



## Entry Level Assessment Blueprint

## ***Recreation, Amusements, and Attractions***



**Test Code: 1289 / Version: 01**

## **Specific Competencies and Skills Tested in this Assessment:**

### **General Hospitality and Tourism Technical Skills**

- Demonstrate knowledge of hospitality and tourism management (e.g., no-shows, overbooking)
- Apply marketing strategies and techniques within a hospitality and tourism context
- Apply customer service techniques in a hospitality and tourism context
- Identify elements of geography and climate that affect the hospitality and tourism industry

### **Recreation, Amusements, and Attractions Technical Skills**

- Apply knowledge of the types, structures, and operating methods of various recreations
- Apply knowledge of admission procedures and traffic control issues to manage and control people
- Apply knowledge of merchandizing and retail outlet opportunities for different venues
- Research ideas needed to develop programs and products appropriate for different venues

### **Academic Foundations**

- Apply reading skills in a hospitality and tourism career environment
- Apply writing skills in a hospitality and tourism career environment
- Apply mathematical skills in a hospitality and tourism career environment
- Apply knowledge of economics in a hospitality and tourism career environment

### **Systems**

- Describe the relationship of roles and responsibilities among hospitality and tourism professionals
- Analyze impact on hospitality and tourism systems based on influences such as changes in technology

## ***Specific Competencies and Skills continued:***

### **Ethics and Legal Responsibilities**

- Apply appropriate laws, regulations, industry standards to hospitality/tourism situations
- Identify ethical issues and demonstrate ethical behavior in hospitality and tourism situations

### **Communications**

- Locate, organize, reference written information to communicate with coworkers/clients
- Develop and deliver formal and informal presentations using media to engage and inform diverse audiences
- Apply listening skills; interpret verbal and nonverbal behaviors to communicate with coworkers and clients
- Interpret and use tables, charts, and figures

### **Information Technology Applications**

- Use word processing, presentation, and email applications to prepare communications
- Use spreadsheet and database applications to manage and communicate data and information

### **Problem Solving, Critical Thinking, and Decision Making**

- Use problem solving/critical thinking locate information about problems and determine causes
- Use problem solving/critical thinking; determine root causes of problems; evaluate solutions



### **Leadership and Teamwork**

- Exhibit leadership qualities to improve the quality of work and the work environment
- Work effectively in a team environment to improve the quality of work and the work environment

