



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