

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

