

# Practicum in Hospitality Services

## Sample Assessment Questions

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## 25 Recall/Reproduction Assessment Questions

1. The Occupational Safety and Health Administration (OSHA) is the federal agency responsible for making sure that the laws and regulations of the OSHA Act are followed. What is their major responsibility?
  - a. Requires employers to make the workplace free of hazards that might cause injury or death to employees
  - b. Requires employers to inform all employees about any toxic or dangerous materials in the workplace
  - c. To develop mandatory job safety and health standards and to enforce those standards through inspections
  - d. To oversee the certificate of occupancy for the city's building codes
2. Listening is a basic communication skill. It is a(n) \_\_\_\_\_ process.
  - a. inactive
  - b. active
  - c. passive
  - d. submissive
3. Diversity is a group of people from a \_\_\_\_\_ of backgrounds, cultures, religions, beliefs, and languages.
  - a. similarity
  - b. variety
  - c. difference
  - d. uniformity
4. This lodging department that keeps track of all the money that flows into and out of the business is the \_\_\_\_\_ department.
  - a. Security
  - b. Accounting
  - c. Front desk
  - d. Management
5. The Fair Labor Standards Act includes the provision for:
  - a. equal employment
  - b. minimum wage
  - c. age discrimination
  - d. immigration reform
6. A career and technical student organization (CTSO) is for students with an interest in a career area. Two CTSOs for students interested in hospitality are:
  - a. FBLA and DECA
  - b. FCCLA and FBLA
  - c. DECA and SkillsUSA
  - d. FCCLA and SkillsUSA

7. Common causes of accidents in the workplace include:
- having a poor accident prevention plan
  - employee fatigue and negligence
  - employee lack of knowledge and skills
  - all of the above
8. A valuable resource available to entrepreneurs in the hospitality industry is the:
- United States Small Business Administration (SBA)
  - United States Veterans Affairs
  - United States Department of Justice
  - Social Security Administration
9. The best way to learn about jobs in the hospitality industry is to:
- use the Occupational Outlook Handbook
  - interview employees and job shadow
  - read hospitality journals
  - all of the above
10. Continuing professional education refers to education for people who have already completed their formal school and training. It helps managers and employees keep up-to-date with new \_\_\_\_\_ and \_\_\_\_\_ in the industry.
- trends; issues
  - friends; policies
  - vendors; purchases
  - management; employees
11. An example of a full-service hotel is a:
- resort
  - motel
  - bed-and-breakfast
  - conference center
12. A résumé is a written document that lists a person's \_\_\_\_\_.
- objective
  - work experience
  - education, activities, and interests
  - all of the above
13. Evaluations are discussions between an employee and employer conducted in business to discuss an employee's job \_\_\_\_\_.
- routine
  - salary
  - performance
  - arrangement

14. A career portfolio is:
- a collection of work samples that support job qualifications
  - a collection of art work samples that support art skills
  - a written document that lists your job qualifications
  - a collection of photographs that support your job qualifications
15. Employers are required to:
- provide a safe workplace
  - know and follow all OSHA Act Standards and requirements related to their business
  - post the OSHA poster where employees can easily see it
  - all of the above
16. Employees are **NOT** expected to:
- read the OSHA poster
  - follow all employer health and safety rules
  - cooperate with OSHA staff during inspections
  - report hazardous conditions to supervisor
17. There are many advantages to working in the hospitality industry. Which of the following is **NOT** considered an advantage?
- Abundance of jobs
  - Travel
  - Stress
  - Meeting people
18. One of the demands of working in the hospitality industry is providing service:
- 24 hours/ 7 days a week
  - as needed
  - only on weekends
  - 18 hours/ 5 days a week
19. The knowledge of power to perform a task is \_\_\_\_\_.
- aptitude
  - ability
  - priority
  - interest
20. Which duties are performed by the accounting department in a lodging business?
- Handle all activities involved in guest rooms
  - Keep track of all the money that flows into and out of the business
  - Oversees all functions of the business
  - Prepare rooms for guests and do laundry

21. A professional portfolio does **NOT** include:

- a. résumé
- b. certifications
- c. applications
- d. awards

22. If an employee must terminate employment, what is the standard notice?

- a. One week
- b. Two days
- c. Two weeks
- d. 24 hours

23. What is the ability to interact smoothly and productively with other people?

- a. Interpersonal skills
- b. Communication skills
- c. Work skills
- d. Social skills

