

# Microsoft.77-725.v2019-07-30.q11

**Exam Code:** 77-725  
**Exam Name:** Document Creation, Collaboration and Communication (MOS)  
**Certification Provider:** Microsoft  
**Free Question Number:** 11  
**Version:** v2019-07-30  
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<https://www.freecram.com/torrent/Microsoft.77-725.v2019-07-30.q11.html>

## NEW QUESTION: 1

### 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.



**Contoso Suites**

New Hire Training Program

Housekeeping – Part 2

Your primary responsibility as a housekeeping associate is cleaning and restocking guest rooms. This means that you have an important role in ensuring the quality of our guests' stay at Contoso Suites. As you learned in Part 1 of your training, guest recommendations and word-of-mouth are our best advertising, and help to grow our business.

### 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 linens 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.

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*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".

**Answer:**

See the explanation below.

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>

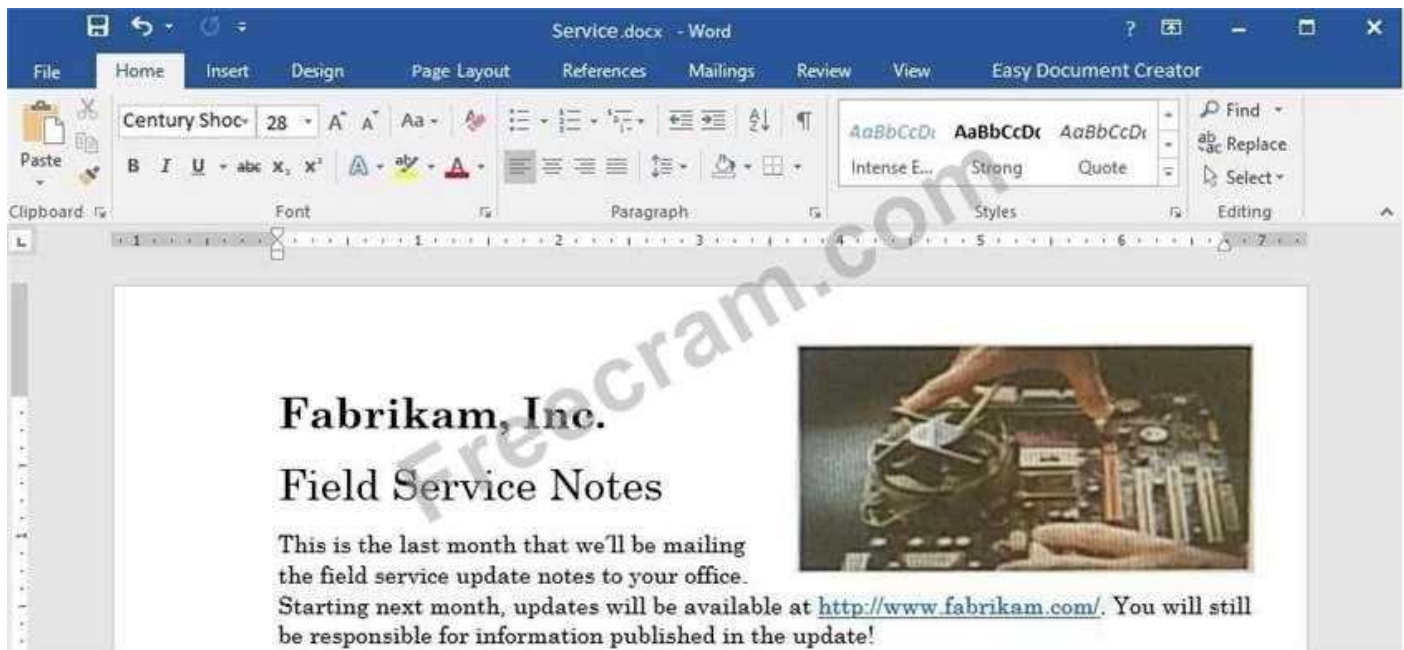
**NEW QUESTION: 2**

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.

**Answer:**

See the explanation below.

