



Practice Quiz – CM Session 4 Answers

1. True or False: Service Package can only be booked for one person per package?
Answer: False, service package can be booked for the same person or for different people
2. True or False: Service Package components times can be modified?
Answer: True, the time can always be adjusted
3. Name 3 service booking screens that Service Packages can be created?
Answer: Services by Day, Provider Booking, Full Day Services by Day and Full Day Provider Booking
4. What are the batch features for Service Package?
 - a) **Batch Checkin**
 - b) **Batch Post**
 - c) **Batch Checkout**
5. Yes or No: Can a Service Group be assigned to a Service Package?
Answer: Yes
6. True or False: In the Services Booking Entry screen the Post to A/R field can be changed after the charge fee has been posted?
Answer: False, once it's posted the A/R field cannot be changed because it's already posted into the A/R folio.
7. True or False: Addons can be added after the charge fee has been posted?
Answer: True, once the booking is checked out Add-ons can be added just like gratuities can be added after checkout.
8. Where is the Gratuity report located?
Answer: Under the Reports drop down menu called Gratuity report
9. True or False: The Service report can only print Confirm Status bookings only?
Answer: False, the report can also display based on Cancel, Waitlist, Turnaway and Tentative
10. What is the difference between Maestro reports vs. Crystal reports?
Answer: Maestro reports display as notepad version whereas Crystal reports are "prettier" looking.