

*Test Bank for Supervision in the
Hospitality Industry-Leading Human
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Supervision 10E

Chapter 1 – Multiple-Choice Test Questions

1. Scientific management is associated with:
 - a. the Hawthorne experiments.
 - b. Alexander Graham Bell.
 - c. participative management.
 - d. Frederick Taylor.
2. A flex style of management means:
 - a. bending the rules to get employees to work better.
 - b. being able to do all the different tasks you supervise.
 - c. successfully maintaining the management point of view without slipping back to the workers' point of view.
 - d. adjusting decisions and actions to the needs of the situation.
3. Human relations theory emphasizes:
 - a. the importance of workers as individuals.
 - b. a fair day's work.
 - c. management by group decision.
 - d. incentive pay.
4. Participative management:
 - a. allows workers to take part in decisions affecting them.
 - b. requires the supervisor to participate in the work alongside the workers.
 - c. allows workers to participate in company profits.
 - d. All of the above.
5. A supervisor must work overtime without pay if he/she:
 - a. supervises fewer than 10 people.
 - b. supervises two or more people, spends 50 percent or more of his/her time managing, and earns \$684 per week or more.
 - c. supervises two or more people and earns at least minimum wage.
 - d. is considered a nonexempt employee.
6. An approach to management that blends standardization, concern with people, and participative techniques is called:
 - a. democratic management.
 - b. humanistic management.
 - c. flex-style management.
 - d. boomerang management.

7. A poor work climate can cause:
- low labor turnover and better-quality control.
 - low productivity and fewer guests.
 - a fun and easygoing attitude.
 - hostility among workers.
8. Why is it *not* uncommon for some hourly workers, such as bartenders and serving personnel, to take home more pay than their supervisors?
- Supervisors are considered nonexempt employees and therefore do not earn overtime pay.
 - Supervisors are exempt employees and are not covered by wage and hour laws.
 - Bartenders and serving personnel are paid more than their supervisors.
 - Hourly employees are exempt, meaning wage and hour laws do not cover them.
9. Organizational Excellence (OE) is a:
- system in which workers participate in decisions that concern them.
 - participative process that empowers all levels of employees to work in groups to establish guest service expectations.
 - blend of several different systems.
 - theory in which a scientific approach was applied to human performance on the job to increase productivity.
10. Boomerang management occurs when a:
- supervisor takes control of a stressful situation.
 - supervisor reverts from a management point of view to a worker's point of view.
 - supervisor rewards their employees for a job well done.
 - supervisor puts an employee on a probationary period.
11. According to Manz, an opportunity thinker:
- concentrates on constructive ways to deal with circumstances.
 - focuses on why a situation is impossible to handle.
 - seeks out opportunities that will create a positive work environment.
 - None of the above.
12. The supervisor's role is to:
- be responsible for the quantity and quality of the products and services.
 - meet employee needs.
 - be responsible for the output of the people supervised.
 - All of the above.

13. As a supervisor, your number one concern is:
- your employees.
 - other managers.
 - the guests.
 - the owners.
14. Which of the following represents the four main functions of management?
- Planning, evaluating, organizing, controlling
 - Planning, organizing, leading, controlling
 - Planning, organizing, evaluating, leading
 - Planning, evaluating, leading, controlling
15. Which of the following is true of managerial skills?
- management at any level is a science, not an art.
 - They are an art that can be learned, although no one can really teach you.
 - You do not have to be born with certain talents or personality traits.
 - Supervisors need human, technical, and conceptual skills

Answers

- | | |
|----|---|
| 1 | a |
| 2 | d |
| 3 | a |
| 4 | b |
| 5 | b |
| 6 | b |
| 7 | b |
| 8 | b |
| 9 | b |
| 10 | b |
| 11 | a |
| 12 | d |
| 13 | a |
| 14 | b |
| 15 | d |

