



## Practice Quiz – CM Session 2

1. The Services by Day screen is the only screen that a booking can be made from?  
**Answer: False**  
  
True or False?
2. A booking can be reinstated after being cancelled? **Answer: True**  
  
True or False?
3. List the 4 Do Not Change options?
  - a) **Service**
  - b) **Date and Time**
  - c) **Service Room**
  - d) **Service Provider**
4. Besides the Services by Day screen name 3 of the 7 other Service Booking screens?  
**Service Availability, Services by Day, Multiple Days Services, Providers Bookings, Services Rate Chart, Full Day Services by Day, Full Day Providers Bookings.**
5. On the Services by Day screen what does #Waiting field mean? **Answer: B**
  - a) Number of people waiting at the door
  - b) Number of people on the waiting list
  - c) Number of people waiting online
  - d) Number of people at the reception desk
6. What does the GRC and PRC mean in the Services Booking Entry screen? **Answer: B**
  - a) Guest Recall and Police Recall
  - b) Guest Re-Confirm and Provider Re-Confirm
  - c) Guest Rate Correction and Provider Rate Correction
  - d) Guest Remote Control and Provider Remote Control
7. The Booking History can be accessed from the Services Booking Entry screen?  
**Answer: True**  
  
True or False?

8. In order to view the details of the spa booking you must F5(drill down) on the booking within the Services by Day screen? **Answer: True**
- True or False?
9. Bookings cannot be linked to a Front Desk Reservation. **Answer: False**
- True or False?
10. What actions will affect the total price charged to the guest? **Answer:D**
- a) Discounts
  - b) Gratuity
  - c) Adjusted Charge Fee
  - d) All of the above
11. The Spa Dashboard will not display future dates. **Answer: False**
- True or False?
12. On the Spa Dashboard, what are the 4 status toggle button options
- a) **All**
  - b) **Checked In**
  - c) **Checked Out**
  - d) **To Arrive**
13. A booking must have a client profile. **Answer: False**
- True or False?
14. The guest start time and duration fields can be used to change the length of the service. **Answer: True**
- True or False?
15. True or False: Participant names cannot be changed after creating the booking. **Answer: False**



True or False?