

# Introduction to Hospitality and Tourism

## Multiple-Choice Questions

Choose the best answer to each question by clicking the appropriate letter.

1. Michael is traveling for work to Minnesota to attend an annual conference on computer software. Which category of travel is Michael likely to fit in?
  - a. Recreation
  - b. Culture
  - c. Business
  - d. Health issues
2. The hospitality industry has undergone many changes in modern times. Which is not one of those changes?
  - a. Business travel has become common
  - b. Wealthy people are traveling less
  - c. Air travel is more affordable
  - d. More families are taking vacations
3. ADA stands for:
  - a. Americans with Disabilities Act
  - b. Americans with Disabilities Association
  - c. Americans who are Disabled Act
  - d. Association of Disabled Americans
4. A business traveler has to make a trip to New York. It will take an airline, car-rental company, hotel, restaurants, and other services to conduct this trip. This will require a large \_\_\_\_\_.
  - a. Infrastructure
  - b. Budget
  - c. Company
  - d. Car
5. Airline travel is a type of:
  - a. Attraction
  - b. Food and beverage offering
  - c. Accommodation
  - d. Transportation

6. Heritage sites are a type of:
  - a. Attraction
  - b. Food and beverage offering
  - c. Accommodation
  - d. Transportation
  
7. The human quality of being different or varied is known as:
  - a. Inclusiveness
  - b. Differences
  - c. Diversity
  - d. All of the above
  
8. You are training a new employee at your hotel and need to conduct training on diversity. Your property uses R.A.V.E. to describe diversity. What is R.A.V.E.?
  - a. Respect And Venerate Everyone
  - b. Respect And Value Each
  - c. Refine and Value Everyone
  - d. Respect and Value Everyone
  
9. Guest service must always include the ability to make a customer feel safe, treat the customer with respect, provide each guest with the best possible experience and:
  - a. Provide quick service
  - b. Provide quick service to guest's expectations
  - c. Provide quick service, time permitting
  - d. Provide quick service that is the very best level that can be offered
  
10. In judging the quality of service, whose expectations are most important?
  - a. The person receiving the service
  - b. The staff member providing the service
  - c. The staff member's boss
  - d. The owner of the company

### **True or False**

*Indicate whether each statement is true or false by clicking the appropriate letter.*

11. In the 1940s and 1950s, all forms of transportation became more accessible and affordable.
  - a. True
  - b. False
  
12. The hospitality and tourism industry exists to meet the needs of the traveling public.
  - a. True
  - b. False
  
13. The modern history of hospitality and tourism really began in 1950.
  - a. True
  - b. False
  
14. A Zoo can be categorized as an attraction.
  - a. True
  - b. False
  
15. Diversity requires hospitality and tourism employees to be sensitive only to differences such as race, gender, age, physical abilities, religion, and sexual orientation.
  - a. True
  - b. False
  
16. Guest service is meeting the needs of guests the way they want and expect them to be met.
  - a. True
  - b. False
  
17. The sole key role of all DMOs is to develop local economic growth.
  - a. True
  - b. False