007>

**QUESTION 23**

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.

*We realize that you may not be able clean a room, for example, if a guest requests that you not clean the room. If you are unable to clean a room, you must inform your supervisor.*



### 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.

*Please take the online quiz, "Housekeeping Quiz 2", then continue to Housekeeping-Part 3.*

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

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

#### Explanation/Reference:

Explanation:

1. Select the bulleted list which requires the change.
2. Click the arrow next to **Bullets** from the **Paragraph** group on the **Home** tab.
3. Select **Define New Bullet**.
4. Click **Picture**, then search for the *Check.jpg* file in the Pictures folder on the device.
5. Select **Insert** or **OK** in order to preview the new bullet in the **Define New Bullet** dialog box, and then click **OK** if it is as desired.

References: <https://support.office.com/en-us/article/Create-custom-bullets-with-pictures-or-symbols-a6bf04a8-be3d-4bec-969a-6196e89da741>

#### QUESTION 24

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.

*We realize that you may not be able clean a room, for example, if a guest requests that you not clean the room. If you are unable to clean a room, you must inform your supervisor.*



### 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.

*Please take the online quiz, "Housekeeping Quiz 2", then continue to Housekeeping-Part 3.*

Add the watermark DO NOT COPY 1 to all pages.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

#### Explanation/Reference:

Explanation:

1. Select **Watermark** from the **Design** tab.
2. Choose DO NOT COPY 1 watermark from the pre-configured watermarks.

References: [https://support.office.com/en-us/article/Insert-a-watermark-f90f26a5-2101-4a75-bbfe-f27ef05002de#ID0EABBAAA=Windows\\_-\\_newer](https://support.office.com/en-us/article/Insert-a-watermark-f90f26a5-2101-4a75-bbfe-f27ef05002de#ID0EABBAAA=Windows_-_newer)

#### QUESTION 25

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.

*We realize that you may not be able clean a room, for example, if a guest requests that you not clean the room. If you are unable to clean a room, you must inform your supervisor.*

### 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:

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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.

*Please take the online quiz, “Housekeeping Quiz 2”, then continue to Housekeeping-Part 3.*

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

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

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-A9731137-8A85-47CE-A7E4-8B1C6C8C77A3>


## QUESTION 26

### SIMULATION

#### Project 6 of 7: Recall

#### Overview

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



The screenshot shows a Microsoft Word document titled "Recall.docx" with the following content:

## Product Recall Announcement

### Magic Dehydrator

Our manufacturer has informed us that a small number of our Magic Dehydrators, product number TB01233-34, shipped with a potentially faulty heat regulator. Products impacted by this recall include serial numbers LS14399 through LS16358.

UNPLUG AND DO NOT USE THIS DEHYDRATOR



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:**

Change the line spacing to 1.15 lines for the entire document.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select **Paragraph Spacing** from the **Design** tab.
2. Select line spacing 1.15.

References: <https://support.office.com/en-us/article/Change-the-line-spacing-in-Word-1970e24a-441c-473d-918f-c6805237fbf4>

**QUESTION 27**

SIMULATION

**Project 6 of 7: Recall**

**Overview**

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



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:

Copy the text "UNPLUG AND DO NOT USE THIS DEHYDRATOR" and paste it after the text "REMINDER:". The pasted text should be left-justified and bold.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the text "UNPLUG AND DO NOT USE THIS DEHYDRATOR" then right-click and select **Copy**.
2. Click after the text "REMINDER" then right-click and select **Paste**.

OR

1. Select the text "UNPLUG AND DO NOT USE THIS DEHYDRATOR" then press **Ctrl+C**.

- Click after the text “REMINDER” then press **Ctrl+V**.
- Select the pasted text and format the alignment to left-justified and the text to bold.

