

North Dakota State Parks – OMS/Reservations Test

- 1) What does OMS stand for?
 - a. Online Management System
 - b. Over Managed System
 - c. Offline Managers Scheme

- 2) When is a reservation telephone call recorded?
 - a. Only during calls to the state parks
 - b. Only during Call Center phone calls
 - c. Never, that's an invasion of privacy

- 3) At what time can a customer call the park directly for a Same Day reservation?
 - a. At 7am the current day
 - b. After the reservation window has closed
 - c. At 9am the day prior to arrival

- 4) Customers can book Same Day arrival nights beginning when?
 - a. The current night
 - b. The next night
 - c. The current night or the next night

- 5) Which of the following reservation prompts are required statements during a reservation booking?
 - a. Your order number: BLA32110. Save this number for future reference.
 - b. Your credit card confirmation number is: 3468313183051.
 - c. An e-mail confirmation has been sent to: blasmith@gmail.com
 - d. All reservation prompts throughout a booking are required statements.

- 6) Why do we charge customers a higher fee if they alter the arrival date of a reservation made on the first day of the 95-day advance window?
 - a. To deter customers from tying up campsite inventory in order to secure a campsite or cabin ahead of their desired arrival date
 - b. To spread out the number of calls coming in for holiday and special event weekends
 - c. All of the above

- 7) What is the benefit to listening to recorded reservation telephone calls?
 - a. For staff training purposes
 - b. To verify campsite numbers or cabin requests by a customer
 - c. To verify accurate arrival and departure dates
 - d. All of the above

- 8) Should a customer automatically receive a refund due to a bad weather forecast?
 - a. Yes, state parks offer a no hassle refund policy
 - b. No, the customer must be present at the park to receive the no hassle refund
 - c. No, all change and cancel fees apply to reservations unless waived by the park manager
 - d. Both b. and c.

- 9) Can a single customer reserve a group site?
 - a. No, single customers are never allowed to reserve a group site
 - b. Yes, they will be charged a single rate
 - c. Yes, they will be charged the minimum number of units designated in OMS for that site

- 10) If an employee is reserving a free cabin for a special event performer, should they use the Pending Payment function or the Block function?
 - a. Block – Because the performer is not paying for the resource
 - b. Pending Payment – Because the performer doesn't have to pay upfront

- 11) Which reservations are counted toward the weekly camper count?
 - a. OMS Reservations paid in advance
 - b. OMS Reservations paid in advance and Blocked reservations
 - c. OMS Reservations paid in advance and Pending payment reservations

- 12) What is the reservation fee to book a horse campsite & corral reservation in the park?
 - a. \$8.00
 - b. \$4.00
 - c. \$4.00/campsite and \$4.00/corral

- 13) How much does it cost to change from one single electric campsite to another single electric campsite for the same timeframe?
 - a. \$2.50
 - b. \$0.00
 - c. \$5.00

- 14) Can a customer change from a single campsite at FALSP to a single campsite at CRSP?
 - a. No, the campsite fees are different from park to park
 - b. Yes, if the Call Center gave them permission
 - c. No, OMS only allows like resource changes in the same park

- 15) Can a customer make a reservation for a shelter at the Park by contacting the Call Center?
 - a. Yes
 - b. No

- 16) Modern or Primitive campsites that accommodate more than one camping unit are considered what type of site?
- Single Site
 - Double Site
 - Group Site
- 17) Can the park issue a refund to a customer after their departure date has past?
- No, these must be processed through HQ
 - Yes, but you must override the fees
- 18) This site type has no electrical or water hookups. What site type am I?
- Modern Site
 - Primitive Site
- 19) This site type has electrical, water and sewer hookups. What site type am I?
- Full-Service Site
 - Electric Site
 - Modern Site
- 20) Can you put a tent on a Modern Site?
- Yes, customer will be charged a modern site fee
 - No, customers won't pay a modern site fee
- 21) Can you put a camper on a Primitive site?
- No
 - Yes, as long as it is not a primitive walk-in site
- 22) A customer calls the reservation line and would like to reserve a single site for one night at Beaver Lake Park. All we have left is a Modern Group site. The Minimum is (3) and Maximum is (5). What would the customer have to pay to reserve this Group Modern Site for one night?
- Total of \$25.00
 - Total of \$50.00
 - Total of \$75.00
- 23) If someone would like to reserve 10 or more sites, what is our procedure to handle this?
- The Call Center should make the reservations for the customer
 - Tell the customer they should make their own reservations, it's cheaper
 - They need to call the park directly for quantities over 10 camping sites or make the reservations themselves online

