



(These items were developed by teachers for the Technical Skills Assessment. Below is a sample item for each program standard.)

**Question 1 of 13**

What term describes table setting for one customer in a restaurant?

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- A) Cover
- B) Plate
- C) Seat
- D) Tray

**Question 2 of 13**

Which is NOT a public area at a hotel?

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- A) Hallway
- B) Guest room
- C) Lobby
- D) Parking lot

**Question 3 of 13**

What are the PRIMARY duties of the host and/or hostess?

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- A) To address and resolve guest complaints
- B) To clear dishes and reset tables
- C) To greet and seat guests
- D) To refill beverages and serve the meal

### Question 4 of 13

Hiking or viewing the Grand Canyon is in which hospitality sector?

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- A) Event planning
- B) Lodging
- C) Recreation
- D) Transportation

### Question 5 of 13

A promotional packet for two people to visit a natural wonder is targeting these guests?

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- A) School club
- B) Family with children
- C) Business travelers
- D) A couple

### Question 6 of 13

What service is typically NOT provided by a third party event coordinator?

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- A) Food
- B) Music
- C) Photography
- D) Venue

### Question 7 of 13

Which examples BEST explains Maslow's Hierarchy of basic physical needs?

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- A) Acceptance, warmth, affection, and approval.
- B) Food, water, shelter, and warmth.
- C) Protection from harm or injury.
- D) Sense of pride from accomplishments.

### Question 8 of 13

Which protocol is BEST when dealing with guest complaints?

- A) Ignoring
- B) Listening
- C) Walking away
- D) Texting

### Question 9 of 13

Where should potentially hazardous foods, such as raw chicken, be stored in the refrigerator?

- A) Bottom shelf
- B) Shelf above fish
- C) Shelf above produce
- D) Top shelf

### Question 10 of 13

Which department has the MOST direct influence on sales and marketing in hotels and restaurants?

- A) Engineering
- B) Front office
- C) Housekeeping
- D) Security

### Question 11 of 13

What is the current trend that can be used to damage a restaurant's reputation?

- A) Complain to a friend
- B) Customer complaint to a manager
- C) Local news complaint
- D) Social media

### Question 12 of 13

As labor costs continue to rise, it is increasingly essential to maximize what area?

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- A) Employee benefits
- B) Employee retention
- C) Productivity
- D) Staff scheduling

### Question 13 of 13

Which current trend can be found in the food and beverage sector?

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- A) Cooking at home
- B) In home cooking
- C) Self-ordering kiosk
- D) Table service

Hospitality Management Sample Test Answer Key

<b>Question</b>	<b>Answer</b>
1.	A
2.	B
3.	C
4.	C
5.	D
6.	D
7.	B
8.	B
9.	A
10.	B
11.	D
12.	C
13.	C