

Chapter 1 Test Bank

1. The hospitality industry is often described as a:
 - A. Hotel and Restaurant Business
 - B. People Business
 - C. Revenue Maximizing Business
 - D. Human Resources Business
2. All of the following are considered part of the hospitality industry EXCEPT:
 - A. Financial services
 - B. Retail Businesses
 - C. Foodservice
 - D. Transportation
3. Which of the following is an example of a *not-for-profit* foodservice segment?
 - A. Grocery Stores
 - B. Service Stations
 - C. Caterers
 - D. Correctional Facilities
4. An employee's attitude about their job is most likely to be affected by:
 - A. Their interactions with co-workers and managers
 - B. The business' profit margins
 - C. The business' level of technological advancement
 - D. Their benefit package
5. The idea of entrepreneurship is intended to:
 - A. Help maximize job-sharing
 - B. Focus efforts on internal job recruitment
 - C. Motivate employees by offering profit-sharing plans to staff
 - D. Increase an organization's number of operating units
6. Which of the following management responsibilities does NOT have a human resources component?
 - A. Staffing
 - B. Controlling
 - C. Appraising
 - D. All have a human resources component
7. Labor shortages may occur when:
 - A. Unemployment rates are stagnate
 - B. Employee turnover rates are high
 - C. Compensation levels are perceived as excessive
 - D. Downsizing activities are undertaken