

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

Question 1 of 13

Which feature is NOT a strength of Arizona as a tourist destination?

- A) Underground public transportation
- B) Winter escape climate
- C) International airport
- D) Natural attractions

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

Which is the BEST example of an ecotourism trip?

- A) Safari big-game hunt in Kenya
- B) Paranormal tour in New Orleans
- C) Museum and monument tour in Paris
- D) Monkey conservation center in Peru

Question 6 of 13

Which event concept has the MOST appropriate venue?

- A) Carnival at a banquet hall
- B) Graduation ceremony at the park
- C) Business conference in the high school gym
- D) Wedding at a luxury hotel

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 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

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