

Tourism, Hospitality, and Lodging Management

Customized Written Assessment
Test Code: 8624 Version: 01

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Instructions for Taking the Written Assessment

1. Fill in ALL of the information requested on the Participant Answer Sheet with a soft black lead No. 2 pencil. Every field must be completed in order to ensure your answer sheet is scored properly. The test administrator will provide you with instructions for completing the *Participant Information and Test Information* portions of the answer sheet.
2. Use only as many of the response spaces on the answer sheet as are required for this test. Record your written responses in the section of the answer sheet labeled Written Test and your performance responses in the section of the answer sheet labeled Performance Test.
3. Mark each item by darkening the corresponding circle with a No. 2 pencil for the answer choice you think is correct.
4. Erase completely any answer you want to change and then darken the circle for the answer you believe to be correct. You must erase your first mark completely; failure to do so may result in a wrong reading by the scanner.
5. Mark only one answer for each test item. Items marked with more than one choice are automatically scored as incorrect. You should answer all items to the best of your ability. Items left blank are automatically scored as incorrect.
6. Erase any stray marks on the answer sheet as these may lower your score.
7. If you need to return to a question, place a check in the margin of the test booklet and return to it for additional consideration after you have completed the last question.
8. Look over your answer sheet when you have finished and darken any marks that are not black and shiny.

NOTE: the test proctor will announce the time limit for this test.

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Directions: Each of the questions or incomplete statements listed below is followed by four possible answers. Read each question carefully and completely before you attempt to select an answer. Choose the response that you believe best answers the question or completes the statement. Completely fill in the circle containing the letter of your choice on the answer sheet. If you make a mistake, be sure to erase completely.

A nonprogrammable calculator may be used for this test.

TOURISM, HOSPITALITY, FOODS, AND NUTRITION

- One pound equals
 - 8 ounces
 - 12 ounces
 - 16 ounces
 - 18 ounces
- One cup equals
 - 12 tablespoons
 - 16 tablespoons
 - 18 tablespoons
 - 20 tablespoons
- What are the proper steps in the problem-solving process?
 - identify options, select option, and act on decision
 - select first option, act on decision, and evaluate decision
 - study options, select option, and act on decision
 - identify problem, seek alternative options, and act on and evaluate decision
- Which is the appropriate first step for employees to take in an emergency situation?
 - call 911
 - call the manager
 - stay calm and implement the Emergency Action Plan
 - scream "Help! Help!" or "A guest needs a doctor!"
- The Nutrition Facts Panel on a box of crackers indicates one serving provides 140 calories, with 55 calories from fat. Calculate the percentage of calories from fat in this product.
 - 25 percent
 - 39 percent
 - 55 percent
 - more information is needed to calculate
- You are asked to plan an employee dinner for your company. You arrange interviews with three local restaurants to see which one would be the best fit for your event. What might you have on your checklist?
 - ask for a tour, review menu options, and seating arrangements
 - review food costs, receiving practices, and evaluate management styles
 - review the establishment's mission statement, inventory control, and check staff ID
 - none of the above

7. Which step in the problem-solving process involves review and analysis of the consequences?
- A. Action
 - B. Identification
 - C. Evaluation
 - D. Choice
8. During an interview for a job with a food-service establishment, which of the following would exhibit appropriate personal hygiene?
- A. clean clothes and shoes
 - B. freshly applied cologne
 - C. long, neatly manicured nails
 - D. current hair styling
9. Food service employees should wash their hands
- A. before starting work
 - B. after visiting the restroom
 - C. when soiled by work
 - D. all of the above
10. A common cause of food poisoning, usually spread by food service workers whose hygiene and work habits are poor, is a bacteria called
- A. botulism
 - B. salmonella
 - C. infectious hepatitis
 - D. staphylococcus
11. What is the primary cause of cross contamination by employees?
- A. improper hand washing
 - B. failure to wear hair restraint
 - C. unclean/soiled clothes
 - D. moldy or spoiled food
12. The best place to store liquid chemicals is
- A. on a high shelf out of immediate reach
 - B. in buckets or tubs next to the prep area
 - C. on lower shelves to avoid easy spills
 - D. anywhere but next to hot surfaces
13. If you drop a knife, you should
- A. reach to catch it
 - B. step away and let it fall to the floor
 - C. try to shield it by using your foot to stop it
 - D. both B and C are correct
14. Which of the following is/are required in safely storing all food items in a walk-in cooler?
- A. all items must be kept on shelves
 - B. all items must be kept at least 6 inches from the floor
 - C. all items must be labeled and dated
 - D. all of the above
15. When liquid or food is spilled on the floor,
- A. kick it out of the way with your foot
 - B. clean it up when you can get around to it
 - C. lay a paper towel over the spill
 - D. wipe it up immediately