24. What is ethical behavior?

- a. Doing the right thing, even when under pressure to do the wrong thing
- b. Doing whatever you want with no pressure
- c. Doing the wrong thing
- d. Doing what feels right under pressure

25. A guideline for spending money is a(n):

- a. profit
- b. budget
- c. net income
- d. gross income

## Recall/Reproduction Assessment Key

1. c
2. c
3. b
4. a
5. b
6. d
7. d
8. a
9. d
10. a
11. a
12. d
13. c
14. a
15. d
16. c
17. c
18. a
19. b
20. b
21. c
22. c
23. a
24. a
25. b

## 25 Skill/Concept Assessment Questions

1. What is the difference between a chain and a franchise hotel?
  - a. A chain has the same name and multiple owners; a franchise is a business with its own brand and products
  - b. A chain has one location with a brand; a franchise is two or more businesses with the same name
  - c. A chain has multiple names and one owner; a franchise is only one name with one owner
  - d. A chain has two or more locations with the same name and owner; a franchise is a business with the same brand and products of another business
  
2. Ethical behavior is doing the right thing, even under pressure to do the wrong thing. Which of the following scenarios, best describes **unethical** behavior?
  - a. Treating everyone equally
  - b. Allowing peer pressure to change your mind
  - c. Always doing your best
  - d. Keeping confidential information confidential
  
3. What is a part of life and can be emotional and physical?
  - a. Exercise
  - b. Sleep
  - c. Diet
  - d. Stress
  
4. Businesses want to keep trained employees to avoid turnovers. What situation can occur when an employee leaves a job?
  - a. The business continues to pay a salary
  - b. Customers do not notice
  - c. Customer's needs are not met
  - d. The business continues to operate as usual
  
5. An interview in the hospitality industry may sometimes be less formal. What observation can you make from this statement?
  - a. Grooming doesn't matter since you will probably wear a uniform
  - b. You are not applying for a front desk job so appearance is not important
  - c. You got an interview!
  - d. You should present yourself in a professional way
  
6. Distinguish between verbal and nonverbal communication.
  - a. Verbal is shouting; nonverbal is ignoring people
  - b. Verbal uses language; nonverbal uses written words
  - c. Verbal uses words; nonverbal is without words
  - d. Verbal consists of word choices; nonverbal uses body language

7. Listening and speaking are the most basic communication skills. What observations can you make when you use these skills?
  - a. You must pay attention when you listen to someone
  - b. Focus on the speaker's face and eyes
  - c. You will use them when you interact with customers
  - d. All of the above
  
8. Hospitality workers often spend a great deal of time on their feet. What can you surmise from this statement?
  - a. They should wear matching shoes with their uniform
  - b. They should wear comfortable shoes
  - c. They should rest during slow periods
  - d. They should have a shoe allowance
  
9. How would you interpret an employee who takes the initiative with his/her work?
  - a. Someone who has initials by their name
  - b. Someone who is a good worker
  - c. Someone who is creative and resourceful
  - d. Someone who is dependable and punctual
  
10. How would an employee interpret the bureaucratic style of management?
  - a. Managers give orders to employees
  - b. Managers seek employee input
  - c. Managers share decision making with employees
  - d. Managers allow employees to make all the decisions
  
11. How would you summarize conflict resolution?
  - a. By resolving a disagreement
  - b. By resolving a disagreement in a peaceful way
  - c. Resolving a disagreement by involving the authorities
  - d. Resolving a disagreement by ignoring the issues
  
12. Where would an employee categorize personal integrity?
  - a. Discrimination
  - b. Unethical behavior
  - c. Ethical behavior
  - d. Harassment
  
13. Your last evaluation was excellent and you received a 10% raise added to your weekly salary of \$225.00. You have decided to add this money to your savings account to save for a cruise vacation. Estimate the amount of money you will be able to save in a month?
  - a. \$22.50
  - b. \$110.00
  - c. \$90.00
  - d. \$67.50

