

Introduction to the Hospitality Industry

Hospitality Management · Practice Test · 15 Questions

1. How does the Oxford English Dictionary define hospitality?

- A) The business of selling food
- B) The reception and entertainment of guests with goodwill
- C) A type of tourism activity
- D) A system of hotel ratings

2. Which two distinct services primarily make up the hospitality industry?

- A) Transportation and Leisure
- B) Accommodation and Food & Beverage
- C) Events and Attractions
- D) Marketing and Management

3. The hospitality industry is considered part of which larger group of economic activities?

- A) Agriculture
- B) Retail
- C) Tourism
- D) Manufacturing

4. What is the primary purpose of a non-profit-making hospitality business?

- A) To maximize shareholder dividends
- B) To promote the welfare of its members
- C) To compete with commercial chains
- D) To provide luxury services

5. What does the DOT Star Grading System in the Philippines evaluate?

- A) Hotel staff salary
- B) Accommodation standards
- C) Marketing strategies
- D) Building age

6. Which star rating is described as offering world-class facilities and meticulous service?

- A) Three Star
- B) Four Star
- C) Five Star
- D) Two Star

7. What is the main difference between a residential and a transient hotel?

- A) Location
- B) Price
- C) Expected length of stay
- D) Number of employees

8. A hotel that specifically caters to traveling businesspeople is known as a:

- A) Resort Hotel
- B) Tourist Hotel
- C) Commercial Hotel
- D) Self-catering Hotel

9. Where are resort hotels usually located?

- A) City centers
- B) Scenic spots
- C) Industrial zones
- D) Suburban areas

10. What is a key characteristic of a self-catering hotel?

- A) Full room service
- B) Guests prepare their own food and clean their rooms
- C) High-end dining facilities
- D) Located only in airports

11. Which type of hotel ownership involves a hotel being part of an international chain?

- A) Private
- B) Local group
- C) International group
- D) Non-profit

12. Budget hotels are characterized by:

- A) Extensive luxury services
- B) Basic guestrooms with limited services
- C) Only catering to business travelers
- D) Exclusive five-star amenities

13. What happens to excess income in a non-profit-making hospitality business?

- A) It is distributed to owners
- B) It is reinvested in the business
- C) It is donated to the government
- D) It is spent on advertising

14. According to the text, what is an example of an institutional accommodation facility?

- A) Luxury resort
- B) Prison
- C) Commercial restaurant
- D) City hotel

15. Which of the following is NOT typically considered part of the tourism industry?

- A) Transportation
- B) Leisure activities
- C) Food and beverage operations
- D) Personal banking