16. Cross contamination occurs when an employee cuts vegetables on a surface that has been used to cut raw chicken. This may cause
- salmonella food poisoning
 - an e-coli infection
 - staphylococcus food poisoning
 - botulism food poisoning
17. In the United States, the agency that is responsible for the control of air, water, and pollution is the
- Federal Housing Authority (FHA)
 - Federal Drug Administration (FDA)
 - Environmental Protection Agency (EPA)
 - Occupational Safety and Health Administration (OSHA)
18. To keep a food service establishment free of insects and rodents, one should
- keep lights on in the storeroom day and night
 - place shelf paper in drawers and on shelves
 - store food and supplies in cardboard cartons
 - maintain a good prevention and extermination program
19. The purpose of OSHA is to
- train employees to operate equipment
 - be responsible for the development and enforcement of occupational safety and health standards
 - take over the responsibility of health department inspections
 - form fraternal organizations for people employed in the food industry
20. You work at the front desk of Hotel Rico. Your manager wants to know the percentage of rooms that are occupied. You know there are 235 rooms in the hotel. You look in the computer and see that there are only 25 vacant rooms. What is the occupancy percentage you will give to your manager?
- 10.6 percent
 - 14.9 percent
 - 85.1 percent
 - 89.4 percent
21. A guest calls to make a reservation at Hotel Fabulous where you work. The guest tells you that they have 3 people who need to stay for 2 nights. The room rate at your hotel is \$119.00 for 2 guests per room per night. The rate increases 15 percent per night if 3 guests stay in one room. If all 3 guests want to share the same room for 2 nights, how much will it cost them?
- \$134.00 per night per room
 - \$136.85 per night per room
 - \$138.65 per night per room
 - \$139.55 per night per room
22. Sarah and Denise eat dinner at the local Mexican food restaurant. The bill for their food is \$40.00. What is the total cost of the meal if they leave 20 percent gratuity?
- \$44.00
 - \$46.00
 - \$48.00
 - \$50.00

23. What is the cost of 7-1/2 dozen eggs at \$0.98 for each dozen?
- A. \$6.86
 B. \$7.25
 C. \$7.35
 D. \$7.53
24. Kelly and Evan are planning their wedding at your resort and want to book a block of 20 rooms. Your standard discount for blocks of rooms over 10 is 20 percent. Rack rate for the season they are interested in is \$159.00. What will their rate be per room per night?
- A. \$109.20
 B. \$127.20
 C. \$174.90
 D. \$190.80
25. Housekeeping staff can clean an average of 12 rooms per employee per day. You have 46 anticipated arrivals today. There are currently 2 housekeepers scheduled to work. How many more housekeepers should you call in?
- A. 1
 B. 2
 C. 3
 D. 5
26. Hotel Chez Blanc is opening a new restaurant and needs to buy menus. They received three bids on prices to purchase menus. The bids were \$1,017 for 150 menus; \$651 for 75 menus; and \$765 for 100 menus. Assuming they are all of equal quality, which is the best buy?
- A. \$651 for 75 menus
 B. \$765 for 100 menus
 C. \$1017 for 150 menus
 D. all are the same
27. The housekeeping department at a five star hotel needs to order new towel sets for their guest rooms. Luxury Linens has towel sets on sale for \$239 per 10 sets. The same exact towel sets are also on sale at French Linen House for \$169 per 5 sets. How much is saved by buying 100 sets of towels at Luxury Linens versus buying them at French Linen House?
- A. \$700
 B. \$990
 C. \$7,000
 D. \$9,900
28. You have a coupon for 30 percent off any meat or poultry item you buy. If you purchase the whole frozen chicken and the ingredients to make a salad with lettuce, celery, carrots and tomatoes, what will the cost of your groceries be?
- Grocery Prices:
 Whole frozen chicken \$8.89
 Lettuce \$1.99
 Celery \$2.29
 Carrots \$4.09
 Tomatoes \$4.19
- A. \$12.56
 B. \$18.78
 C. \$21.45
 D. \$24.12
29. A manager estimates that with the chef's new summer salad, next month's sales will increase 12 percent from last month's total of \$52,200. What would next month's sales be if the manager is correct?
- A. \$6,264
 B. \$45,937
 C. \$58,464
 D. \$64,300

