



## Practice Quiz – CM Session 2

1. The Services by Day screen is the only screen that a booking can be made from?  
  
True or False?
2. A booking can be reinstated after being cancelled?  
  
True or False?
3. List the 4 Do Not Change options?  
a) \_\_\_\_\_  
b) \_\_\_\_\_  
c) \_\_\_\_\_  
d) \_\_\_\_\_
4. Besides the Services by Day screen name 3 of the 7 other Service Booking screens?
5. On the Services by Day screen what does #Waiting field mean?  
a) Number of people waiting at the door  
b) Number of people on the waiting list  
c) Number of people waiting online  
d) Number of people at the reception desk
6. What does the GRC and PRC mean in the Services Booking Entry screen?  
a) Guest Recall and Police Recall  
b) Guest Re-Confirm and Provider Re-Confirm  
c) Guest Rate Correction and Provider Rate Correction  
d) Guest Remote Control and Provider Remote Control
7. The Booking History can be accessed from the Services Booking Entry screen?  
  
True or False?



8. In order to view the details of the spa booking you must F5(drill down) on the booking within the Services by Day screen?

True or False?

9. Bookings cannot be linked to a Front Desk Reservation

True or False?

10. What actions will affect the total price charged to the guest

- a) Discounts
- b) Gratuity
- c) Adjusted Charge Fee
- d) All of the above

11. The Spa Dashboard will not display future dates

True or False?

12. On the Spa Dashboard, what are the 4 status toggle button options

- a) \_\_\_\_\_
- b) \_\_\_\_\_
- c) \_\_\_\_\_
- d) \_\_\_\_\_

13. A booking must have a client profile

True or False?

14. The guest start time and duration fields can be used to change the length of the service

True or False?

15. True or False: Participant names cannot be changed after creating the booking

True or False?