

Principles of Hospitality and Tourism

Sample Assessment Questions

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25 Recall/Reproduction Assessment Questions

1. What is the term for a person who is bound by legal agreement to work for another for a specific amount of time in return for instruction in a trade, art or business?
 - a. Apprentice
 - b. Employee
 - c. Intern
 - d. Tradesman

2. QWL is a concept which stands for Quality of Work Life. Successful QWL programs within organizations address issues such as:
 - a. stress management
 - b. financial planning
 - c. health and wellness
 - d. other issues related to balancing work and family
 - e. all of the above
 - f. only a and d are correct

3. If you answer “yes” when you ask yourself questions such as those below, you are displaying which character trait?
 - Do you take pride in how well you perform your job?
 - Do you look for ways to be more efficient?
 - Do you sometimes work later if necessary?
 - a. Self-management
 - b. Good balance between work and life
 - c. Willingness to do overtime for pay
 - d. Good work ethics

4. Which of the following are strategies for achieving accuracy and organization?
 - a. Planning ahead
 - b. Prioritizing
 - c. Delegating
 - d. Only a, b and c are correct
 - e. Keeping the work environment free of clutter
 - f. Double checking work when necessary
 - g. All of the above are correct

5. Multitasking is the ability to carry out at least three or more things at the same time by one person.
 - a. True
 - b. False

6. The main guiding value and principle for the hospitality and tourism industry would be:
 - a. obtaining excellent employees
 - b. profit for the owner or shareholders
 - c. exemplary customer service
 - d. providing economic value for the community

7. Personal values are our core beliefs that guide our decisions whether we are consciously aware of them or not.
 - a. True
 - b. False

8. Employees who work independently should demonstrate good:
 - a. abilities to organize
 - b. multitasking capabilities
 - c. adaptability or flexibility
 - d. communication skills
 - e. all of the above

9. Of the below statements, which is the best definition of “delegation”?
 - a. Managing multiple tasks at the same time by the same person in order to effectively manage efficiency
 - b. An effective strategy for managing your time so that productivity within the company remains high.
 - c. The process of assigning authority to employees to enable them to do work that a manager would otherwise need to do
 - d. Getting co-workers to do your work so you can observe and manage your employees

10. Choose the best definition for “embarkation”.
 - a. The process of exiting a cruise ship
 - b. The process of boarding a cruise ship
 - c. A limit placed on the amount of product one can bring into the country
 - d. The amount of tax placed on the amount of product you bought in one country and bring into the United States

11. An individual in a full-service hotel responsible for providing guests with detailed information regarding local dining and attractions as well as assisting with other needs of the guests is known as a _____.
 - a. concierge
 - b. guest services manager
 - c. concessionaire
 - d. caterer

12. Food employees may not contact exposed ready-to-eat food with their bare hands. Suitable utensils, such as deli paper, spatulas and tongs, dispensing equipment or gloves should be used.
 - a. True
 - b. False

13. Large, heavy equipment belongs in upper cabinets.
 - a. True
 - b. False

14. What element below belongs in a career portfolio?
 - a. Resume’
 - b. Career and life goals
 - c. Examples of work
 - d. All of the above

15. Who developed the science of flashing freezing food?
 - a. Sir Francis Bacon
 - b. George Washington Carver
 - c. Clarence Birdseye
 - d. Fannie Farmer

16. Scientists use the tools of modern _____ in the age-old process of _____ plants, animals, and micro-organisms for food production.
- science; increasing
 - genetics; improving
 - soil; decreasing
 - genetics; humanizing
17. When planning a vacation away from home, what are the financial costs you should consider?
- Price of the attraction, entertainment, or sporting event
 - Transportation to and during and returning from the destination
 - Lodging
 - Souvenirs
 - Meals
 - All of the above
 - a, b and c only
 - b, c and e only
18. A group of employees from different departments within a business that work together to resolve operational problems is known as a(an):
- empowerment
 - cross-cultural adaptability
 - cross-functional team
 - span of control
19. The act of granting authority to employees to make key decisions within the employee's area of responsibility is known as:
- delegation
 - empowerment
 - accountability
 - motivation
20. Customer service is paramount in the hospitality industry. It is important not only to say the right words but also to have a smile on our face, be conscious of our hands and arms, stand upright, have eye contact with guests and co-workers as well as use a pleasant tone of voice. These other types of communication are known as:
- physical body communication
 - nonverbal communication
 - animation
 - gestures
21. Workers are often promoted into management when certain skills are shown on a consistent basis. A skill that is shown by an employee that is transferable into a management position is:
- team-building qualities
 - good decision-making
 - problem-solving skills
 - all of the above
22. There are three types of seated service. Which one is incorrect?
- German
 - French
 - American
 - Russian

