



Practice Quiz – Session 3

1. Which method will exempt taxes that have already been posted?
 - a) Folio Tax Exemptions
 - b) Posted Tax Exemption
 - c) Tax Exemptions

2. If you want to 'hide a charge' from a guest that was posted in error, what quick folio management technique should you use?
 - a) Folio Detail Transfer
 - b) Folio Transfer Amount
 - c) Posting Reversal
 - d) Charge Posting Restriction

3. When a reservation checked out as an early departure, Maestro will display three options (depending on the setup at the property) upon check out: POST, REVERSE, and REVIEW. You want to post all future charges immediately. Which option will you choose?
 - a) POST
 - b) REVERSE
 - c) REVIEW

4. What is the posting method for any charge or payment when transferred from another folio?
 - a) ADT
 - b) TX
 - c) REV
 - d) KEY

5. What is the purpose of Fast Folio Posting?
 - a) Post all future room postings to the reservation
 - b) Post same dollar amount payment to all listed rooms
 - c) Reverse all manually posted charges for the specified date
 - d) To post to multiple in-house reservations without accessing each individual folio

6. How do you display all transferred and reversed charges on a folio?
 - a) Toggle All button on the folio
 - b) Batch Xfer button on the folio
 - c) Print button on the folio
 - d) Folio Action Log on the folio

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

True or False?

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

True or False?

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

True or False?

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

True or False?

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

True or False?

12. Current Status will continually update every 5 minutes:

True or False?

13. To create a new folio in the Folio Header Entry/View screen, you must:

- a) Press "Enter" until the Folio Detail Entry/View screen comes up
- b) Press F6 and complete the appropriate fields
- c) None of the Above
- d) All of the Above

14. Which chart shows the number of available rooms as well as the total by room type over a period of time?

- a) Room Type Space Chart
- b) Room Number Tape Chart