

# CHS Practice Test Questions and Answers

## 1. What is the 'service recovery paradox'?

- A) The phenomenon where guests who experience a problem that is resolved excellently may become more loyal than guests who never had a problem
- B) Service recovery always makes things worse
- C) Guests never forgive service failures
- D) Recovery is more expensive than prevention

## 2. What is yield management in hospitality?

- A) Adjusting prices based on anticipated demand to maximize total revenue from a perishable inventory (hotel rooms, airline seats)
- B) Growing crops for the hotel restaurant
- C) Measuring employee productivity
- D) Calculating annual profit margins

## 3. When must food handlers wash their hands?

- A) Before handling food, after handling raw meat, after using the restroom, after touching face/hair, after handling trash, and when switching tasks
- B) Only at the start of a shift
- C) Only after using the restroom
- D) Hand washing is optional if wearing gloves

## 4. What is breakeven analysis in hospitality?

- A) Calculating the revenue level at which total costs equal total revenue, meaning the operation neither profits nor loses money
- B) The point when a hotel reaches 100% occupancy
- C) Calculating when equipment needs replacement
- D) Determining when to break a lease

**Answers: 1-A 2-A 3-A 4-A**

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