



Practice Quiz – Sales & Catering 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

2. What Letter should be in the Folio per Event field to create a Front Desk Group Master:
 - a) Y
 - b) N
 - c) G

3. What are the 3 most Commonly used function keys?
 - a) F3, F5, F7
 - b) F5, F6, F8
 - c) F4, F5, F8
 - d) F3, F7, F9

4. The Client Profile may be accessed from all of the Maestro modules?

True or False?

5. It's Not important to search before adding new clients to the database?

True or False?

6. Why should you press Enter when moving from field to field?
 - a) It takes you to the next field
 - b) It saves the data and moves to the next field that needs to be filled in
 - c) You don't need to, Tab does the same thing
 - d) Because the Trainer said so.

7. Contact Name is the same as Account Manager Name?

True or False?

8. An Inquiry needs to be setup before a booking can be made?

True or False?

9. What text box does the client not see on a Banquet Event Order (BEO)?
 - a) Account Manager Text
 - b) Booking Text
 - c) Food and Beverage Text
 - d) Billing Text

10. Contact Name and Onsite Contact are always the same?
True or False?

11. Why is the Inquiry Important?
 - a) Tracking What Calls are coming into the Property
 - b) Tracking what Staff are doing
 - c) See Conversion Rate of Inquiries Into Bookings
 - d) All the Above

12. What is the difference between a client and contact trace?
 - a) Client trace is on the person associated to the group, Contact trace is on the group
 - b) Client trace is on the group, Contact is on the person associated to the group
 - c) They are the same

13. You must have a specific date for an Inquiry?
True or False?

14. What shortcut code do you use to get to the GRC?
 - a) DSH
 - b) GRC
 - c) INQ
 - d) MEB

15. What shortcut code do you use to get to make an Inquiry?
 - a) DSH
 - b) GRC
 - c) INQ
 - d) MEB