



(1) The student applies academic skills for the hospitality and tourism industry. The student is expected to:

(D) calculate correctly using numerical concepts such as percentages and reasonable estimations.

(10) The student demonstrates research skills applicable to the hospitality and tourism industry. The student is expected to:

(B) use travel information to design a customized product for travelers.

**Question 2.** Mr. and Mrs. Wilson have \$70 and have asked you to set up two days worth of entertainment for them while they are in town. If concert tickets cost  $c$  dollars and movie tickets cost  $m$  dollars, which inequality could be used to determine if the couple has enough money to go to a movie and a concert?

- a.  $c + m \leq 70$
- b.  $c + m \geq 70$
- c.  $2c + 2m \leq 70$
- d.  $2c + 2m \geq 70$

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**Question 3.** Leo sells maps of the city of Birmingham for \$2 each not including tax. If he can buy one hundred maps for \$25, what percentage of each one map sales is profit?

- a. 87.5%
- b. 80%
- c. 76.5%
- d. 62%

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**Question 4.** Lauren is running a hotel that makes 45% profit on every room that is sold at the regular daily rate of \$79.99 not including tax. If it costs \$2,500 to run the hotel for one night, how many rooms per night must be occupied to break even?

- a. 69
- b. 71
- c. 73
- d. 75

(11) The student understands the importance of customer service. The student is expected to:

- (A) determine ways to provide quality customer service.

**Question 5.** Jessie is the concierge at a local hotel and is booking opera tickets for guests. Opera Express is a ticket company that sells general admission tickets for \$45 each and will give a 20% discount if more than 10 are bought. The Box Office sells tickets for \$35 but gives no groups rate. When will it be a better deal to buy from Opera Express?

- a. Opera Express is a better deal when buying 5 to 10 tickets.
- b. Opera Express is a better deal if you buy 10 tickets exactly.
- c. Opera Express is a better deal if you buy more than 10 tickets.
- d. Opera Express is never a better deal.

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(A) determine ways to provide quality customer service.

**Question 6.** Customers of a restaurant fill out a survey ranking their overall experience from 1 to 5 with 1 being very unsatisfied and 5 being very satisfied. The surveys are compiled at the end of each night and averaged. Which scores below reflect the greatest customer satisfaction?

- a. 1, 3, 5, 5, 3, 4, 2, 4, 5
- b. 2, 1, 4, 5, 4, 3, 5, 3, 2
- c. 5, 3, 2, 5, 1, 2, 1, 3, 4
- d. 4, 4, 2, 1, 5, 3, 5, 4, 5

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**Question 7.** Customers of a restaurant fill out a survey ranking their overall experience from 1 to 5 with 1 being very unsatisfied and 5 being very satisfied. If management knows that ten surveys were filled out and the average was 3.5, what is the missing survey score from the scores below?

2, 3, 4, 5, 4, 3, 5, 3, 2, \_\_\_\_

- a. 2
- b. 3
- c. 4
- d. 5

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**Question 8.** Humberto runs a Chinese food restaurant that sells eggrolls. The business makes 62% profit on every eggroll it sells. In one day, 810 eggrolls were sold for a total profit of \$1,000. What was the selling price of each eggroll?

- a. \$1.25
- b. \$1.50
- c. \$1.75
- d. \$2.00

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**Question 9.** A restaurant sells chili on cold days. They make 56% profit on every bowl of chili sold. In one day, the business sells 223 bowls of chili during the lunch rush. If it took in \$600 during the lunch rush on chili, how much of that \$600 is profit?

- a. \$223
- b. \$304
- c. \$336
- d. \$418

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**Question 10.** A restaurant sells chili on cold days. They make 56% profit on every bowl of chili they sell. In one day they sell 223 bowls of chili during the lunch rush. If it took in \$600 during the lunch rush on the sale of chili, how much did the business sell each bowl of chili for, rounded to the nearest hundredth?

- a. \$1.51
- b. \$2.69
- c. \$3.18
- d. \$3.99

# Answer Key

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- 1) D
- 2) C
- 3) A
- 4) A
- 5) D
- 6) D
- 7) C
- 8) D
- 9) C
- 10) B