***Specific Competencies and Skills continued:***

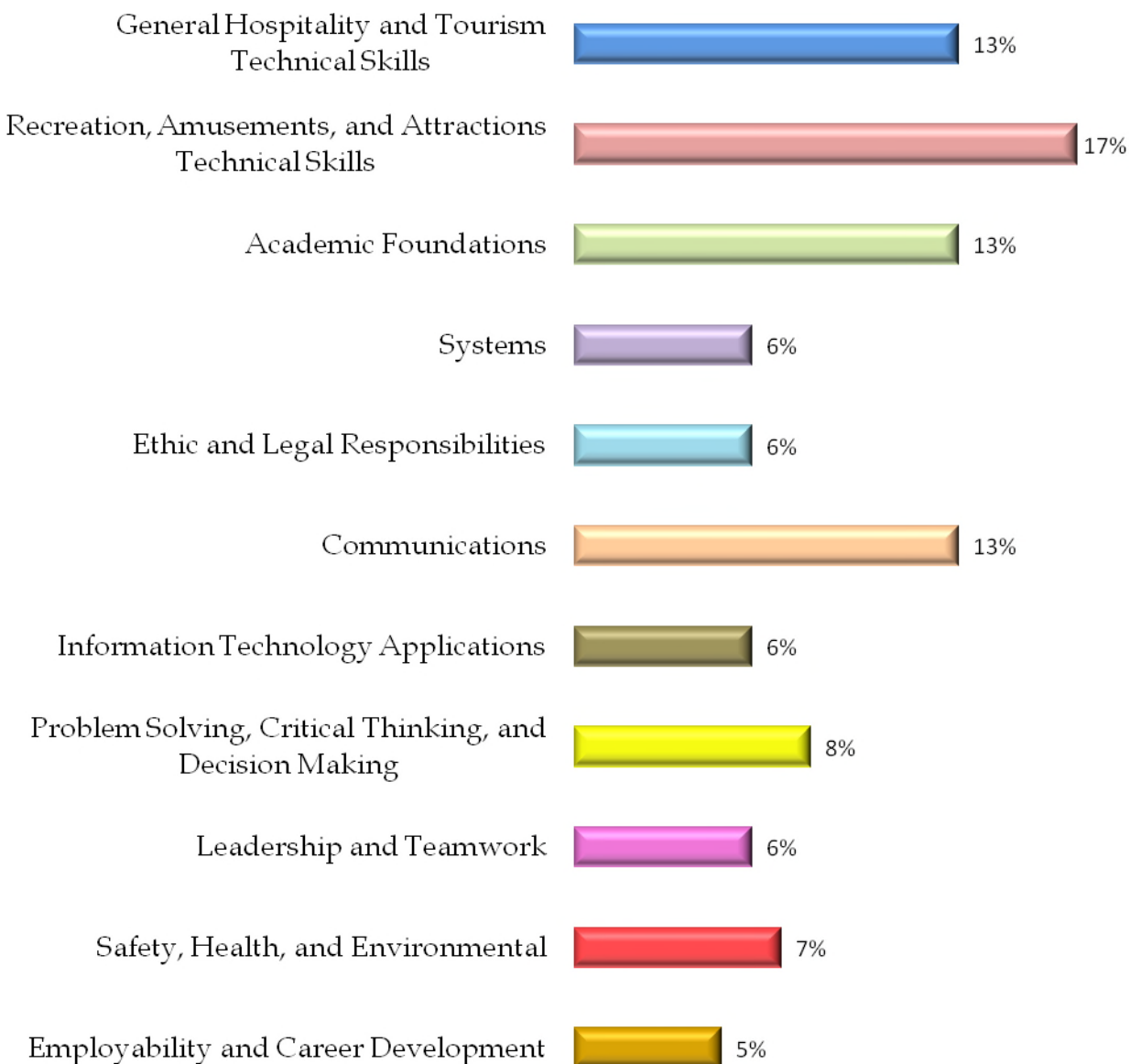
**Safety, Health, and Environmental**

- Identify/practice appropriate safety and health procedures for hospitality and tourism occupations
- Demonstrate emergency/first-aid knowledge and procedures for hospitality and tourism occupations

**Employability and Career Development**

- Demonstrate employability skills related to a career in hospitality and tourism
- Pursue career development skills to advance in hospitality and tourism careers



**Written Assessment:****Administration Time:** 2 hours**Number of Questions:** 100**Areas Covered:**

## Sample Questions:

**Dividing the total consumer market into small groups of potential customers is referred to as market**

- A. segmentation
- B. research
- C. integration
- D. development

**Airlines often offer faster boarding services using**

- A. electronic ticketing
- B. ATMs
- C. text messages
- D. passwords

**When an employee is given an oral presentation, he/she should speak**

- A. clearly and confidently
- B. in a low voice
- C. quickly and urgently
- D. in a monotone voice

**Food preparation surfaces should be cleaned and sanitized**

- A. after every shift
- B. twice a day
- C. after every item prepped
- D. at the end of the day

**To entice guests to shop at the resort gift shop, many resorts will offer a \_\_\_\_\_ to their guests.**

- A. discount on merchandise
- B. free gift
- C. free reservation service
- D. discount on concierge service

**Which of the following terms is correctly spelled?**

- A. gretuity
- B. cordination
- C. reservations
- D. resturant

### Sample Questions (continued)

**An example of body language that conveys interest in what a speaker is saying is**

- A. repeatedly gazing over the speaker's shoulder
- B. crossing your arms
- C. stifling a yawn
- D. leaning forward slightly

**Combining address file data with a form letter is called**

- A. mail merge
- B. a personal letter
- C. a business letter
- D. auto-addressing

**The newest trend that many major resort destinations are now offering is**

- A. indoor water parks
- B. bowling alleys
- C. miniature golf
- D. batting cages

**The best way to lift a heavy object is to**

- A. arch the back, take a deep breath, then lift by straightening the back
- B. keep the knees straight, then lift using the back muscles
- C. bend the knees, then lift using the leg muscles while keeping the back straight
- D. place one foot behind the other, then lift by straightening the legs