23. There are five basic styles of dining service in the food and beverage industry. Which one is incorrect?
- a. Seated
 - b. Catering
 - c. Cafeteria
 - d. Over-the-counter
 - e. Drive-through
 - f. Buffet
24. The quality of the environment has two major impacts on the hospitality industry. They are:
- a. air quality and utility usage
 - b. waste water spillage and clean water usage
 - c. air and water
 - d. health and recreation
25. The word menu is French and means:
- a. a choice of food selections
 - b. a detailed list
 - c. a food list
 - d. restaurant food description

Recall/Reproduction Assessment Key

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

25 Skill/Concept Assessment Questions

1. What is the *best* definition for self-responsibility as it relates to individuals in the hospitality and tourism industry?
 - a. individuals who manages others toward achieving the goals or outcomes of the organization
 - b. individuals who possesses the initiative and motivation to manage themselves in their work role toward achieving the goals or outcomes of the organization
 - c. individuals who is willing to stand accountable for their words and their actions
 - d. individuals who works alone in a role that will assist in achieving the goals or outcomes of the organization
2. When conducting a meeting, which of the following is NOT a good tip for having a successful meeting?
 - a. Have a visual agenda and get agreement on the agenda at the start of the meeting
 - b. Leave time for questions and answers either during the discussion or at the end of the meeting
 - c. Have a specific time frame for the meeting and stick to that time frame such as a 2 hour meeting
 - d. Allow people to come and go from the meeting as they see necessary so they get only the parts of the meeting they want
3. Which is the correct temperature to hold hot foods?
 - a. Above 120°
 - b. 140° or higher
 - c. Between 140° and 240°
 - d. Between 41° and 140°
4. Which of the statements below is the best method to sanitize food preparation equipment?
 - a. Wash with anti-bacterial soap and rinse with hot water
 - b. Use a dishwashing detergent and hot water
 - c. Use a sanitizing solution and hot water to eliminate or reduce pathogens
 - d. Bake all utensils after washing at a temperature of 450 degrees
5. A type of commercial foodservice operation is:
 - a. family-service restaurant
 - b. educational foodservice
 - c. upscale restaurant
 - d. healthcare foodservice
 - e. quick-service restaurant
 - f. all of the above
 - g. a, c and e only are correct
6. A restaurant's revenue is \$15,638.00 for a Saturday night and there were 263 guests served. What is the average check value?
 - a. \$16.81
 - b. \$41.13
 - c. \$22.61
 - d. \$59.46

7. What are the most frequent causes of accidents at a workplace?
- Employee fatigue
 - Poor accident prevention plan
 - Employee lack of knowledge and skills
 - Employee negligence
 - All are correct
8. Below are the steps that prevent the spread of pathogens to food. Determine which step does not belong by putting an X in the space and then put the other steps in order 1-2-3-4.
- Sanitize the surface
- Rinse the surface
- Allow the surface to air-dry
- Wipe the surface dry with a clean towel
- Clean the surface
9. Which of the following is not an element of quality customer service for the hospitality and tourism industry?
- Customers expect to be treated with respect and dignity
 - Requests should be handled with efficiency and accuracy
 - Monetary transactions should be handled only by a manager
 - Facilities should be clean and attractive
 - Employees should be able to anticipate customer needs
10. The head of which department would be responsible for making sure the products and services of a business are communicated to its potential customers?
- General manager
 - Marketing Manager
 - Sales Department Manager
 - Food and Beverage Director
11. In a fine dining upscale restaurant, which of the positions below is responsible for having an extensive knowledge of wine including its storage, wine to food affinities, advising guests, and presenting and serving the wine?
- Maitre d'hôtel
 - Sous Chef
 - Chef de Trancheur
 - Sommelier
12. In any hospitality or tourism business, which department has the responsibility for ensuring the routine inspection and repair of equipment?
- Maintenance Manager
 - Safety Manager
 - General Manager
 - Executive Housekeeper
13. Good work habits can include:
- be on time and at work every day you are scheduled
 - complete all work in a timely fashion
 - keep your work area neat and organized
 - be accurate and productive
 - report mistakes or problems to your supervisor immediately
 - do not make personal calls/texts or use social media from work
 - a, b, and d only are correct
 - all are correct