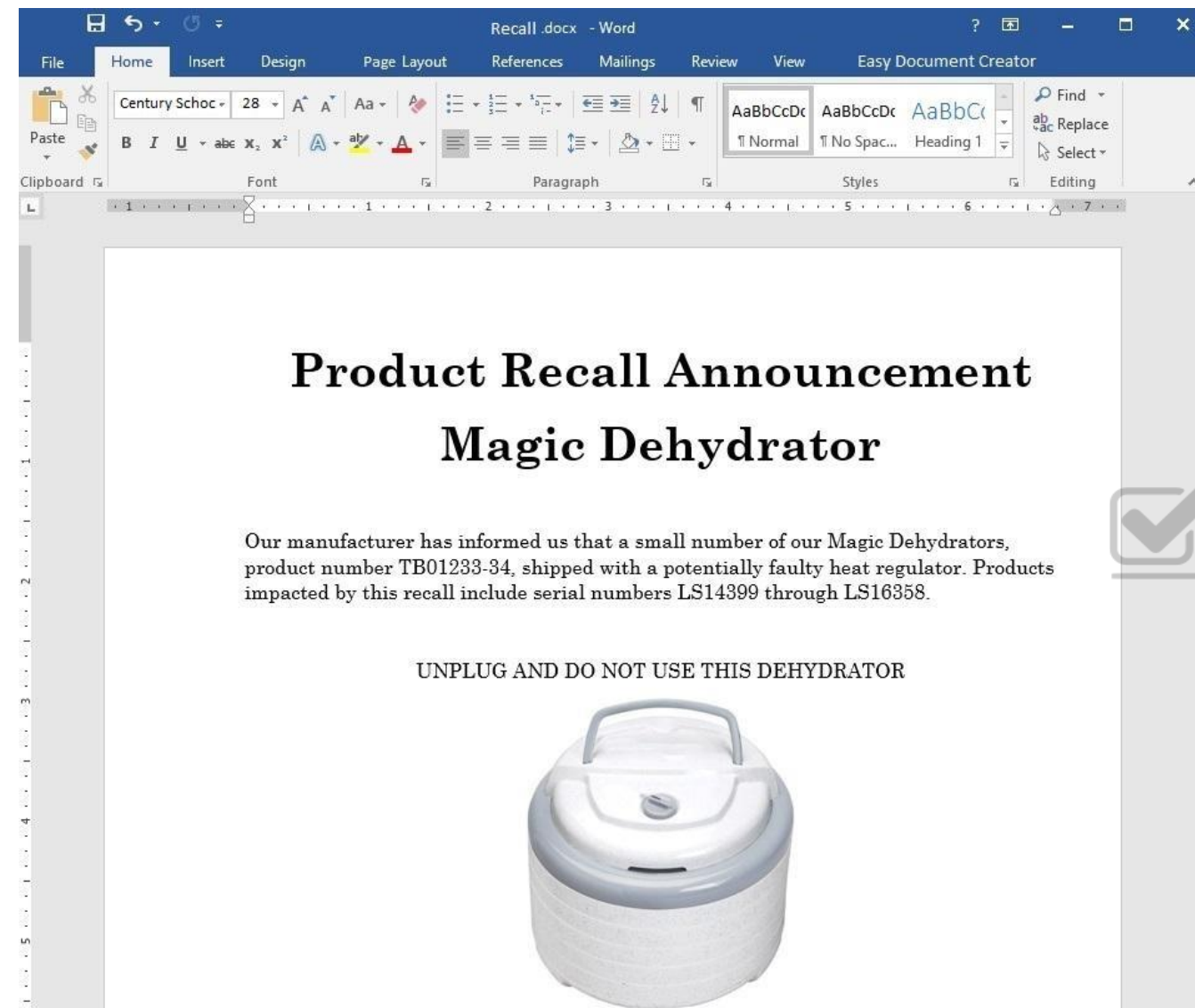
## QUESTION 28

### SIMULATION

#### Project 6 of 7: Recall

##### Overview

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



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:

Apply the Intense Emphasis style to the text “UNPLUG AND DO NOT USE THIS DEHYDRATOR” that is located above the image.

**Correct Answer:** See the explanation below.

Section: (none)

Explanation

Explanation/Reference:

Explanation:

1. Select the text "UNPLUG AND DO NOT USE THIS DEHYDRATOR" located above the image.
2. Choose the **Intense Emphasis** style from the **Home** tab.

References: <https://support.office.com/en-us/article/Apply-styles-f8b96097-4d25-4fac-8200-6139c8093109>