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&q=n&form=QBRE&sp=-1&pq=microsoft%20word%202016%20grid%20cover%20page&sc=1-35&sk=&cvid=4E8A362581D144B1AE8D42A91AD951F3>

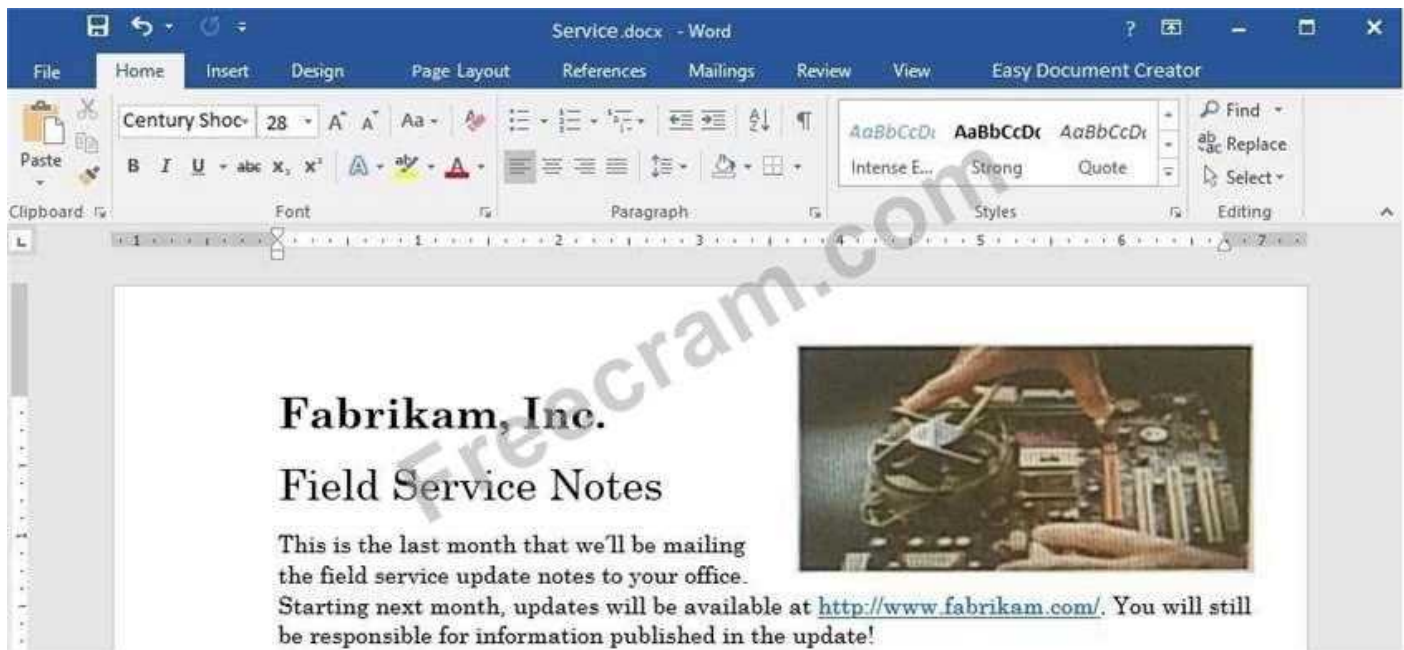
**NEW QUESTION: 3**

**SIMULATION**

Project 3 of 7: Service

Overview

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Remove the top copy and file it in your office.

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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/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>

**NEW QUESTION: 4**

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.

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*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.*

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### 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 linens 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.

**Answer:**

See the explanation below.

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

## NEW QUESTION: 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.

---

*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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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 linens 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.

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*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.

**Answer:**

See the explanation below.

