



## Practice Quiz – Session 3

1. Which method will exempt taxes that have already been posted? **Answer: B**
  - a) Folio Tax Exemptions
  - b) Posted Tax Exemption
  - c) Tax Exemptions
  
2. If you want to 'hide a charge' from a guest that was posted in error, what quick folio management technique should you use? **Answer: C**
  - a) Folio Detail Transfer
  - b) Folio Transfer Amount
  - c) Posting Reversal
  - d) Charge Posting Restriction
  
3. When a reservation checked out as an early departure, Maestro will display three options (depending on the setup at the property) upon check out: POST, REVERSE, and REVIEW. You want to post all future charges immediately. Which option will you choose? **Answer: A**
  - a) POST
  - b) REVERSE
  - c) REVIEW
  
4. What is the posting method for any charge or payment when transferred from another folio? **Answer: B**
  - a) ADT
  - b) TX
  - c) REV
  - d) KEY
  
5. What is the purpose of Fast Folio Posting? **Answer: D**
  - a) Post all future room postings to the reservation
  - b) Post same dollar amount payment to all listed rooms
  - c) Reverse all manually posted charges for the specified date
  - d) To post to multiple in-house reservations without accessing each individual folio
  
6. How do you display all transferred and reversed charges on a folio? **Answer: A**
  - a) Toggle All button on the folio
  - b) Batch Xfer button on the folio
  - c) Print button on the folio
  - d) Folio Action Log on the folio

7. Posting Reversals are not permitted for credit card transactions: **Answer: True**

True or False?

8. Once you check out a room you can't check it back in: **Answer: False**

True or False?

9. Changing the Folio Description is a user's security permission: **Answer: True**

True or False?

10. Maestro will allow you to fully check out a guest out who has a balance on their folio:  
**Answer: False**

True or False?

11. Folio Text will automatically display onscreen as a pop-up upon check out: **Answer: False**

True or False?

12. Current Status will continually update every 5 minutes: **Answer: False**

True or False?

13. To create a new folio in the Folio Header Entry/View screen, you must: **Answer: B**

- a) Press "Enter" until the Folio Detail Entry/View screen comes up
- b) Press F6 and fill in the appropriate Description
- c) None of the Above
- d) All of the Above

14. Which chart shows the number of available rooms as well as the total by room type over a period of time? **Answer: A**

- a) Room Type Space Chart
- b) Room Number Tape Chart