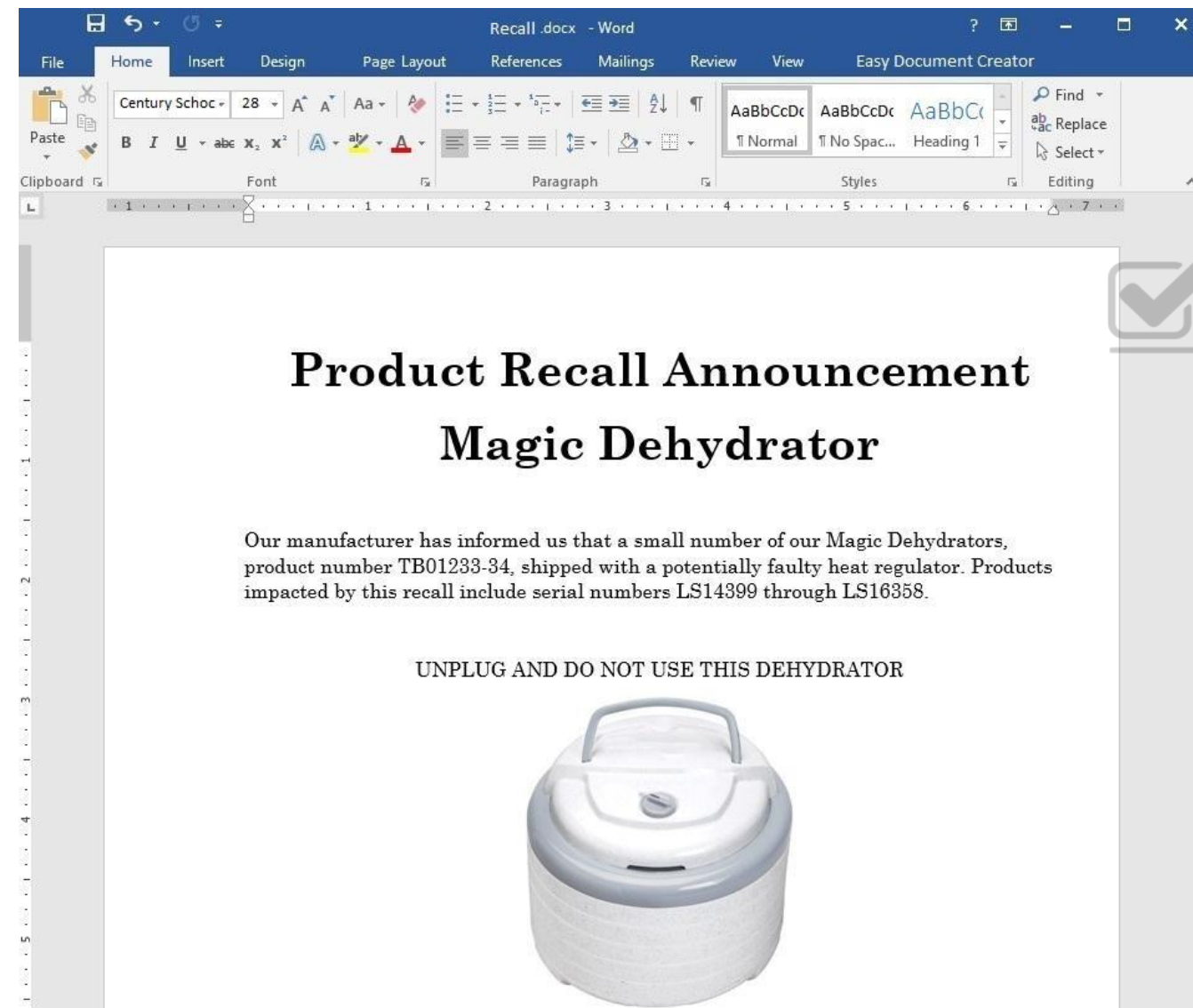
## QUESTION 29

SIMULATION

### Project 6 of 7: Recall

#### Overview

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



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 the Integral header with the title "PRODUCT ANNOUNCEMENT".

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Click **Header** from the **Insert** tab.
2. Select **Edit Header** to create a header.
3. Type the title “PRODUCT ANNOUNCEMENT” in the **[Text]** box.
4. Click **Close Header and Footer** to complete task.

**QUESTION 30**

SIMULATION

**Project 6 of 7: Recall**

**Overview**

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





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."

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the paragraph "DO NOT RETURN...replacement dehydrator." which is where you want to insert the bookmark.
2. Select **Bookmark** from the **Insert** tab.
3. Type "Return" under **Bookmark name** as desired, then click **Add**.

