

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**