14. Estimate the cost of a hotel room at \$75.00 per night for three nights with a 15% discount coupon for the third night.
- \$215.00
  - \$225.00
  - \$250.00
  - \$260.00
15. The hospitality industry is the second largest employer in the United States. Can you predict what the employment outlook will be?
- There will be a shortage of jobs
  - There will be an abundance of jobs
  - There will be high unemployment rates
  - There will be jobs overseas
16. Mary is a front desk agent at a hotel. She has just received a promotion and a raise to \$10.00 an hour. She works approximately 30 hours per week. She has just purchased a used car for a total of \$7,000.00. Her payments are \$250.00 a month. Estimate how long will it take her to pay off her car?
- 3 years
  - 2 years and 4 months
  - 1 year and 10 months
  - 2 years
17. There are ten functions in the lodging business. How would you categorize the department that prevents harm to business property, employees, guests, and guests' property?
- Security
  - Engineering
  - Safety and emergency procedures
  - Front office
18. How would you summarize the check-in process at the front desk?
- Reservation, credit card payment, and room rate
  - Registration, method of payment, and room assignment
  - Registration and room assignment
  - Reservation, room rate, and room assignment
19. Summarize the check-out process at the front desk.
- Bill presentation, collect keys, and update room status
  - Bill presentation, account settlement, collect keys, process payment, and update room status
  - This process is not necessary as it is done at check-in
  - Process payment, collect keys, and settle account

20. For the career portfolio, which of the following should you collect and display?
- Documentation of technical skills, licensures, and certifications
  - Recognitions, awards, and scholarships
  - Community service hours
  - All of the above
21. Hospitality industry employers have high expectations of their employees. Summarize the type of employee that can anticipate the customer needs and provide quality service.
- Host or hostess
  - Customer-focused employee
  - Front desk agent
  - Front of the house employee
22. The employee handbook explains all company policies and procedures concerning employees. It may also include a formal discipline policy. Summarize how employees usually receive warnings.
- First and second warnings are written
  - First warning is verbal, second is written
  - First warning is written, there is no second
  - All warnings are verbal
23. Summarize the provisions of the Fair Labor Standards Act.
- Minimum wage, overtime pay, restrictions on employment of children, and record keeping
  - Tipped employees, equal pay for men and women, and age discrimination
  - Minimum wage and tipped employees record keeping
  - Overtime pay, restrictions on employment of children, and equal pay for men and women
24. Summarize career and technical student organization opportunities.
- To develop interpersonal, leadership, career, and technical skills
  - To develop social and technology skills
  - To belong to a group for résumé purposes
  - To travel to out-of-town meetings
25. Distinguish between full service hotels and limited service properties.
- A full service hotel provides entertainment, recreation, and relaxation for vacationers; limited service properties offer the highest level of amenities, service, room furnishings, public spaces, and technology
  - A full service hotel is large and provides many services; limited service properties offer a medium level of service and a midrange price
  - A full service hotel is a large building designed specifically to hold large meetings, conventions, and trade shows; limited service properties are large and provide many services
  - A full service hotel has the lowest rates and the least service; limited service properties are large and provide many services

## Skills/Concepts Assessment Key

1. d
2. b
3. d
4. c
5. d
6. d
7. d
8. b
9. c
10. b
11. b
12. c
13. c
14. a
15. b
16. b
17. a
18. b
19. b
20. d
21. b
22. b
23. a
24. a
25. b

## 25 Strategic Thinking Assessment Questions

1. The federal government requires that each employee fill out an I-9 and a W-4 form. What is the difference between the two?
  - a. The W-4 is used to determine social security and the I-9 is for unemployment taxes
  - b. The W-4 is used to determine the withholding allowance and the I-9 is for employment eligibility
  - c. The W-4 is for employment eligibility and the I-9 is used to determine withholding allowance
  - d. The W-4 is used for Medicare purposes and the I-9 is used to determine social security benefits
  
2. Dependability, punctuality, and initiative are good work habits. What are these similar to?
  - a. Good interview techniques
  - b. Good teamwork skills
  - c. Good study habits
  - d. Good social skills
  
3. What conclusion can you draw from good work habits?
  - a. They will help you get a date
  - b. They will help you complete your education faster
  - c. They will help you be efficient and productive
  - d. They will not help you
  
4. The hospitality industry has many opportunities for employment. One way to assess if this is a career for you, would be to:
  - a. job shadow
  - b. research
  - c. interview people working in the industry
  - d. all of the above
  
5. How would you compare personal etiquette and business etiquette?
  - a. They are both the same
  - b. One is good manners in a social situation and the other is good manners in a business situation
  - c. They don't compare
  - d. One is poor manners in a work environment and the other is good manners in a social environment
  
