

## **CHAPTER ONE**

### **TEST BANK**

#### **Multiple Choice**

Choose the letter of the best answer to the questions listed below.

1. The hospitality industry is part of the larger
  - a. retail industry.
  - b. transportation industry.
  - c. wholesale trade industry.
  - d. travel and tourism industry.
  
2. Which is an example of a *non-commercial* foodservice operation?
  - a. Mall food court
  - b. Hospital cafeteria
  - c. Hotel dining room
  - d. Grocery store delicatessen
  
3. Which type of hospitality industry employee will most often have limited formal education and experience in a job?
  - a. Hourly worker
  - b. Salaried worker
  - c. Part-time worker
  - d. Entry-level worker
  
4. Which management function are HR managers addressing when they develop job descriptions used for recruiting new employees?
  - a. Staffing
  - b. Planning
  - c. Controlling
  - d. Supervising
  
5. Which management function are HR managers addressing when they develop labor standards for a hospitality business?
  - a. Staffing
  - b. Planning
  - c. Controlling
  - d. Supervising

6. A properly developed job description includes
  - a. a list of tasks to be performed in the job.
  - b. information about the skills needed to do the job.
  - c. details about the hours during which the job is to be completed.
  - d. a description of the wages and benefits paid to the person holding the job.
  
7. The type of hospitality manager least likely to have direct access to the services of a full-time HR specialist is the manager of a
  - a. franchised resort hotel.
  - b. single owner-operated restaurant.
  - c. restaurant in a 50-unit restaurant chain.
  - d. large university residence hall's dining facility.
  
8. Which type of external influence are HR managers responding to when they recommend implementing training programs that address terrorism threats?
  - a. Legislation
  - b. Competition
  - c. Global issues
  - d. Demographics
  
9. Which type of external influence are HR managers responding to when they recommend advertising entry-level position vacancies on currently popular social media sites?
  - a. Legislation
  - b. Competition
  - c. Global issues
  - d. Demographics
  
10. What would be the long-term impact of implementing employee empowerment in a hospitality organization?
  - a. Employee wages are increased.
  - b. Employee wages are decreased.
  - c. Employee decision-making ability is reduced.
  - d. Employee decision-making ability is expanded.
  
11. What would be the immediate impact of down-sizing in a food service organization?
  - a. The number of menu items offered will be reduced.
  - b. The number of staff in the organization will be reduced.
  - c. The selling prices of menu items offered will be reduced.
  - d. The portion sizes of menu items offered will be reduced.

12. What type of individuals would normally be selected to serve on a hospitality operation's executive committee?
  - a. Creditors
  - b. Hourly workers
  - c. Department heads
  - d. Owners and investors
  
13. Which type of HR approach is in use in a hospitality organization when department heads are fully responsible for the personnel-related issues relevant to their staff?
  - a. Unionized
  - b. Socialized
  - c. Centralized
  - d. Decentralized
  
14. HR managers conduct exit interviews to
  - a. formally certify a worker's shift.
  - b. verify appropriate wage payments.
  - c. identify reasons for employee termination.
  - d. summarize strong and weak points of worker performance.
  
15. In a large hospitality organization, who would be most responsible for identifying short- and long-term staffing needs?
  - a. HR manager
  - b. General manager
  - c. Department heads
  - d. Executive committee
  
16. Who will typically fill the HR manager's role in smaller hospitality operations?
  - a. Investors
  - b. Supervisors
  - c. Department heads
  - d. General managers
  
17. The use of effective supervisory tactics will most directly affect a hospitality operation's
  - a. pricing structure.
  - b. recruiting efforts.
  - c. average hourly wage.
  - d. employee turnover rate.

18. Which HR challenge are managers addressing directly when they promote policies that emphasize the worth and value of current employees?
- a. Recruiting and selecting qualified staff
  - b. Retaining and rewarding the best employees
  - c. Managing employee labor and benefits costs
  - d. Measuring the effectiveness of the HR function
19. Which HR challenges are managers addressing when they develop assessment programs designed to measure and improve worker performance?
- a. Recruiting and selecting qualified staff
  - b. Retaining and rewarding the best employees
  - c. Managing employee labor and benefits costs
  - d. Measuring the effectiveness of the HR function
20. The Altoona Inn is a medium-sized hotel that employs 60 people. In the last year, and for various reasons, 12 employees left the hotel and in the same time period 12 new replacement workers were hired. What was the hotel's turnover rate for the year?
- a. 2%
  - b. 5%
  - c. 20%
  - d. 50%
21. What is true about a management action that is legal?
- a. The action is always ethical.
  - b. The action is always unethical.
  - c. The action may or may not be ethical.
  - d. The action will always benefit the organization.
22. Which ethical issue are managers addressing when they consider whether a decision being made is fair?
- a. Utility
  - b. Rights
  - c. Justice
  - d. Caring

23. Which ethical issue are managers addressing when they consider whether a decision being made properly addresses responsibilities that individuals have to each other?
- a. Utility
  - b. Rights
  - c. Justice
  - d. Caring
24. What is the term used to describe a formal statement that outlines broad concepts to guide ethical decision-making in an organization?
- a. Law
  - b. Code of ethics
  - c. Employee handbook
  - d. Policies and procedures
25. Who would **NOT** be held accountable for the behavior described in an organization's code of ethics?
- a. Vendors
  - b. Managers
  - c. Salaried workers
  - d. Part-time workers

**Answer Key**

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