References:

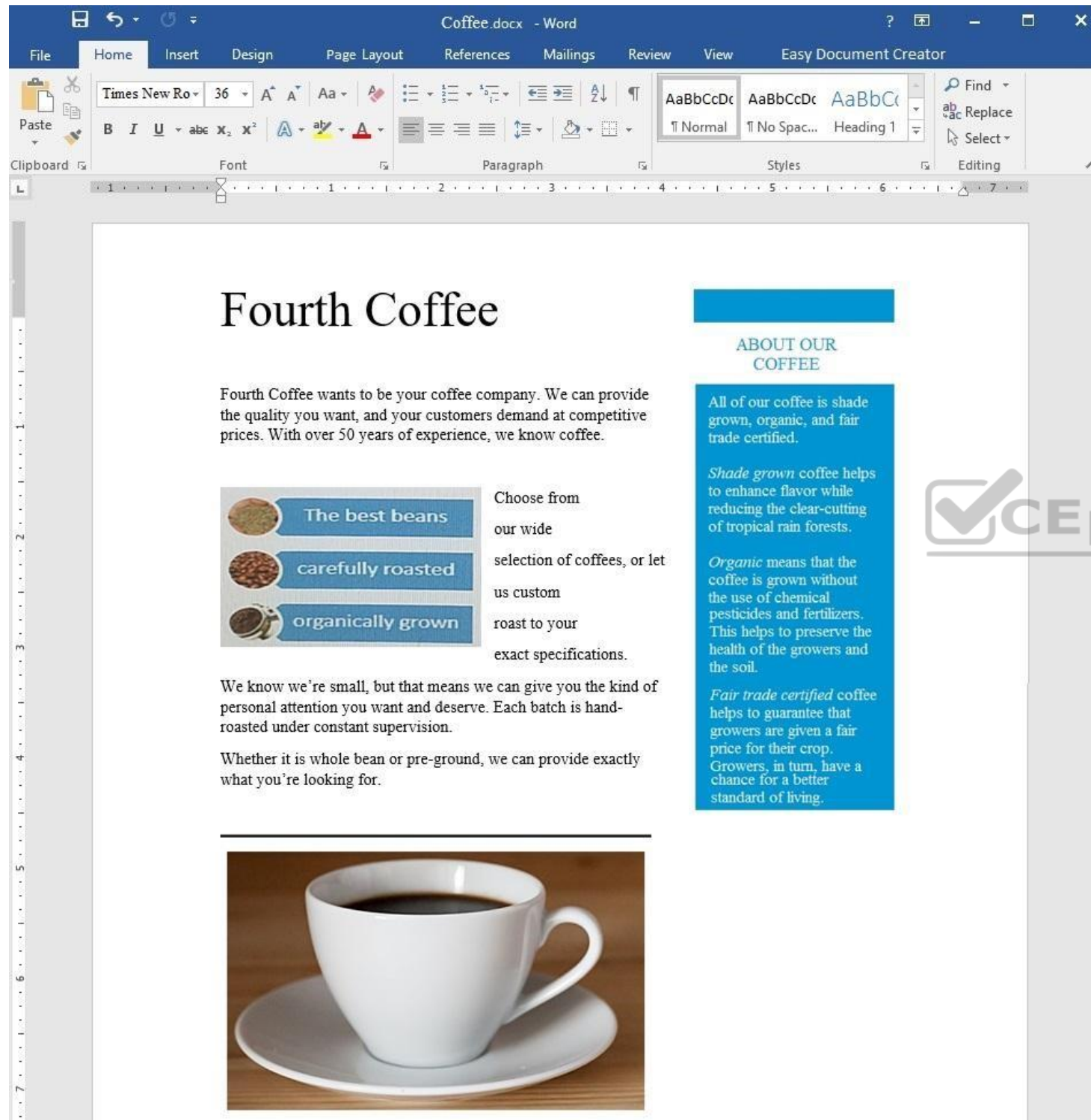
<https://support.office.com/en-us/article/Add-or-delete-bookmarks-in-a-Word-document-or-Outlook-message-f68d781f-0150-4583-a90e-a4009d99c2a0>

**QUESTION 31**  
**SIMULATION**

**Project 7 of 7: Coffee**

**Overview**

You are preparing a flyer for use at a commercial foods trade show. You are editing the document in response to client requests.



Add the contents of the file *contact.docx* in the Documents folder below the horizontal line near the middle of the page.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Click below the horizontal line near the middle of the page where you want the contents added.
2. On the **Insert** tab, in the **Text** group, select the arrow next to **Object**, then select **Text from File**.
3. In the **Insert File** dialog box, locate the *contact.docx* file, then double-click it to add the contents to the current document.

