

## Multiple Choice Questions

1. The tourism industry is characterized by:
  - a. The domination of large-scale companies, such as airlines and hotel chains
  - b. Exclusively micro-enterprises (less than ten employees)
  - c. The domination of micro-enterprises and SMEs
  - d. Exclusively SMEs
  
2. Working in the tourism industry is often associated with:
  - a. Unsocial working hours (shift work)
  - b. Low salaries
  - c. High seasonality
  - d. All of the above
  
3. Successful organizational structures in a tourism business:
  - a. Should allow staff the opportunity for clear career progression through the organization
  - b. Are characterized by a strict top-down approach
  - c. Allow for frequent staff turnover
  - d. Should be task focused, rather than process and people focused
  
4. The key elements of a human relations approach are:
  - a. The recognition that staff are motivated by payments alone
  - b. The individuals are more important than groups within an organization
  - c. Recognition, such as awards and rewards, is not a good tool to increase group morale
  - d. An awareness of an individual's social needs
  
5. Volunteers are not a good part of the work force, because:
  - a. They are not paid, and thus have no work ethic
  - b. They come and go as they please
  - c. Their opinions are not recognized or acknowledged by managers
  - d. None of the above

