

Name: \_\_\_\_\_ Date: \_\_\_\_\_

### Experience Management: Owning the Guest Experience

Instructions: Read the questions carefully and select the correct answer/s.

1. Ethics applies to relationships only between Management & Employees.
  - a) True
  - b) False
2. Workplace ethics are rules and procedures that governs a person's behavior that demonstrates professionalism and fosters a safe working environment from employers, employees and customers.
  - a) True
  - b) False
3. You should be cautious and not cross the line between personal friendships in the workplace and professionalism.
  - a) True
  - b) False
4. Having office policies encourages positive ethics in the workplace.
  - a) True
  - b) False
5. Select all that applies. Examples of poor/undesirable ethics in the workplace includes:
  - a) Recognition
  - b) Stealing
  - c) Constructive Feedback
  - d) Lying
6. Sexual Harassment is a form of ethical behavior in the workplace.
  - a) True
  - b) False
7. Select all that applies. Consequences of poor ethics in the workplace would lead to the following:
  - a) Fair treatment
  - b) Job Loss
  - c) Demotion
  - d) Promotion
  - e) Fewer privileges
8. Sexual Harassment should only be reported to your family members.
  - a) True
  - b) False
9. The situational leadership model was developed by:
  - a) Kenny Blanche & Paul Harry
  - b) Ken Blanchard & Paul Hershey
  - c) Ken Blanchard & Paul Harrison
10. Going beyond your job description and doing work that gets you noticed describes which step to become a leader:
  - a) Learning new skills
  - b) Taking ownership of problems
  - c) Going the extra mile