References: <https://support.office.com/en-us/article/Insert-a-document-in-Word-274128e5-4da7-4cb8-b65f-3d8b585e03f1>

**QUESTION 32**

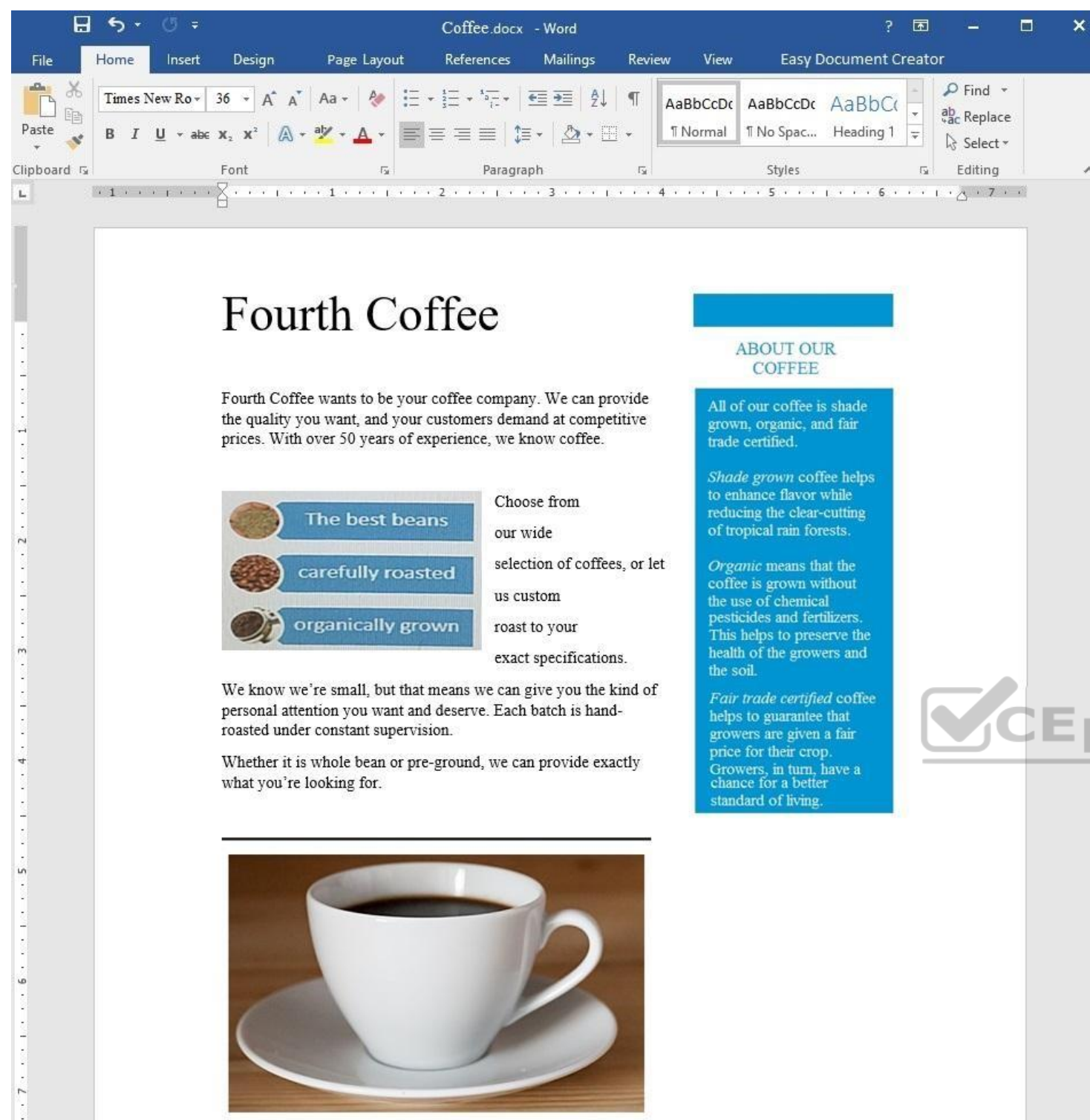
SIMULATION

**Project 7 of 7: Coffee**

**Overview**

You are preparing a flyer for use at a commercial foods trade show. You are editing the document in response to client requests.





Apply the Soft Round Bevel picture effect to the image of a coffee cup on a saucer.

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the image of the coffee cup on a saucer which you want to add the effect to.
2. Click **Picture Effects** from the **Picture Styles** group in the **Format** tab under the **Picture Tools**.

3. Render the cursor over the **Bevel** option from the **Picture Effects** options, then select the **Soft Round** option.