14. Which of the following is not a benefit of a career in the hospitality and tourism industry?
 - a. Abundance of jobs
 - b. Advancement opportunities
 - c. Hours of work
 - d. Pleasant workplace
 - e. Interaction with people

15. Which skills are critical to be great at customer service?
 - a. Being able to assess exactly what the guests desire
 - b. Being friendly and quick with a smile
 - c. Keeping calm in stressful situations
 - d. All are good skills for customer service

16. Which of the statements below best describe a preventative safety solution?
 - a. Install fire extinguishers in the kitchen
 - b. Sanitize all kitchen utensils before storing
 - c. Have employees never touch ready-to-eat food with their bare hands
 - d. All are appropriate preventative solutions

17. Successful team-work skills are critical in most hospitality and tourism careers. Which statement below is not characteristic of a successful team?
 - a. Dictator attitude
 - b. Shared goals and responsibilities
 - c. Enthusiasm
 - d. Communication

18. In today's technology-filled world, many companies will ask applicants to submit their portfolios online or electronically. Which of the input methods below is not an appropriate electronic input method?
 - a. Loading the portfolio files on a CD-ROM disc and mailing to many managers in a company
 - b. Electronic files submitted through the company website
 - c. Multimedia files uploaded to a company Human Resources representative email
 - d. Hyperlinks on the company website

19. For a presentation to be successful, a presenter must:
 - a. read from each slide and not add to the material
 - b. stand at the back of the room to talk so as not to block the projection
 - c. make every presentation at least 25 slides to show the audience their in-depth knowledge
 - d. include only key words on each slide, add graphics, speak clearly

20. An important part of leadership and management is the ability to inspire and motivate others. What are some ways a manager can motivate employees?
 - a. Recognition
 - b. Rewards
 - c. Advancement
 - d. Work/life balance
 - e. Professional development
 - f. All are correct

21. What are the typical qualifications to be a General Manager of a 400 room full-service hotel?
- No college or specialized training required, only previous experience in management
 - Minimum of a two-year degree in hotel management and previous experience or management training program with demonstrated management skills
 - Minimum of a master's degree in hotel administration, no previous experience
 - Minimum of a four-year degree with at least 10 years experience working in a hotel of equal size
22. In which way is science in the hospitality and tourism industry used daily?
- Nutritional expert
 - Dietitian
 - Chef
 - All of the above
23. The FCCLA Planning Process is a five step tool used to facilitate the decision-making process towards individual and team action. Place an X next to the incorrect step. Then place a number by the remaining steps that will place them in the proper order.
- Set a goal
 - Act
 - Discuss the alternatives
 - Identify concerns
 - Follow up
 - Form a plan
24. All presentations that include charts, graphs, and words and are created with a software package such as Microsoft PowerPoint are considered formal.
- True
 - False
25. There are seven basic activities in the management process that all managers must manage. Which one of the below is not one of the seven?
- Planning
 - Leading (also called Directing)
 - Filtering
 - Organizing
 - Controlling

Skills/Concepts Assessment Key

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

25 Strategic Thinking Assessment Questions

1. Which of the ideas below is the best way to get the cooperation of large groups within your community involved in a recycling project?
 - a. Create a program to present to students that will set up a process for your school to recycle paper that would otherwise be thrown away
 - b. Engage the Chamber of Commerce to enlist the assistance of the local businesses in a recycling program/project
 - c. Create a recycling program that involves all of the local elementary students and present the program to the elementary principal, teachers and students
 - d. All are great ideas for getting large groups of the community to join in recycling

2. Differentiate each food service business below into either (C) commercial or (N) non-commercial.
 Caterers
 Healthcare facility
 Hotel
 Restaurant
 Public school
 Military service
 Department store café

3. Which statement below describes the main differentiator between commercial foodservices and non-commercial foodservice organizations?
 - a. Commercial businesses exist primarily to produce, serve and generate profit and non-commercial organizations are typically not-for-profit
 - b. Non-commercial organizations are managed by contract management companies and commercial businesses are self-operated
 - c. Non-commercial organizations are not available to the traveling public like commercial businesses
 - d. Commercial businesses may or may not offer alcoholic beverages for sale and non-commercial organizations are restricted from offering them

4. Which of the following is not an element one would expect of a five star fine-dining restaurant?
 - a. Very high quality of food and beverage products
 - b. Very high standard of service
 - c. Emphasis on comfort foods in a child-friendly atmosphere
 - d. Appropriate table top appointments

