

(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 is the hospitality sector for an Airbnb?

- ☐ A) Lodging
- ☐ B) Food
- ☐ C) Travel
- ☐ D) Tourism

Question 2 of 13

What legal contract gives a hotel property the right to sell rooms under a specific brand name?

- ☐ A) Sole proprietorship
- ☐ B) Franchise agreement
- ☐ C) Strategic merger
- ☐ D) Business policy

Question 3 of 13

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

- ☐ A) Address and resolve guest complaints
- ☐ B) Clear dishes and reset tables
- ☐ C) Greet and seat guests
- ☐ D) Refill beverages and serve the meal

Question 4 of 13

Which site is a recreational venue?

- ☐ A) Hospital
- ☐ B) Restaurant
- ☐ C) Water park
- ☐ D) School

Question 5 of 13

What resource would provide the BEST information when developing a brochure for the Grand Canyon?

- ☐ A) World Atlas
- ☐ B) Fodor's Travel Guide
- ☐ C) Wikipedia
- ☐ D) National Park Service

Question 6 of 13

Which example BEST represents a community event?

- ☐ A) Wedding
- ☐ B) Business conference
- ☐ C) Birthday party
- ☐ D) County fair

Question 7 of 13

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

- ☐ 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

What is the MOST effective way a hotel can comply with the American Disabilities Act (ADA)?

- ☐ A) Add fire escapes.
- ☐ B) Install wheelchair ramps.
- ☐ C) Hire additional security guards.
- ☐ D) Provide 2-foot pathways between tables.

Question 9 of 13

What is the BEST method to keep a food service establishment free of insects and rodents?

- ☐ A) Have an extermination program in place.
- ☐ B) Store food and supplies in cardboard cartons.
- ☐ C) Place shelf paper in drawers and on shelves.
- ☐ D) Have employees apply pesticides daily.

Question 10 of 13

Which is one of the five Ps of Marketing?

- ☐ A) Potential
- ☐ B) Price
- ☐ C) Provisions
- ☐ D) Procedure

Question 11 of 13

Which factor is beyond the control of a hospitality manager?

- ☐ A) Employee scheduling
- ☐ B) Facility sanitation
- ☐ C) Employee training
- ☐ D) Economic conditions

Question 12 of 13

The total room revenue at the resort was \$12,705 for Thursday night. What is the average rate per guest (AVG) if the number of guests was 105?

- ☐ A) \$250.00
- ☐ B) \$172.00
- ☐ C) \$121.00
- ☐ D) \$98.00

Question 13 of 13

What are the likely consequences for an employee who has been caught stealing from his employer?

- ☐ A) Immediate demotion
- ☐ B) Verbal reprimand
- ☐ C) Immediate termination
- ☐ D) Unpaid suspension

Hospitality Management Sample Test Answer Key

Question	Answer
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