30. A resume includes all of the following information EXCEPT
- A. name
 - B. address
 - C. work experience
 - D. age
31. During an interview, you should explain to the interviewer
- A. how hiring you will help the company
 - B. how the company can help you by giving you the job
 - C. what you know about the company
 - D. both A and C
32. Most employers will look for which of the following qualities in a food service employee?
- A. willingness to work
 - B. initiative
 - C. dependability
 - D. all of the above
33. In preparing for a career in the hospitality, tourism, and recreation field, one of the training requirements is in
- A. professional appearance
 - B. communication skills
 - C. customer service skills
 - D. all of the above
34. When making a presentation, which is the most desirable trait?
- A. clearing your voice frequently
 - B. a monotone voice
 - C. demonstrating straight posture
 - D. making minimal eye contact to avoid nervousness
35. When working at the front desk caring for customers, it is appropriate to
- A. chew gum
 - B. listen to your iPod
 - C. surf the Internet and text your friend
 - D. smile and speak cheerfully to prospective customers
36. The essence of any hotel security system should focus on
- A. reacting to emergency situations
 - B. preventing theft or damage to persons and property
 - C. maintaining secure guest room keys
 - D. hidden surveillance cameras and closed circuit television cameras
37. Which is a better buy?
- A. two 12-oz. cans for \$1.79
 - B. one 18-oz. can for \$1.44
 - C. three 6-oz. cans for \$1.54
 - D. one 24-oz. can for \$1.99

38. Which of the following hotel employees would be considered "back of the house" staff?
- A. desk clerk
 - B. bell captain
 - C. concierge
 - D. grounds attendant
39. Which of the following best describes the duties of a concierge?
- A. takes luggage to the room and checks the temperature
 - B. facilitates the needs of the guests (such as making dinner reservations)
 - C. registers guests
 - D. prepares guest folio
40. The front desk clerk posts incidental charges to a guest's account on a form known as a
- A. folio
 - B. voucher
 - C. spreadsheet
 - D. registration card
41. As a new employee, when given directions by your employer about how to do your work, you should
- A. not ask questions if you are confused
 - B. make suggestions for improving the job to your employer
 - C. politely listen, then do it your way
 - D. do the work as you are told
42. Demonstrating enthusiasm and confidence about work and learning new skills reveals a person's ability to
- A. understand cultural diversity
 - B. develop independence
 - C. develop a positive self-concept and attitudes toward learning
 - D. develop communication skills
43. If an employer evaluates an employee's ability to arrive to work consistently on time, the term _____ may be used to describe this trait.
- A. integrity
 - B. punctuality
 - C. generosity
 - D. honesty
44. You are a housekeeper for a local hotel. You are aware that your coworker does not wear latex gloves when cleaning and removing garbage from the rooms. What is the potential hazard to this employee for NOT wearing gloves?
- A. hepatitis C
 - B. bacterial infection
 - C. blood borne pathogens contaminants
 - D. all of the above
45. To learn all facets of a hotel operation, an individual could do any of the following EXCEPT
- A. concentrate on the front of the hotel
 - B. graduate from a postsecondary hospitality program
 - C. complete a training program at a community college
 - D. gain experience in all aspects of the hotel operation as an employee

