



## Practice Quiz – Answer Key

### Session 1

1. The fundamental principle(s) of the Maestro User Interface is:
- 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

**Answer: C**

2. The Title Bar is located:
- a) At the bottom of the screen
  - b) At the side of the screen
  - c) At the top of the screen

**Answer: C**

3. What does F8 do:
- a) Create
  - b) Edit
  - c) Delete
  - d) Look Up

**Answer: D**

4. The Rate that appears on the Quick Availability Screen is driven by:
- a) The Guest Type
  - b) The # of Guests
  - c) The Yields that are in place
  - d) All of the above

**Answer: D**

5. The Client Profile may be accessed from all of the Maestro modules: True or False?

**Answer: True**

6. Where do you add text information to the client profile?

**Answer: Client Text**



7. How do you search for an existing client profile?

**Answer: Go To Profile | Client Profile**

8. Why is it important to search before adding new clients to the database?

**Answer: To retrieve an existing profile and prevent the creation of duplicates**

9. Why is it important to press Enter?

**Answer: Maestro saves the information when Enter is pressed**

10. What is the difference between Notes About and Client Text?

**Answer: Notes About are attached to the specific reservation, Client Text is attached to the Client Profile**

11. What is the importance of the GTD field in the Credit Card Entry Screen

**Answer: To indicate that the entered credit card is to be used to guarantee the reservation**

12. Information on the Client Profile cannot be changed

True or False?

**Answer: False**

13. An alternate for the F5 Drilldown is the right click button on the mouse

True or False?

**Answer: True**

14. Cancelled reservations cannot be reinstated

True or False?

**Answer: False**

15. Rates that are displayed are determined by the Source of Business

True or False?

**Answer: False**



## Session 2

1. Dynamic Packages allow the user to:
  - a) Assemble spa charges with room charges so that they post as a single line to the guest folio
  - b) Assemble other charges with room charges so that they post as a single line to the guest folio
  - c) Assemble third party activity charges with room charges so that they post as a single line to the guest folio
  - d) Both b & c

**Answer: D**

2. When it comes to manually modifying the guest room rate:
  - a) All clerks/users have the ability to do this
  - b) Only those clerks with the security permission to do so may modify the room rate

**Answer: B**

3. Step inventory is:
  - a) When a reservation is in house for longer than one week
  - b) When two or more rates are booked for the same room during the course of their stay
  - c) When the guest will be moving from one room to another during the course of their stay
  - d) Both b & c
  - e) Too complicated to describe!

**Answer: D**

4. What is the name of the screen from the Guest Reservation screen that displays the total room revenue with taxes for the guest's entire stay?

**Answer: Assignment Chart**

5. When are charges from Other Charges posted?

**Answer: During the night audit process**

6. What is the difference between the two Do Not Move options?

**Answer: Do Not Move Room (room number), Do Not Move Type (room type)**



7. From the Guest Reservation Screens, where can a clerk pre-assign a room number?

**Answer: Guest Reservations and Assignment Chart**

8. What is the difference between Sharer Reservations and Additional Names

**Answer: Additional Names is an additional name added to a reservation. Sharer reservations have different reservation numbers, different folios, and different client profiles.**

9. It is not possible to change a room type without deleting and rebooking the inventory

True or False?

**Answer: False**

10. Do Not Move Room cannot be overridden unless modified by the original clerk

True or False?

**Answer: False**

11. Trace Messages can only be sent from the Guest Reservations screen

True or False?

**Answer: False**

12. When changing dates on a reservation, the length of stay cannot be modified

True or False?

**Answer: False**

13. Other Charges are used to create Packages on the Fly

True or False?

**Answer: True**

14. When a Reverse Check In is performed, the room will remain in a Vacant/Clean status

True or False?

**Answer: False**



## Session 3

1. How do you exempt a client from paying taxes?

**Answer: Folio Tax exemptions on either the folio or the client profile**

2. If you want to 'hide a charge' from a guest that was posted in error, what folio management technique should you use?

- a) Folio Detail Transfer
- b) Folio Transfer Amount
- c) Posting Reversal
- d) Charge Posting Restriction

**Answer: C**

3. When a reservation is an early departure, Maestro will display three options (depending on the setup at the property) upon check out: POST, REVERSE, and REVIEW. Briefly describe the effects when selecting each of these buttons will have:

- a) If the clerk selects POST, Maestro will: **Post all remaining charges**
- b) If the clerk selects REVERSE, Maestro will: **Not post remaining charges**
- c) If the clerk selects REVIEW, Maestro will: **Display the Assignment Chart**

4. How can you tell when a charge or payment was transferred from another folio?

**Answer: There is an X in the Transfer Detail field of the Folio Detail Entry/View screen**

5. What is the purpose of Fast Folio Posting?

**Answer: To post charges in folios of multiple reservations without going into each individual reservation**

6. How do you display all transferred and reversed charges on a folio?

**Answer: Click on the "Toggle All" toggle button at the bottom of the Folio Detail Entry/View screen**

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

True or False?

**Answer: True**



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

True or False?

**Answer: False**

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

True or False?

**Answer: True**

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

True or False?

**Answer: False**

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

True or False?

**Answer: False**