

Hospitality Management Certificate Practice Test Questions and Answers

1. What is the primary goal of revenue management in the hospitality industry?

- A) To reduce operational costs only
- B) To maximize revenue by selling the right product to the right customer at the right time and price
- C) To increase staff productivity
- D) To improve food quality standards

2. Which metric is most commonly used to measure hotel performance?

- A) Average Daily Rate (ADR)
- B) Revenue Per Available Room (RevPAR)
- C) Occupancy Rate
- D) All of the above

3. What does the acronym HACCP stand for in food service management?

- A) Health and Culinary Control Program
- B) Hazard Analysis and Critical Control Points
- C) Hotel and Catering Code of Practice
- D) Hospitality Assurance and Customer Care Protocol

4. Which customer service approach emphasizes exceeding guest expectations?

- A) Reactive service
- B) Proactive service
- C) Standard service
- D) Minimal service

Answers: 1-B 2-D 3-B 4-B

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