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>

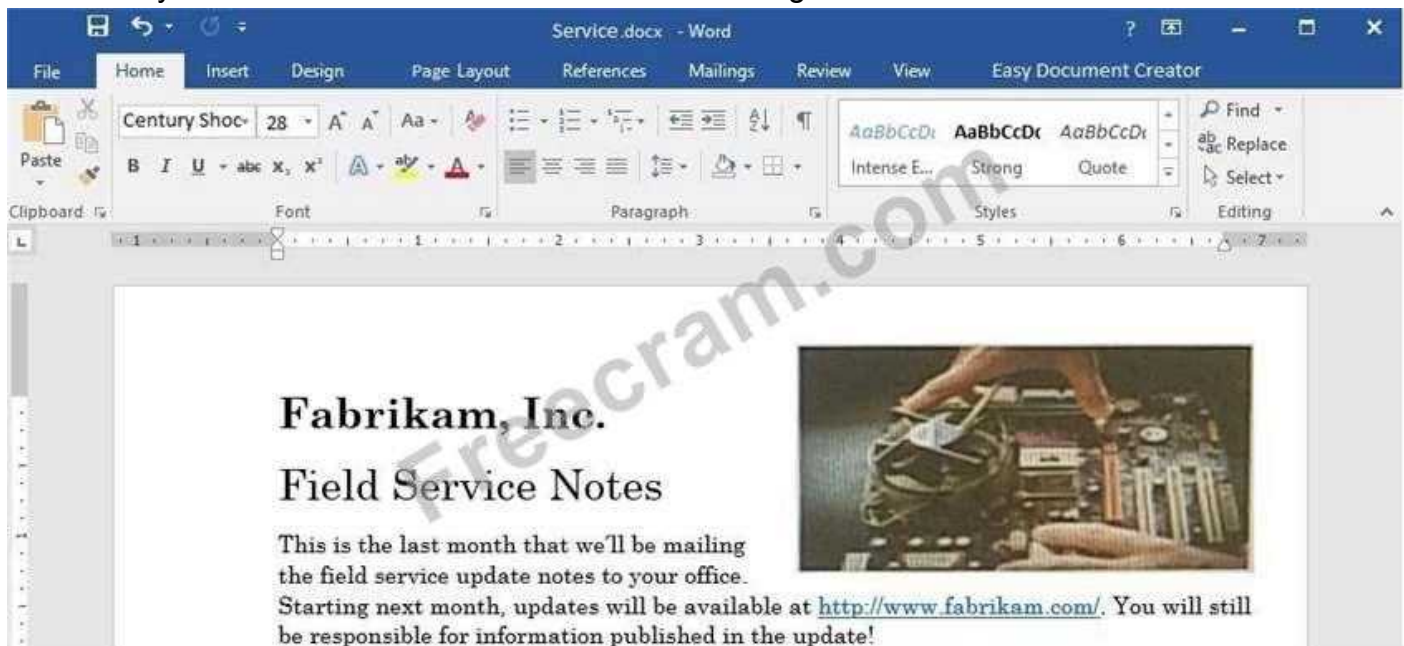
**NEW QUESTION: 6**

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 below.