References: <https://support.office.com/en-us/article/Add-or-change-an-effect-for-a-picture-D9F0F1F2-5227-450F-95B4-25FFDDDBD965>

### QUESTION 33

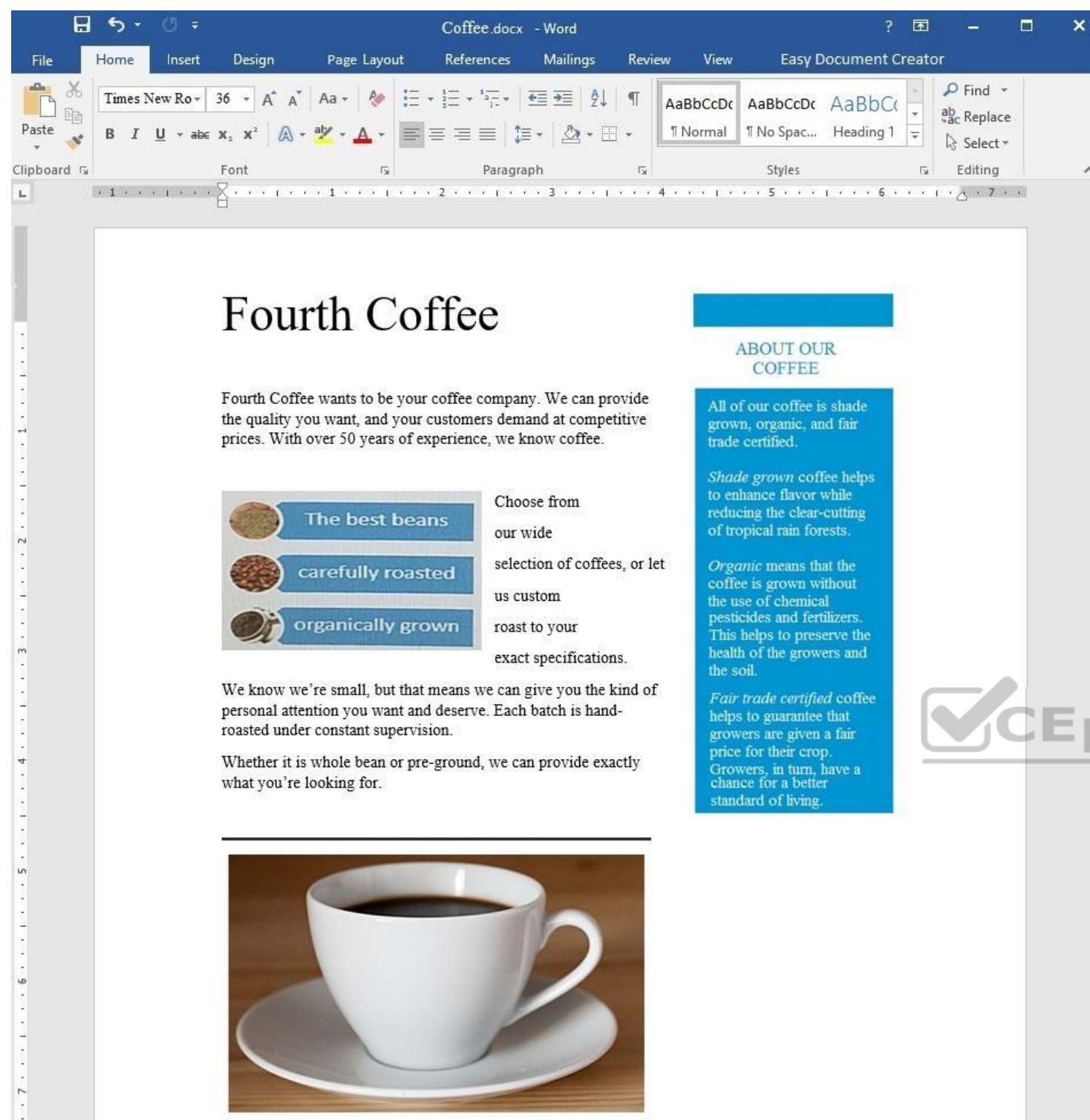
#### SIMULATION

#### Project 7 of 7: Coffee

#### Overview

You are preparing a flyer for use at a commercial foods trade show. You are editing the document in response to client requests.





Move the image containing one coffee cup to just below the title "Fourth Coffee".

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. Drag the image of the coffee cup to the desired location.