6. How would you describe an employee with a positive attitude?
  - a. Friendly, self-motivated, and adaptable
  - b. Has lots of friends on a social network
  - c. Punctual, dependable, and hard worker
  - d. Quiet, creative, and artistic

7. What evidence can you cite from OSHA's Job Safety and Health Poster?
  - a. Employers are required to display the poster
  - b. The minimum wage is \$7.25/hour
  - c. Assures safe and healthful working conditions for all workers
  - d. Restricts employment of children
  
8. What conclusion can you draw from an employee who is willing to do what it takes to get the job done?
  - a. They like to get all the credit
  - b. They like to work alone
  - c. They are part of a team
  - d. They like to impress management
  
9. How would a manager evaluate teamwork skills for an employee?
  - a. Having the ability to work with others
  - b. Willingness to do what it takes to get the job done
  - c. Does not create conflict
  - d. All of the above
  
10. What is the acronym for the safe use of a fire extinguisher?
  - a. PASS
  - b. PUSH
  - c. PAUSE
  - d. PUNCH
  
11. Investigate the three types of contaminants that cause foodborne illness.
  - a. Water, sanitizer, and soap
  - b. Biological, chemical, and physical
  - c. Hair, nails, and jewelry
  - d. Freezer, refrigerator, and oven space
  
12. Formulate the revenue for one week for the Sunrise motel that has 30 rooms available with the average occupancy rate (ACR) of 20 rooms at an average daily rate (ADR) of \$49.00 per night.
  - a. One week + rooms + ADR + ACR
  - b. Revenue x rooms x ACR/ADR x one week
  - c. Rooms x one week + ACR + ADR
  - d. Rooms x ACR x ADR x one week
  
13. Compare the Property Management System (PMS) to the Point of Sales (POS).
  - a. They are both the same but different brand names
  - b. They are the same software program for both the lodging properties and food service industry
  - c. The PMS is used in the food service industry; the POS is used in lodging properties
  - d. The PMS is used in lodging properties; POS is used in the food service industry

14. How would you clarify a document that explains all company policies and procedures concerning employees?
- It is information on safety in the food industry
  - It is information on the hiring process
  - It is information from an employee handbook
  - It is information for a social network
15. Clarify the “Golden Rule” of ethical behavior.
- Tell the truth, even if you have done something incorrectly
  - Do unto others as you would have them do unto you
  - Always do your best
  - Be responsible for your actions
16. How would you cite evidence of discrimination at a place of employment?
- Ignoring a specific rule based on a law
  - Occurs when a trusted employee takes money or goods entrusted to him or her
  - Doing the right thing, even when under pressure to do the wrong thing
  - Showing prejudice in the treatment of a person because of his or her race, religion, age, national origin, or gender
17. How would you describe a breach of confidentiality?
- Keeping information private
  - Disclosing a hotel room number
  - Taking a message for a customer
  - Connecting a caller to the guest’s room
18. The owners of a restaurant want to revise the menu. What should they keep in mind?
- The menu is the basic game plan for the restaurant
  - The menu is the tool used to meet the needs and wants of the customers
  - The menu expresses the concept and theme through the choice of foods on the menu, the prices, and the design of the menu itself
  - All of the above
19. Managers need to be able to formulate inventory for purchasing supplies to be able to \_\_\_\_\_.
- purchase more food
  - cut costs
  - purchase more supplies
  - cut employees

20. How would a company assess leadership skills in an employee?
- By favoring a relative of the manager
  - By the ability to influence others and inspire excellence
  - By the number of hours worked
  - By the amount of salary earned
21. How would an employee assess the need for help in ethical decision making?
- By asking ethical questions
  - By supporting friends and family
  - By doing what they want
  - By ignoring the issues
22. How does the Occupational Safety and Health Administration evaluate the job safety and health standards in the workplace?
- Through the Internet
  - Through Skype®
  - Through inspections
  - Through memos
23. Assess the term hospitality.
- Meeting the needs of guests with kindness and goodwill
  - Meeting the needs of employees with good evaluations
  - Meeting the needs of families on vacation
  - Meeting the needs of business travelers
24. Differentiate between the travel industry and tourism industry.
- The travel industry consists of businesses that organize and promote travel and vacations; the tourism industry consists of businesses that physically move people from one place to another
  - The travel industry consists of businesses that physically move people from one place to another; the tourism industry consists of businesses that organize and promote travel and vacations
  - The travel industry consists of businesses that provide activities for rest, relaxation, and enjoyment; the tourism industry consists of businesses that provide overnight lodging
  - The travel industry consists of businesses that prepare food for customers; the tourism industry consists of activities for rest, relaxation, and enjoyment
25. Differentiate between aptitude and ability.
- Aptitude is the knowledge and power to perform a task; ability is a natural talent
  - Aptitude are those things that capture your attention; ability are those things you prefer to do over other things
  - Aptitude is a natural talent; ability is the knowledge and power to perform a task
  - Aptitude and ability are the same

