

1. The purpose of Rodger's Seven-Point Plan and the Fraser Five-Fold Framework is to create:
 - b. A person specification for a particular job**
2. The term 'Facility Management' describes the:
 - a. Control of the physical assets of an organization**
3. The term 'supressed demand' means that:
 - c. The population is temporarily unable or unwilling to purchase products**
4. What is described by this definition: 'the maximum capability to produce [services] measured as units of output, dollars of output, hours of work, or number of customers processed over a specific period of time'?
 - c. Capacity**
5. The Service Concept includes which of the following components?
 - d. Service Experience, Service Operation, Service Outcome, Service Value**
6. Revenue Management is the term given to the understanding and management of:
 - a. Income generation**
7. The Break-Even-Point is the point where a producer:
 - b. Covers all costs**
8. A strategic plan looks primarily at:
 - c. Long-term planning (5–10 years)**
9. The *indirect* funding opportunities of tourism business include:
 - a. Concessions and franchises**
10. Sound financial management ensures that:
 - d. All of the above**

