

1. The tourism industry is characterized by:
c. The domination of micro-enterprises and SMEs
2. Working in the tourism industry is often associated with:
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
4. The key elements of a human relations approach are:
d. An awareness of an individual's social needs
5. Volunteers are not a good part of the work force, because:
d. None of the above