OR

1. Select the image of the coffee cup.
2. Select the **Layout Options** icon, and choose the desired layout.

References: <https://support.office.com/en-us/article/Use-Word-Layout-Options-to-move-pictures-becff26a-d1b9-4b9d-80f8-7e214557ca9f>

#### QUESTION 34

##### SIMULATION

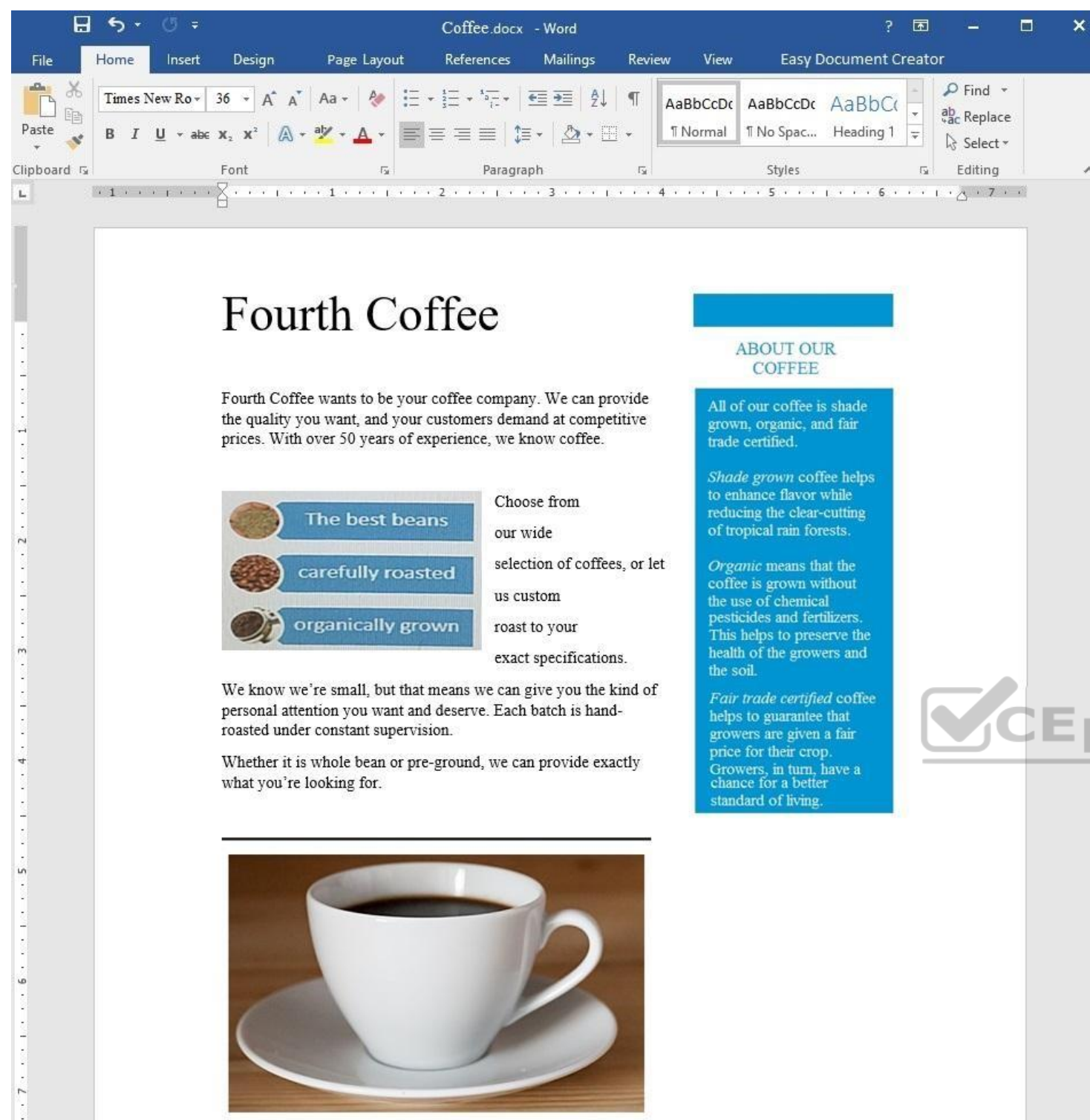
#### Project 7 of 7: Coffee

##### Overview

You are preparing a flyer for use at a commercial foods trade show. You are editing the document in response to client requests.







Add the image *heartcup.jpg* from the Pictures folder below the text in the sidebar.

**Correct Answer:** See the explanation below.

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

1. Select the area you want the picture to be in, in this case, below the text in the sidebar.
2. Click **Insert**, then select **Pictures**.

