

Practice Quiz – Group Management

1. When charge routing is applied for Room Charges only with the 'R' option on the Guest Reservation and NOT setup as a Charge Routing Rule on the Group Reservation, these charges will route at time of checkout. **Answer: True**

True or False?

2. If a group master is created last minute for a same day arrival, how will it get checked in?
Answer: B
- a) During the Night Audit
 - b) Needs to be Manually Checked In
 - c) All of the Above

3. If reviewing charge routing from within a Guest Reservation, You should select the option, See Rule and it will allow you to make modifications to that individual's charge routing rules.
Answer: True

True or False?

4. A group master is setup with charge routing for ALL charges; this is applied by using the option of 'Y' in the **Group Post** flag on the face of the group master. If a clerk posts an incidental charge to one of the group members folios the following will occur. **Answer: A**
- a) The posted charge will automatically route to the Group Master
 - b) The posted charge will not route to the Group Master and will remain on individual folio
 - c) The posted charge will be split 50/50 between the Group Master and individual folio
 - d) None of the Above
5. If the option is set to an 'N' on a Group Master to NOT apply charge routing to all group members but select group members will receive charge routing for ALL charges, a 'Y' can be placed in the **Post To** flag on each of those individual reservations and only their charges will be routed to the Group Master. **Answer: False**

True or False?

6. When creating a Special Rate on a Group Master, if rates are not built for room types not added to the Group Block, they will not be bookable even if the room type is available in General Inventory. **Answer: True**

True or False?

7. What will happen if you use the option to Checkin Group Member Arrivals and not all rooms are in the correct status to permit a guest checkin (i.e. VC = Vacant Clean)? **Answer: C**
- a) Maestro will not check in any of the reservations
 - b) Maestro will ask clerk to checkin reservations where only some have the status of VC
 - c) Maestro will automatically check in only the reservations where the status is VC
 - d) None of the Above

8. When using Special Rates, there is the option to change the name of the rate type after it's been created. **Answer: True**

True or False?

9. When creating a Priority Rate for groups (i.e. Wedding – Summer Season), it must be associated to one of the following in order to appear as a selection in the Rate Type Lookup screen when adding to the Group Master. **Answer: C**

- a) Source of Business
- b) Group Type
- c) Guest Type
- d) Sub-Source of Business

10. If individual reservations were created on the rooming list screen but then need to become a sharer reservation, both reservations must be cancelled in full and rebooked. **Answer: False**

True or False?

11. When setting up Charge Routing Rules on a Group Master, there are 3 available options when using F8 in the Group Post flag; Y, N & P. Regardless of selection made, no additional action is required. You can just exit out and charge routing will happen automatically based on the value selected, whether it's Y, N or P. **Answer: False**

True or False?

12. If building a Special Rate and the rates change based on day of week, which menu combination should be selected to reach the screen to modify the rates? **Answer: B**

- a) Help Menu > About
- b) Window Menu > Rate Type Maintenance
- c) Record Menu > Create
- d) File Menu > Search

13. When a group is covering \$75.00 of food & beverage charges per group member on a 3-night stay, which of the following statements are true based on selection made from the FRQ-Frequency field? **Answer: D**

- a) [S] Per Stay > Day 1 – Guest charges \$80 to room on night of arrival, they can continue to charge up to \$75 on remaining 2 days of stay and the entire \$80 charge on first night will route entire charge to Group Master
- b) [C] Per Charge > Guest charges 6 times in one day to their room and all charges are under \$75. All 6 charges will route to the Group Master
- c) [D] Per Day > Day 1, Guest charges 3 times to their room in one day; Breakfast \$22, Lunch \$26, Dinner \$32. All 3 of these charges will route to the Group Master

d) All of the above

14. When adding inventory to a Group Block, the column titled AVL indicates what? **Answer: A**

- a) Total available general inventory for each day based on room type
- b) Total maximum inventory available consistently for each day based on room type
- c) Total inventory available by room type for first day of group stay
- d) None of the Above