



Congratulations! You passed!

TO PASS 80% or higher

Keep Learning

GRADE

100%

Writing Effective Documentation

LATEST SUBMISSION GRADE

100%

1. **Overview:** Documentation is an important part of an IT Support Specialist role. It's vital to document processes and policies not only for yourself but for your teammates that may encounter the same issue. This writing assessment will help you get in the habit of writing good documentation.

1 / 1 point

What You'll Do: For this writing project, you will write documentation to explain the process of making a peanut butter and jelly sandwich to someone who has never seen one before. You'll want to be detailed yet concise. Specifically, the documentation should have:

- 1) A description of the problem.
- 2) A description of the end result.
- 3) The solution detailed in a step-by-step manner.

1) A description of the problem.

The customer doesn't know how a peanut butter and jelly sandwich looks because he has never seen one before and we have to explain him how to make one.

2) A description of the end result.

The customer will learn how a sandwich of this kind looks like and how is made.

3) The solution detailed in a step-by-step manner.

First we have to take a photo o a sandwich of this kind and send it to the customer so he knows how it looks like. Secondly, we have to collect all the food needed to make this sandwich (2 slices of bread, jelly, peanut butter). Then we need to start to spread the jelly and peanut butter on the 2 slices of bread. And finally, we put one slice of bread on top of the other one and cut the sandwich in half.



Correct

Thank you for your submission. Could someone who didn't know what a peanut butter and jelly sandwich was read this documentation and be able to assemble one? If so, great job!