- 24) If all the sites are taken on our system, what do you tell the customer?
- Sorry we are booked.
 - All campsites are full, but we could let you camp in an overflow area.
 - All campsites are currently booked. Check online for a cancellation or check with the park directly after the reservation window has passed, noon the day prior to arrival, for a Same Day Reservation.
- 25) Reservations can be made 24 hours a day with the exception of the 1st day of the 95 day window. These reservations will be available at what time?
- 12:00am CT
 - 7:00am CT
 - 8:00am CT
- 26) What is the earliest date you can make a reservation for July 4th?
- April 1st
 - March 19th
 - June 21st
- 27) Can we take reservations for Cabins all year on the reservation system?
- Yes, 365 days in advance
 - Yes, 1 year in advance
 - No
- 28) What is the reservation fee if the customer calls over the phone for a group site?
- \$16.00
 - \$12.00
 - \$10.00
- 29) If a customer calls to make a reservation for a yurt or tipi, can the Call Center assist them?
- Yes
 - No
- 30) A customer calls the Call Center to reserve a campsite/corral at Fort Ransom State Park, can they reserve the site?
- Yes, they can reserve the campsite/corral
 - No, the campsite/corral can only be reserved online
 - No, the campsite/corral can only be reserved by contacting the State Park directly
- 31) How much is the reservation fee to reserve a campsite/corral directly at the state park?
- There is no reservation fee
 - \$8 per reservation
 - \$4 per campsite and \$4 per corral
 - \$4 per campsite and no charge for corrals

- 32) Which ND State Parks take reservations directly for equestrian campsites and corrals?
1. Sully Creek State Park and Little Missouri State Park
 2. Sully Creek State Park, Little Missouri State Park, Fort Abraham Lincoln and Fort Ransom
 3. No State Parks take reservations for equestrian campsites and corrals
- 33) If a customer books a modern group site (2 units) on the first day of the 95-day window and later cancels two nights off the arrival date, how much will they owe for a change fee?
- a. \$50
 - b. \$62.50
 - c. \$32.50
- 34) If a park wants to set a 2-night minimum rental on a cabin, should they use the Block or Special Dates function in OMS?
- a. Block
 - b. Special Dates
- 35) Where should an employee go to test a reservation cancellation?
- a. The Intranet
 - b. The Test Admin Site
 - c. The Production Vendor Site
 - d. The Production Public Site
- 36) Can an employee cancel a Same Day reservation before the customer arrives at the park?
- a. Yes
 - b. No
- 37) When HQ needs to issue a refund, what information is necessary to process that refund?
- a. Customer's last name and date of arrival sent in an email to HQ
 - b. With approval of the park manager, the reservation number, customer's full name/address, and amount to be refunded sent in an email to HQ
 - c. Customer's last name, amount, and reservation number called in park manager
- 38) When a customer needs to be refunded, how should that refund be processed?
- a. Whatever way the customer requests, its customer service that counts.
 - b. If a credit card is used, either on the OMS system or the park point of sale credit card machine.
 - c. Whatever form of payment the reservation was originally made with.
- 39) When selling an annual permit, you can only use the OMS system if the customer has a credit card.
- a. No
 - b. Yes

- 40) When the park is issuing a refund, do you need to fill in the comment section?
- Yes, the system will not let the comment section be bypassed.
 - No, it's only for the park's reference.
 - Yes, the comment section may be viewed by the customer if the customer looks at their reservation.
 - Yes, the comment section can only be viewed by the park staff who have refunding/overriding rights, however nothing negative or offensive should be put in the comment section as these are public records and the department staff is held to better standards.
 - Both a. and d.
- 41) Whenever a customer complains about the reservation fee being too expensive, the park staff should override the fee as part of our quality customer service.
- Yes, the customer should not have to pay the reservation fee if they are North Dakota residents.
 - No, the reservation fee is never refunded as stated in the Business Rules.
 - Each situation is different, but as a rule the reservation fee is not a refundable fee. Refunding the reservation fee should not be done unless an extreme error was done on the part of the Call Center or our department.
- 42) What are the benefits of selling annual passes on the OMS system?
- It is quicker and the customer information will automatically fill in.
 - There are no benefits, the permits all have to be logged and the money collected.
 - The permits will already be logged and all options of payment are available. The receipt only needs to be kept if the permit is sold on the POS or cash as the OMS will process the credit card purchases.

