



Practice Quiz – SC Session 1 Answers

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

Answer: True
5. Why is it important to search before adding new clients to the database?

Answer: To search for existing profile and preventing duplicate profiles
6. Why is it important to press Enter?

Answer: To save your work
7. True or False: Contact Name is the same as Account Manager Name?

Answer: False, Contact Name is the person who is in charge of the Group. Account Manager is the person that works at the hotel who is responsible for the Group.
8. True or False: An Inquiry needs to be setup before a booking can be made?

Answer: False, most times a booking is made from the availability screen or the New Booking screen
9. What is the difference between a Client Trace, Contact Trace and Booking Trace?

Answer: Client Trace is regarding the Client itself, Contact Trace is regarding the person in charge of the group and Booking Trace is regarding the actual booking.