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