5. Which of the following is not an element one would expect of a quick-serve restaurant?
 - a. Family style dining
 - b. High concern with value
 - c. A child-friendly atmosphere
 - d. Expectation of speed of food delivery and cleanliness

6. Calculate the tip (to improve performance) for the following countries for a restaurant bill that is \$58.42. What is the total bill with tip?
 - a. China 3% Tip \$ _____ Total \$ _____
 - b. England 10% Tip \$ _____ Total \$ _____
 - c. U.S. 18% Tip \$ _____ Total \$ _____

7. What are the qualities of an effective leader?
 - a. Incompetence
 - b. Honesty and integrity
 - c. Being young and smart
 - d. Being inflexible and standing your ground

8. Each of the statements below are good strategies and/or programs to prevent accidents. Determine and then indicate which is a B – Business Responsibility and which is an E – Employee Responsibility.
 - Get sufficient nutrition and sleep at night
 - Safety training
 - Safety inspections
 - Ask appropriate questions
 - Establish a safety committee
 - Create and communicate rules and policies
 - Follow all sanitation rules

9. When choosing a career, it is important to ensure a balance of career, family and leisure time. What is an effective strategy to use to assist with establishing and maintaining that balance?
 - a. Spend some time considering the goals you want to achieve in your life
 - b. Consider the roles you plan to have throughout your life and the commitment, responsibilities and expectations that go with those roles
 - c. Think about your friends and the goals and careers they have chosen
 - d. Both a and b are correct.

10. When is a chef a chef and not a cook?
 - a. Once they graduate from college with a degree in Culinary Arts
 - b. When they have completed extensive formal study (post-secondary) and apprenticed for several years under a chef to gain experience
 - c. After they have been a cook in a commercial kitchen for 5 or more years
 - d. After they have been certified as a chief chef whether they have cooked in a commercial kitchen or not

11. Which information source is the best to use when creating a Safety and Securing Plan for your restaurant?
 - a. Local college or university Culinary Arts professors
 - b. Maintenance man just hired
 - c. Americans with Disabilities Act website
 - d. Occupational Safety and Hazard Act website

12. “Virtual Queuing” is a new technology system to assist both an amusement park and its visitors. Which best describes this new technology?
 - a. The park assigns a monitoring device to each guest as they arrive that shows the wait times for each attraction so that each guest can utilize their time in the park to their advantage and not waste time in waiting lines
 - b. A park visitor goes online before arriving at an amusement park and is assigned a time to arrive (prior to 10 a.m. local time) and place to park and is then able to go to the front of the line to enter the park
 - c. A park visitor can swipe their entrance ticket at a ride or an attraction that has a long wait line and will be given a time to return and go to the front of the line
 - d. None of these answers are correct

13. One aspect of a leader is the ability to make good decisions. When is the right time for a leader to make decisions that have significant impact on the business?
- Immediately when the issue is determined
 - When everyone the issue impacts has been given an opportunity to express their input on the decision
 - When the manager or leader has derived at the possible solutions and then weighed the pros and cons of each alternative
 - After he has waited sufficient time to make sure no one else in the company will make the decision for him
14. Brittany is an employee at the front desk of a large hotel. As a customer-facing employee and often the first person a customer will encounter, she understands the importance of maintaining a pleasant atmosphere. Brittany occasionally works with Lauren who goes to the same school as she does but at school Lauren ignores Brittany and often sneers at her. They don't often work together on the same shift but when they do, how should Brittany act toward Lauren at work?
- Brittany should ignore Lauren as pay back for school
 - Brittany should act professional and smile and be nice regardless of how Lauren acts
 - Brittany should confront Lauren while at work at the front desk and ask what her problem is
 - Brittany should complain to her boss about having to work with Lauren
15. Calculate the cost of roundtrip travel in a car. Suppose you are traveling from Austin to El Paso and back. You are in a car that gets 34 miles per gallon and gas is \$3.09 per gallon. The mileage one way is 577 miles. What will it cost you in gas for a roundtrip?
- 54.92
 - \$178.29
 - \$58.44
 - \$104.88
16. Managers spend a lot of time in meetings. Good meeting planning begins by knowing and agreeing upon the objectives to be accomplished by the meeting. Good objectives must be S-M-A-R-T. SMART is an acronym that means:
- specific, measurable, achievable, relevant, timely
 - specific, meaningful, action-oriented, reasonable, timely
 - strategic, measurable, action-oriented, relevant, timely
 - none of these are correct
17. Many hotels today are "green" hotels, meaning they are utilizing programs to manage environmental issues as well as a way to reduce their costs. Which of the statements below reflects the practices of many hotels?
- Using energy-efficient appliances
 - Implementing recycling programs for guests and employees
 - Recycling wastewater (from laundry) for landscaping purposes
 - Asking guests to use sheets and towels for more than one day
 - All of the above are correct
18. Developing and using checklists to complete responsibilities, taking 15 minutes at the beginning of each day to plan your daily tasks, and double checking detailed work are strategies for _____ and _____ skills.
- accuracy, organizational
 - time management, problem-solving
 - monitoring, communication
 - organizational, goal setting