## Strategic Thinking Assessment Key

1. b
2. c
3. c
4. d
5. b
6. a
7. a
8. c
9. d
10. a
11. b
12. d
13. d
14. c
15. b
16. d
17. b
18. d
19. b
20. b
21. a
22. c
23. a
24. b
25. c

## 25 Extended Thinking Assessment Questions/Tasks

1. Design a bulletin board depicting the employment opportunities available for AchieveTexas' Programs of Study for Hospitality and Tourism: Restaurants and Food/Beverage Services, Lodging, Travel & Tourism, and Recreations, Amusements, and Attractions.
2. Describe essential workplace skills needed in the hospitality industry and connect them to entry-level, management, and ownership careers.
3. An interview is a formal meeting between two or more people, during which questions are asked of one person to the other. List ways to prepare for an interview in the hospitality industry.
4. Verbal, nonverbal, written, and electronic communication skills are needed in most jobs. Describe each of these skills and give an example of how they would be used in the hospitality industry.
5. Describe and illustrate appropriate grooming and appearance for different positions in the Hospitality Industry for one of the AchieveTexas Programs of Study for Hospitality and Tourism: Restaurants and Food/Beverage Services, Lodging, Travel & Tourism, and Recreations, Amusements, and Attractions.
6. Create a safety poster detailing what to do in case of an emergency. Illustrate the steps with graphics and details.
7. Describe skills needed to advance in a career in hospitality. Describe skills needed to retain employment.
8. What is the difference between chain and franchise hotels? Give examples of each.
9. Create a list of job-specific technical vocabulary for each of the four AchieveTexas Programs of Study for Hospitality and Tourism: Restaurants and Food/Beverage Services, Lodging, Travel & Tourism, and Recreations, Amusements, and Attractions.
10. Plan a full day of social events and meetings for your District Leadership CTSO conference. Be sure to include lodging, meals, break-out sessions, an opening and closing ceremony, and a social gathering for club chapters in your area.
11. Make a list of people that would be interested in your career professional portfolio and ask them to critique it for you. Include a rubric so they may be able to assess your portfolio.
12. Professional associations generally work in five areas: professional development, standards and ethics, networking, public relations, and government relations. Give a description of each of these areas.
13. Analyze the ten functions in a lodging business and create a plan for small businesses to use if there is not enough staff for each department.
14. Differentiate between community service hours and service learning. Give an example of each.
15. Create a timeline of your participation in a student organization. Include the office held, duties performed, community service hours, and volunteer work.
16. Analyze the eight guidelines of ethical behavior and apply them to a work setting.

17. The Immigration Reform and Control Act requires the Employment Eligibility Verification form, or I-9. Research this act and analyze the reasons behind it.
18. Analyze the diversity of the people who work in the hospitality industry. Include the country they come from, their language, religions, educational levels, abilities, and interests.
19. Create a timeline of the minimum wage under the Fair Labor Standards Act. Are you in favor of raising the minimum wage? Why or why not?
20. Compare and contrast teamwork to employment in the hospitality industry and being a member of a high school organization. What similarities do they have?
21. Analyze how stress can be harmful to employees in the hospitality industry, detailing how it contributes to diseases, and include ways to reduce stress.
22. Illustrate the eight guidelines of ethical behavior in a PowerPoint™ or Prezi™ and how they relate to employment in the hospitality industry.
23. Use the Occupational Outlook Handbook to create an evaluation of employment in the hospitality industry. Include salary and benefits available.
24. Investigate job shadowing opportunities in a hotel or tourism venue to explore duties for each of the departments.
25. Design a slide presentation with the job duties for employment in the travel and tourism recreation, and amusement and attraction venues. Work with a group to delegate the assignment.

### **Extended Thinking Assessment Key**

1 – 25 Student responses will vary