46. Extra items or services that add to a traveler's comfort and convenience are
- perks
 - suites
 - amenities
 - promotions
47. A guest calls the front desk and complains the TV remote does not work. If you answered the phone, how would you respond?
- "It is probably the batteries, you can come down and grab some from the front desk."
 - "The housekeeping department is supposed to check those; they are closed now and will be open in the morning. I will have them check it tomorrow."
 - "I am sorry the remote is not working. I will send someone up with a new set of batteries for you in the next ten minutes. Is there anything else I can help you with?"
 - "Our remote controls are old and sometimes they work and sometimes they don't. There is a TV on in the lobby for you to watch."
48. The first possible action that should be used to let a company know of your dissatisfaction as a customer is
- contacting the Better Business Bureau
 - filing a complaint with the Attorney General
 - contacting the customer service department at the point of purchase
 - contacting the company's corporate office
49. Offering a higher price room to a guest at no extra cost because the room has added features is called
- upgrading
 - gauging
 - price hiking
 - suggestive selling
50. Which of the following is the most effective first step for resolving a customer complaint?
- listen to the customer before offering help
 - apologize for the problem
 - blame others for the problem
 - ask questions about the problem
51. A reputable company understands the need for a good relationship with their customers and tries to handle customer complaints on which level first?
- local
 - corporate
 - national
 - regional
52. From the following, choose the least effective example of quality service.
- customer's needs are met promptly
 - employees anticipate customer needs
 - employee refers complaint to another department
 - money matters are handled honestly

53. The hospitality industry is mostly an intangible product industry. Which of the following is an example of an intangible product?
- A. services guests receive
 - B. size of the bed
 - C. lighting in the room
 - D. food availability
54. If you had reservations for two nights at \$59 per night, plus 6 percent state tax and 12 percent recreation tax per night, what would be your total room cost?
- A. \$118.00
 - B. \$125.08
 - C. \$129.24
 - D. \$139.24
55. A restaurant chain employed 500 managers in 1990. The predicted growth rate for 2015 is 33 percent. How many managers would be employed in 2015?
- A. 166
 - B. 533
 - C. 665
 - D. 1515
56. Mary is working the front desk at the Sleep Well Motel. As Mr. Edwards is checking out, he produces a coupon for 15 percent off the price of his room. His original bill is \$154. Calculate the cost of Mr. Edward's room after the discount has been applied.
- A. \$23.10
 - B. \$130.90
 - C. \$131.00
 - D. \$139.00
57. A double room rents for \$69 per night for two people. There is a \$4 charge for each additional person per night. What would be the total cost for seven days for four people?
- A. \$77.00
 - B. \$325.00
 - C. \$491.00
 - D. \$539.00
58. The customer's meal totaled \$26.30. He left \$31.03 to include gratuity. What percentage did the server receive as a tip?
- A. 12 percent
 - B. 15 percent
 - C. 18 percent
 - D. 20 percent
59. According to the GPS, you will travel 324 miles from your home to your vacation destination. Assuming your vehicle gets 26 miles per gallon of gas at the price of \$2.89 per gallon, how much will gas cost you for the round trip?
- A. \$69.89
 - B. \$72.03
 - C. \$84.57
 - D. \$91.35
60. Sally is interested in the hospitality, tourism and recreation field. Careers in the cluster include
- A. travel agent
 - B. chef
 - C. bus-person
 - D. all of the above

61. Occupancy rate is
- a percentage derived by multiplying the total number of rooms by the number of rooms available for occupancy
 - the total number of rooms divided by the number of rooms available for a given period of time
 - a percentage derived by dividing the total number of rooms occupied during a given period by the total number of rooms available for occupancy during that period
 - the average number of total rooms not sold per night
62. As a travel agent, which type of tour would you book for a customer wishing to travel abroad with a tour representative accompanying him/her on all parts of the itinerary?
- charter tour
 - independent package tour
 - supplemented tour
 - escorted tour
63. Which of the following are the major functions of the housekeeping department?
- maintain air conditioning and heating units
 - perform front of the house functions
 - maintain grounds and pool
 - keep guest rooms and public areas clean
64. All of the following are part of the job requirements of the purchasing department EXCEPT
- being certain to properly store received goods
 - working closely with the receiving department to determine if ordered goods are received
 - buying necessary goods in the right amount and at the right time using inventory records
 - using specifications to order correct products
65. Product, price, place, and promotion are terms used in what field of interest?
- marketing
 - accounting
 - human resources
 - administration
66. The purpose of NTO (National Tourism Organization) includes all of the following EXCEPT
- promoting government trade
 - promoting tourism
 - conducting publicity campaigns
 - developing plans for destinations
67. An example of a lodging market segment is
- leisure travelers
 - teachers
 - neighbors
 - marketers

