



## Practice Quiz – Sales & Catering Session 1

1. The fundamental principle(s) of the Maestro User Interface is: **Answer: C**
  - a) For users to be able to use both mouse and keyboard
  - b) For consistency in functionality from module to module
  - c) Both a & b
  - d) To Play movies
  
2. What Letter should be in the Folio per Event field to create a Front Desk Group Master: **Answer: C**
  - a) Y
  - b) N
  - c) G
  
3. What are the 3 most Commonly used function keys? **Answer: C**
  - a) F3, F5, F7
  - b) F5, F6, F8
  - c) F4, F5, F8
  - d) F3, F7, F9
  
4. The Client Profile may be accessed from all of the Maestro modules? **Answer: True**

True or False?
  
5. It's not important to search before adding new clients to the database? **Answer: False**

True or False?
  
6. Why should you press Enter when moving from field to field? **Answer: B**
  - a) It takes you to the next field
  - b) It saves the data and moves to the next field that needs to be filled in
  - c) You don't need to, Tab does the same thing
  - d) Because the Trainer said so.
  
7. Contact Name is the same as Account Manager Name? **Answer: False**

True or False?
  
8. An Inquiry needs to be setup before a booking can be made? **Answer: False**

True or False?

9. What text box does the client not see on a Banquet Event Order (BEO)? **Answer: A**
- a) Account Manager Text
  - b) Booking Text
  - c) Food and Beverage Text
  - d) Billing Text
10. Contact Name and Onsite Contact are always the same? **Answer: False**
- True or False?
11. Why is the Inquiry Important? **Answer: D**
- a) Tracking What Calls are coming into the Property
  - b) Tracking what Staff are doing
  - c) See Conversion Rate of Inquiries Into Bookings
  - d) All the Above
12. What is the difference between a client and contact trace? **Answer: B**
- a) Client trace is on the person associated to the group, Contact trace is on the group
  - b) Client trace is on the group, Contact is on the person associated to the group
  - c) They are the same
13. You must have a specific date for an Inquiry? **Answer: False**
- True or False?
14. What shortcut code do you use to get to the GRC? **Answer: B**
- a) DSH
  - b) GRC
  - c) INQ
  - d) MEB
15. What shortcut code do you use to get to make an Inquiry? **Answer: C**
- a) DSH
  - b) GRC
  - c) INQ
  - d) MEB