OMS/Reservation Test Answer Key:

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- At what time can a customer call the park directly for a Same Day reservation?
 - After the reservation window has closed
- Customers can book Same Day arrival nights beginning when?
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5. Which of the following reservation prompts are required statements during a reservation booking?
 - d. All reservation prompts throughout a booking are required statements.
6. Why do we charge customers a higher fee if they alter the arrival date of a reservation made on the first day of the 95-day advance window?
 - a. To deter customers from tying up campsite inventory in order to secure a campsite or cabin ahead of their desired arrival date. Depending on when customers do this we have less chance of re-renting the resource
7. What is the benefit to listening to recorded reservation telephone calls?
 - a. For staff training purposes
 - b. To verify campsite numbers or cabin requests by a customer
 - c. To verify accurate arrival and departure dates
 - d. All of the above
8. Should a customer automatically receive a refund due to a bad weather forecast?
 - d. Both b. and c.
9. Can a single customer reserve a group site?
 - c. Yes, they will be charged the minimum number of units designated in OMS for that site
10. If an employee is reserving a free cabin for a special event performer, should they use the Pending Payment function or the Block function?
 - a. Block – Because the performer is not paying for the resource
11. Which reservations are counted toward the weekly camper count?
 - a. OMS Reservations paid in advance. Reservation blocks and pending payments do not count toward the weekly camper count.
12. What is the reservation fee to book a horse campsite & corral reservation in the park?
 - b. \$4.00, there is no charge for corral reservations.
13. How much does it cost to change from one single electric campsite to another single electric campsite for the same timeframe?
 - b. \$0.00, there is no charge for exact changes. Anytime an exchange of money is required the customer will be charged a change fee.
14. Can a customer change from a single campsite at FALSP to a single campsite at CRSP?
 - c. No, OMS only allows like resource changes within the same park
15. Can a customer make a reservation for a shelter at the Park by contacting the Call Center?
 - b. No, shelters, meeting facilities and horse campsite/corral resources can only be reserved through the park due to the variable amenities customers may need.

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 - c. Group Site
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 - c. Total of \$75.00 because the campsite minimum pricing is based on 3 units.
23. If someone would like to reserve 10 or more sites, what is our procedure to handle this?
 - c. They need to call the park directly for quantities over 10 camping sites or make the reservations themselves online
24. If all the sites are taken on our system, what do you tell the customer?
 - c. All campsites are currently booked. Check online for a cancellation or check with the park directly after the reservation window has passed, noon the day prior to arrival, for a Same Day Reservation.
25. Reservations can be made 24 hours a day with the exception of the 1st day of the 95 day window. These reservations will be available at what time?
 - b. 7:00am CT
26. What is the earliest date you can make a reservation for July 4th?
 - b. March 19th, because a customer can stay for up to 14 nights
27. Can we take reservations for Cabins all year on the reservation system?
 - a. Yes, 365 days in advance. OMS is programmed to calculate based on 365 days, not a 1 year period.

28. What is the reservation fee if the customer calls over the phone for a group site?
 - a. \$16.00, the same price if they use the call center.
29. If a customer calls to make a reservation for a yurt or tipi, can the Call Center assist them?
 - a. Yes
30. A customer calls the Call Center to reserve a campsite/corral at Fort Ransom State Park, can they reserve the site?
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32. Which ND State Parks take reservations directly for equestrian campsites and corrals?
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33. If a customer books a modern group site (2 units) on the first day of the 95-day window and later cancels two nights off the arrival date, how much will they owe for a change fee?
 - c. \$32.50 – it is a per night charge calculated per resource, not per unit.
34. If a park wants to set a 2-night minimum rental on a cabin, should they use the Block or Special Dates function in OMS?
 - b. Special Dates, these should be set at least 365 days in advance for customers booking the next year.
35. Where should an employee go to test a reservation cancellation?
 - b. The Test Admin Site
36. Can an employee cancel a Same Day reservation before the customer arrives at the park?
 - a. Yes
37. When HQ needs to issue a refund, what information is necessary to process that refund?
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- c. The permits will already be logged and all options of payment are available. The receipt only needs to be kept if the permit is sold on the POS or cash as the OMS will process the credit card purchases.