3. Search for the *heartcup.jpg* in the Pictures folder, then select **Insert**.

References: <https://support.office.com/en-us/article/Insert-pictures-3C51EDF4-22E1-460A-B372-9329A8724344>

### QUESTION 35

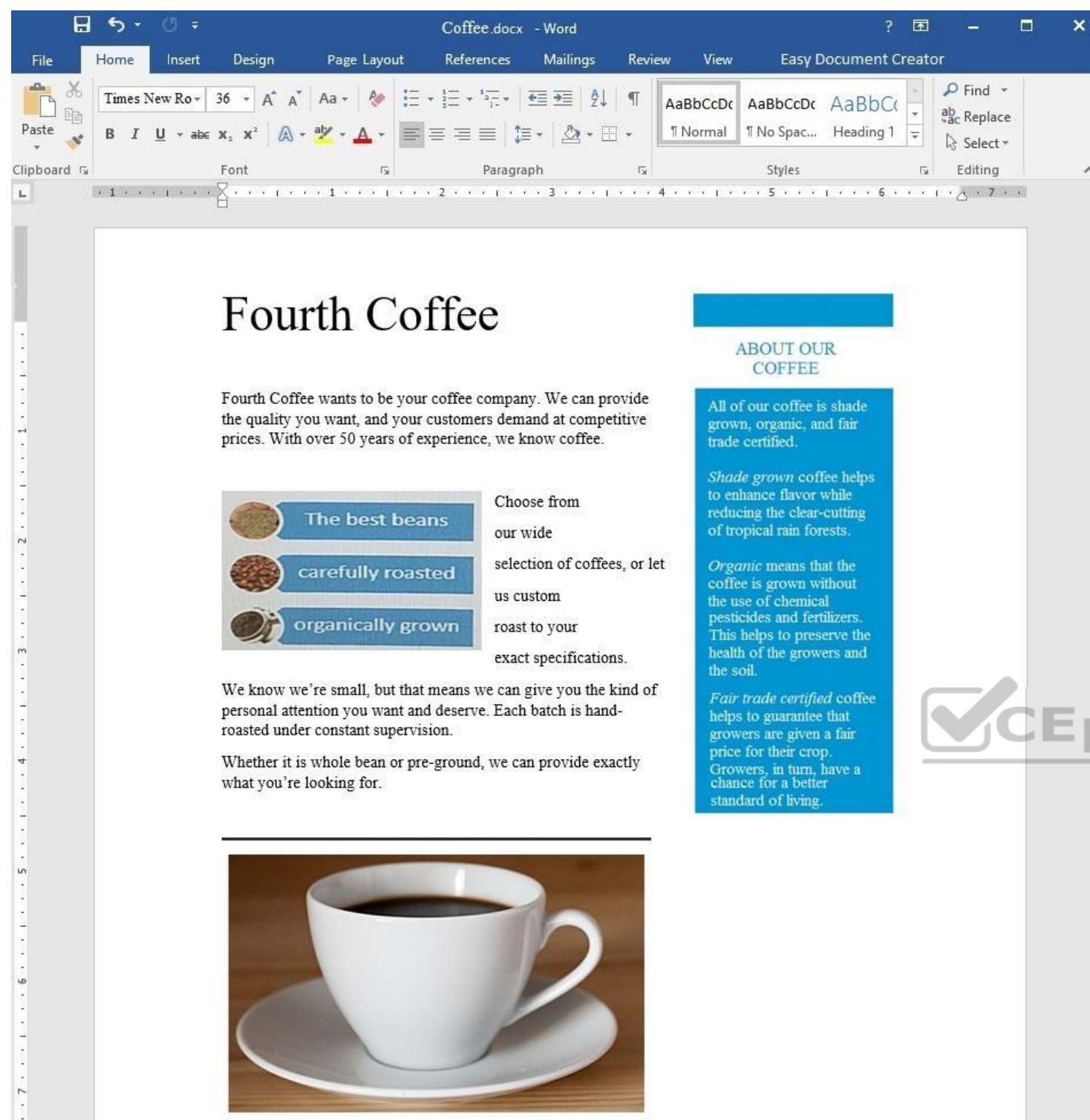
#### SIMULATION

#### Project 7 of 7: Coffee

#### Overview

You are preparing a flyer for use at a commercial foods trade show. You are editing the document in response to client requests.





Rearrange the text in the SmartArt graphic so that “organically grown” is above “carefully roasted”.

**Correct Answer:** See the explanation below.

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

1. From the **Design** tab select **Format**.
2. Select the **SmartArt** graphics.

3. In the **Text** pane, drag the list item “organically grown” to be above “carefully roasted”.

References:

<https://www.microsoftpressstore.com/articles/article.aspx?p=2472176&seqNum=2>