19. Organizational skills are used in conjunction with time management skills to improve productivity and effectiveness. Which is the best definition for time management?
- The act of using a daily calendar to schedule work at specific times
 - Allowing specific and equal amounts of times to get all activities and tasks done each day
 - The process of planning and exercising conscious control over the amount of time spent on specific activities
 - Prioritizing your tasks daily and delegating those items you don't think you will be able to complete
20. Which is the best method of setting and achieving career goals?
- Plan backwards. Decide how much money you want to make; research an industry that you are interested in; find the highest paying job in that field and plan for the shortest path to get there
 - Determine your strengths, knowledge, interests, and what you value; research careers and pathways in an industry; set personal goals within a pathway and work to accomplish those goals. Evaluate your progress along the way
 - Research career fields in which you think you would be successful. Create a resume' tailored to a specific job; apply for positions and work hard to get promotions. Evaluate your progress after 3 years
 - Look for a position within your field of interest. After getting a job in that industry, ask about the pathways to promotion, set a plan in place on one of those pathways and work hard to achieve promotions

USE THIS DESCRIPTION TO ANSWER THE NEXT TWO QUESTIONS:

"Beach vacation - five days and four nights - **all-inclusive** vacation for \$1,059.00. If you need to escape the city jungle and take a breath of fresh air, then come and stay with us under the palm trees on the beach. Prices are per person, based on double occupancy. Airfares vary by date and departure city."

21. Using the above description, the vacation includes:
- food and beverages
 - lodging
 - nightly entertainment
 - air fare
 - snorkeling
 - all of the answers are correct
22. Based on the above description, the price quoted in the description will not change based on the number of people staying in one lodging room?
- True
 - False
23. In a typical hotel room, there are surfaces that must be sanitized and there are surfaces that must only be cleaned. Put an S next to the surfaces that must be sanitized and a C next to the ones that need only to be cleaned.
- _____ Bedside end table
 - _____ Desk
 - _____ Toilet
 - _____ TV and stand
 - _____ Bed linen
 - _____ Bathroom floor

24. A group of 18 people are going to the local amusement park. The tickets are \$48 each. If they buy the tickets as a group, they will receive a discount of 17% on half of the tickets. How much is the total cost of the tickets if they purchase them as a group?
- \$864.00
 - \$432.00
 - \$717.12
 - \$790.56
25. Food service managers and/or chefs must plan out menus very carefully. Which of the following is not a consideration when planning a menu?
- How to advertise the menu
 - How to differentiate from the competition
 - Marketing principles to determine what guests want
 - Resources available to provide the menu items

Strategic Thinking Assessment Question Key

- d
- c, n, c, c, n, n, c
- a
- c
- a
- China 3%
England 10%
U.S. 18%
- b
- e, b, b, e, b, b, e
- d
- b
- d
- c
- c
- b
- d
- a
- e
- a
- c
- b
- f
- b
- c, c, s, c, s, s
- d
- a

Tip \$	<u>1.75</u>	Total \$	<u>60.17</u>
Tip \$	<u>5.84</u>	Total \$	<u>64.26</u>
Tip \$	<u>10.52</u>	Total \$	<u>68.94</u>