68. If a business wanted to market to senior citizens, they might choose to provide all of the following specials EXCEPT
- A. discounted meals
 - B. live music and dance lessons
 - C. dinner and show
 - D. late night performance and drink specials
69. The difference between marketing and sales for a business can be described as
- A. marketing is the first and broad step to make sales effective
 - B. a business prepares a sales plan to make marketing effective
 - C. product, price, place, and promotion are used to make marketing effective
 - D. sales of goods is done when buyers buy those goods as per their willingness to buy
70. A full service hotel is capable of providing all of the following food and beverage services EXCEPT
- A. room service
 - B. banquets
 - C. fast food drive thru
 - D. fine dining
71. The guest cycle is comprised of five basic and important stages. Which of the following lists the stages of the guest cycle?
- A. pre-arrival; arrival; occupancy; departure; post-departure
 - B. reservations; check-in; arrival; occupancy; departure
 - C. pre-arrival; check-in; occupancy; evacuation; post-departure
 - D. reservations; arrival; occupancy; room service; departure
72. Types of reservation sources for hotels are all of the following EXCEPT
- A. travel agents
 - B. online third parties
 - C. central reservation systems
 - D. accounting department
73. Hotels want to be included in the database of intermediaries such as travel agencies and tour operators, because
- A. rooms can be rented for reduced rates
 - B. they can collect information about customers
 - C. they can reach more potential customers
 - D. they earn more commissions from internet business

Scenario: A gentleman approaches the front desk of the Transnational Hotel with luggage in hand. Desk Clerk: "Good morning. Welcome to the Transnational Hotel. What can I do for you?" Mr. Sanders: "Good morning. My name is Tom Sanders. I have a reservation for a single room for three nights." Desk Clerk: "Alright Mr. Sanders. Let me pull up your reservation."

74. The scenario above portrays which of the following hotel guest procedures?
- A. registration
 - B. reservations
 - C. departure
 - D. concierge
75. Which of the following is a food service delivery method?
- A. tray service
 - B. back-of-the house
 - C. front-of-the-house
 - D. stewarding
76. A team environment in a restaurant involves
- A. employees sharing ideas, suggestions, and responsibilities
 - B. restaurant manager and nine employees dealing with customers
 - C. every employee being the manager
 - D. servers taking orders from an executive chef
77. Which of the following restaurant employees would be considered front-of-the-house?
- A. bell captain
 - B. server
 - C. dishwasher
 - D. sous chef
78. As an employee of the housekeeping department, what is the correct procedure for handling a towel covered in blood found in a guest room?
- A. Pick up the towel by the corner and wash in hot water.
 - B. Use latex gloves to place the towel in a specially-labeled bag and notify the supervisor.
 - C. Wrap the towel in a plastic bag and throw it in the garbage.
 - D. Notify the front desk there is a blood-stained towel in the room.
79. The housekeeping department has all of the following major tasks EXCEPT
- A. washing laundry
 - B. care of linens
 - C. inventory of linens
 - D. changing bed linens daily
80. Convention center and visitor bureau (CVB) have many functions. Which of the following is function of a CVB?
- A. encourage groups to hold meetings and conventions in the area
 - B. assist groups with meeting preparations and services during the convention
 - C. encourage tourists to visit historical recreational opportunities
 - D. all of the above

81. David is interested in exploring careers in the convention industry. Which of the following representatives would **NOT** be found within a convention center?

- A. meeting planning
- B. catering and banquets
- C. travel agent
- D. human resources

END OF ASSESSMENT

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