

## Practice Quiz – Group Management

1. If Charge Routing has been set up for ABC industries, the group master should have a   P   in the Post field. The Individuals who will have the charges routed to the group master will have a   P   in the Post to Group field.
2. If one of the group members on ABC industries rooming list is on their own for all charges, they should have a   N   in the Post to Group field.
3. When are charges routed to the group master:
  - a) At Check-in
  - b) At Check-out
  - c) Continually throughout the guest's stay

**Answer: B**

4. Name 4 of the 8 types of Batch Operations available for Group Reservations:
  1. Batch Guest Messages
  2. Batch Guest Folio Restrictions
  3. Batch Notes About
  4. Batch Reservation Services
  5. Batch Other Charges
  6. Batch Activity
  7. Batch Rate Change
  8. Batch Travel Agency

5. What must be done for a reservation to be off the Group Rooming List?

**Answer: Remove the Group Name from the Group Name field on the Guest Reservation Screen**

6. The Group is paying for \$100 of the food charges. There are three different FRQ – Frequency options: Per Day, Per Stay and Per Charge. Using the specified example, explain the differences.



**Answer: Per Day – The guest can have multiple food charges until the daily limit of \$100 has been reached.**

**Per Stay – The guest can have multiple food charges until the maximum limit of \$100 has been reached for the entire stay.**

**Per Charge –The guest can have multiple food charges and the group will pay up to \$100 of each individual charge, with no limits on the number of charges the guest can accumulate.**

7. Special Rates can be renamed at a later date:

True or False?

**Answer: False**

8. Charge Routing Rules can be changed after checkout:

True or False?

**Answer: False**

9. Sharer Reservations cannot be made using the Group Rooming List screen:

True or False?

**Answer: False**

10. Group Reservations is displayed on the Front Desk Dashboard:

True or False?

**Answer: True**

11. Charge Routing is the same as Charge Posting:

True or False?

**Answer: False**

12. Guest Reservations arrival and departure dates must be changed individually when changing dates for the Group Reservation

True or False?

**Answer: False**