25 Extended Thinking Assessment Questions/Tasks

1. Explain the concept of quality as it pertains to employees and discuss its impact on the level of service provided to guests.
2. Discuss the six steps in the Decision-Making Process and explain how they work together. Which do you believe is the most important step? What would occur if a step is ignored or skipped over?
3. Discuss the elements that make vending and office coffee services successful. Include the advantages and disadvantages of vended services.
4. Describe the food and nutritional essentials that would satisfy the customer and still meet the standards of nutrition of a healthcare facility.
5. Outline a cost effective itinerary for a family of four (two parents and two children ages eight and eleven) that live in San Angelo, Texas traveling to San Antonio, Texas for a four day, three night vacation. Their budget is \$1,000.00. How would the family get to their destination? Where would they stay? What are the attractions that you would include? How long would they need to plan to stay at each attraction? What plans should be made for meals?
6. Create a travel brochure for a cruise line that communicates the compelling benefits of your cruise packages over your competition. You may use Microsoft Word or Microsoft Publisher templates. Create a business name and logo to use in your brochure. To be compelling, you must communicate sufficiently so that the potential customer wants your cruise line and no other one will satisfy them.
7. Compare and contrast the education, training, and experience needed between a chef, a sous chef, and a saucier. What are their differences and what do they have in common? What are the things you could do right now and in the next 4 years to prepare for one of these careers?
8. Compare and contrast the education, training, and experience needed for these careers aboard a cruise ship: chief purser (hotel manager), shore excursion manager, cruise director. What are their differences and what do they have in common? What are the things you could do right now and in the next 4 years to prepare for one of these careers?
9. Discuss, in detail, three challenges that have recently impacted and continue to affect the personal entertainment industry because of developments of technology.
10. Using standard English writing and correct grammar, write a thank you letter to the Ambassador of New Zealand for choosing and staying at your hotel. Do not use slang terminology as most people from other nations do not understand the American use of slang and sarcasm.
11. Create a one page flyer to communicate the **value** of an all-inclusive weekend trip. You may use the computer or create the flyer by hand. You may use the destination of your choice.
12. Design a cruise package for Texas Cruise Lines that will appeal to a family of four (father, mother and two small children ages eight and ten). Determine the cruise length, type of ship and ports-of-call. Mention some of the possible excursions that would appeal to this demographic. Create attractions and activities that will be available on the ship. Create a cruise itinerary (how long will you be at each port-of-call).
13. Outline, in detail, three community service projects that demonstrate the BEST way in which a student can give to back to the community while connecting hospitality and tourism.

14. Discuss, in detail, the issues of the tourism industry for the state of Texas. What are the issues and what impact do they have on the economy? Are they impacting the entire state or only certain regions?
15. The state of Texas is very large and is divided into seven different regions. Each region offers a unique set of traveling experiences with many attractions that appeal to a broad set of tourists. Suppose a family (parents and three children between the ages of fourteen and eight) wish to experience Texas and only have nine days (one week plus the weekends). What problems does this travel experience pose for the family? Which regions would you recommend and why? What would they do and for how long? How would they travel?
16. Design a customized travel package to Italy for a young couple without children. The trip should cost under \$4,000.00 for both and should last nine days. Be sure to include transportation, (there and back as well as on the trip), cost of attractions, meals, lodging, and souvenirs.
17. With today's travel guidelines, travelers must pack smarter and lighter. They often buy products specifically designed to use only when on vacation. Describe a product you would create to assist a traveler wanting to fly by commercial airlines to another country. What would the product do? How does it benefit the traveler?
18. As the general manager of a hotel, create a memorandum to your employees outlining your expectations of exceptional quality customer service. Use a computer and software such as Microsoft Word or Microsoft Works to complete this task.
19. Develop an itinerary for a businessman from Dallas making customer visits in Chicago, IL, Washington D.C., New York City, NY, and Raleigh, NC. The businessman will leave Dallas on Sunday night and arrive back in Dallas on Wednesday night. He will need to spend approximately 2 hours with each customer. Be sure to allow travel time by taxi and check-in and check-out times at airports. In what order will he visit the cities? In which cities will he stay overnight?
20. Design an all-inclusive vacation package to someplace warm and exotic for travelers that are typically without young children.
21. Discuss what the phrase "Personal success depends on personal effort" means to you. What does personal success mean? Describe the types of effort needed to be recognized, rewarded and promoted at the workplace.
22. Discuss the differences and similarities of the following restaurants. Be sure to include the elements that define them and make them unique. 1) Upscale restaurants 2) Casual-service restaurants 3) Family service restaurants 4) Quick service restaurants
23. Write three scenarios describing how guests are affected by employee attitude, appearance and actions, either in a positive or negative manner.
24. Discuss the following types of menus. What are their differences and similarities? What makes them unique? 1) A la carte menu 2) Table d'hôtel menu 3) Cyclical menu 4) Du jour menu
25. Discuss the technology available that can assist vending machine managers/owners to make their operations more cost effective and therefore more profitable. Compare and contrast various technologies in your discussion such as bar code technology, curbside poling, kiting and perpetual inventory.

Extending Thinking Assessment Question Key

1 – 25 Student responses will vary