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