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>

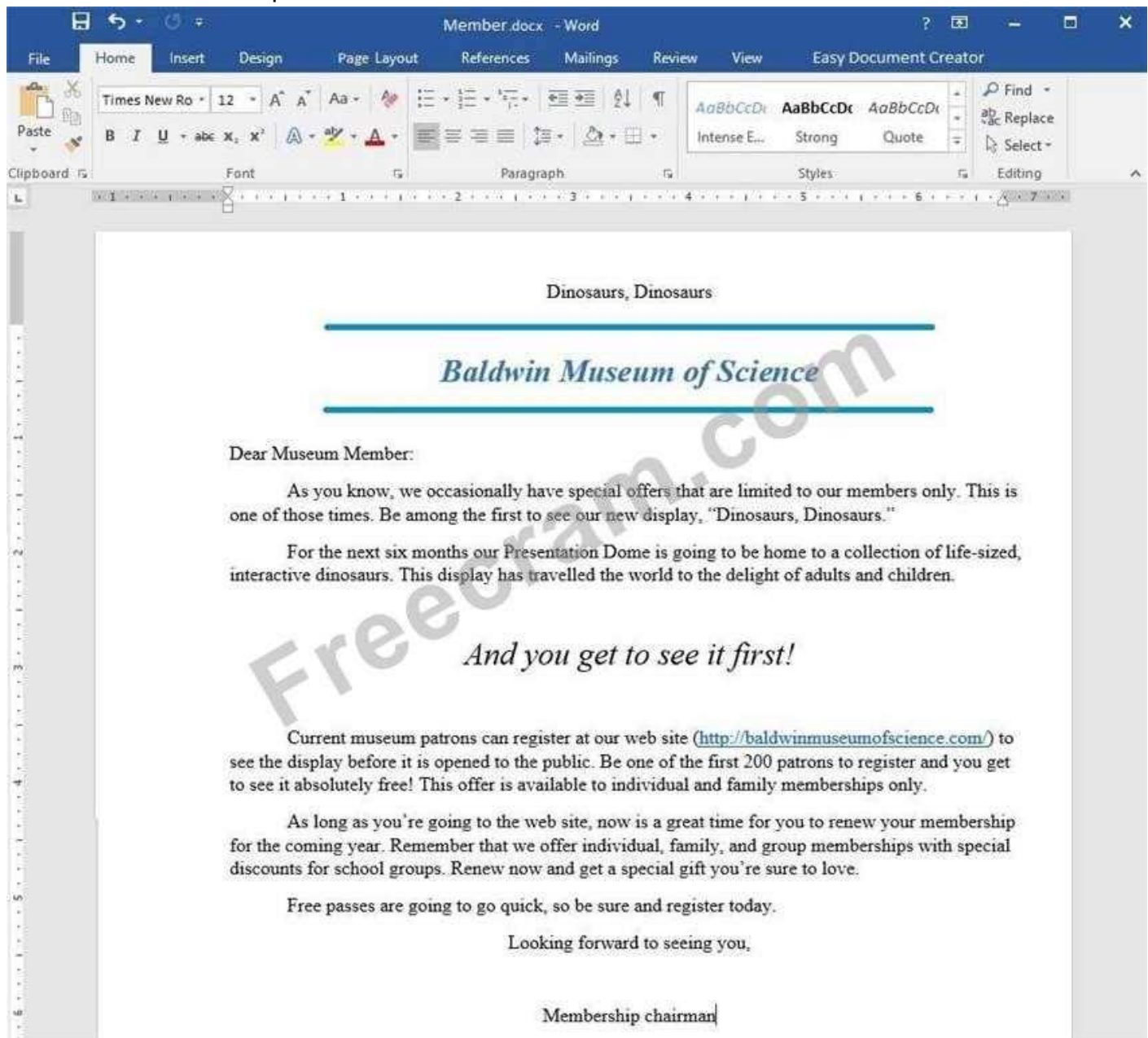
**NEW QUESTION: 7**

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.

### Answer:

See the explanation below.

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>

## NEW QUESTION: 8

### 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 linens 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.



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

---

Add a Page Break immediately before the heading "Room Cleaning".

**Answer:**

See the explanation below.

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>

**NEW QUESTION: 9**

SIMULATION

Project 2 of 7: Bakery Letter

Overview

As the marketing manager for Liberty's Delightful Sinful Bakery and Cafe, 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 Cafe 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.

<b>Meal</b>	<b>Price</b>
<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.

**Answer:**

See the explanation below.

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>

**NEW QUESTION: 10**

SIMULATION

Project 5 of 7: Housekeeping

Overview

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### Start of Shift

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*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.*

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### Room Cleaning

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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.
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5. Replace used towels and wash cloths.
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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?

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End-of-Shift

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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.

**Answer:**

See the explanation below.

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)

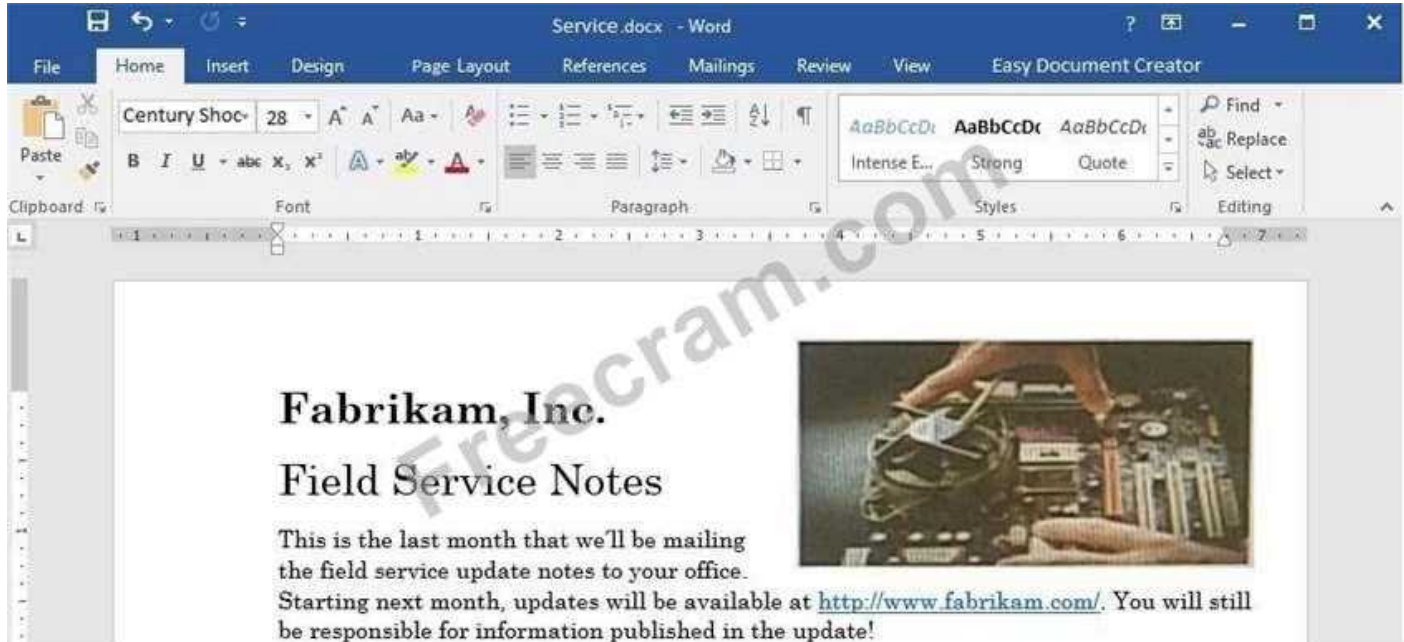
**NEW QUESTION: 11**

## 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.

**Answer:**

See the explanation below.

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:

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