

# ManageFirst Hospitality and Restaurant Management Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. What is a state-regulated insurance program that pays medical bills and some lost wages for employees who are injured at work?**
  - A. Health insurance**
  - B. Disability insurance**
  - C. Workers' compensation**
  - D. Social Security**
  
- 2. What attitude should you always try to express in professional interactions?**
  - A. Positive attitude**
  - B. Negative attitude**
  - C. Indifference**
  - D. Sarcasm**
  
- 3. Which term refers to a supplemental retirement system funded by payroll taxes that provides benefits to current social security recipients?**
  - A. Self-actualization**
  - B. Staffing**
  - C. Social security**
  - D. Sender**
  
- 4. What is an example of a terminable act?**
  - A. Theft of operation property**
  - B. Wrongful discharge claim**
  - C. Oral warning**
  - D. Final paycheck timing**
  
- 5. Which element is essential in action plans to resolve problems?**
  - A. Timelines**
  - B. Roles**
  - C. Platforms**
  - D. Resources**

- 6. Which term describes unwelcome behavior of a sexual nature that offends, humiliates, or intimidates another person and interferes with job performance?**
- A. Social needs**
  - B. Staffing**
  - C. Shift leader**
  - D. Sexual harassment**
- 7. Which concept in Herzberg's theory relates to job satisfaction and motivation?**
- A. Hygiene factors**
  - B. Extrinsic factors**
  - C. Motivators**
  - D. Maintenance factors**
- 8. Which term describes the environment through which a message travels that can influence interpretation?**
- A. Message content**
  - B. Message context**
  - C. Message channel**
  - D. Minutes**
- 9. Which financial document provides a summary of the establishment's profitability during a certain time period?**
- A. Incentive**
  - B. Income Statement**
  - C. Information meeting**
  - D. Interpersonal communication**
- 10. Which action is specified as the initial corrective measure in a progressive discipline program?**
- A. Suspension**
  - B. Written warning**
  - C. Oral warning**
  - D. Termination**

## Answers

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1. C
2. A
3. C
4. B
5. D
6. D
7. C
8. B
9. B
10. C

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## **Explanations**

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**1. What is a state-regulated insurance program that pays medical bills and some lost wages for employees who are injured at work?**

- A. Health insurance**
- B. Disability insurance**
- C. Workers' compensation**
- D. Social Security**

Workers' compensation is a state-regulated insurance program that provides medical treatment and a portion of lost wages to employees who are injured on the job. It is funded by employers through premiums and is required by law in most places. In exchange for guaranteed benefits, workers typically give up the right to sue their employer for those injuries, which is known as the exclusive remedy. Benefits usually cover medical care, rehabilitation, and wage replacement, with specifics varying by state. This is different from health insurance, which covers medical costs in general; disability insurance, which covers non-work-related disabilities; and Social Security, a federal program not tied to a specific workplace injury.

**2. What attitude should you always try to express in professional interactions?**

- A. Positive attitude**
- B. Negative attitude**
- C. Indifference**
- D. Sarcasm**

Expressing a positive attitude in professional interactions is essential because it shapes how others respond and how smoothly things get done. In hospitality, warmth, courtesy, and genuine willingness to help create a welcoming feel for guests and a supportive environment for teammates. This mindset improves communication, helps defuse tension, and makes collaboration easier, which all contribute to better service and problem-solving. A positive demeanor signals respect, reliability, and a commitment to guest and team needs, which are core to delivering excellent hospitality. Choosing a negative attitude, indifference, or sarcasm undermines trust and can escalate conflicts, lower morale, and push guests away. So, the attitude you should always express is a positive one.

**3. Which term refers to a supplemental retirement system funded by payroll taxes that provides benefits to current social security recipients?**

- A. Self-actualization**
- B. Staffing**
- C. Social security**
- D. Sender**

Social Security is a government program funded by payroll taxes that provides benefits to people who are currently retired. It collects taxes from workers and employers and uses those funds to pay retirement, disability, and survivor benefits. This definition matches the description exactly, and it's distinct from self-actualization (a psychology term), staffing (HR), or sender (unrelated).

#### 4. What is an example of a terminable act?

- A. Theft of operation property
- B. Wrongful discharge claim**
- C. Oral warning
- D. Final paycheck timing

Terminable act refers to actions that end or threaten to end an employment relationship and can be looked at for how they're handled or challenged. A wrongful discharge claim directly concerns the act of terminating an employee and whether that termination was lawful, making it a clear example of a terminable act in this context. The other options describe behaviors or procedures that either require further disciplinary steps (an oral warning), are unrelated to ending the employment (final paycheck timing), or are misconduct that could justify termination but aren't about the termination action itself being challenged (theft of property).

#### 5. Which element is essential in action plans to resolve problems?

- A. Timelines
- B. Roles
- C. Platforms
- D. Resources**

In planning how to fix a problem, having the necessary resources to carry out the steps is the key driver of success. A clear plan, defined roles, and a realistic timeline set up the path, but you still need the inputs that actually make things happen. Resources include money, personnel, equipment, materials, and the information needed to execute tasks. For example, to reduce delays in service, you need staff to handle the workload, training and time to implement new procedures, and any equipment or software upgrades required to support the changes. Without these resources, even the best plan can't move from paper to reality. The other elements—who does the work, when it happens, and what tools or platforms are used—are important, but they can't be realized without the essential resources behind them.

**6. Which term describes unwelcome behavior of a sexual nature that offends, humiliates, or intimidates another person and interferes with job performance?**

**A. Social needs**

**B. Staffing**

**C. Shift leader**

**D. Sexual harassment**

Unwelcome sexual behavior that offends, humiliates, or intimidates someone and interferes with their ability to perform their job is called sexual harassment. This can take many forms—verbal remarks, jokes, comments about someone’s appearance or sexuality, inappropriate jokes or gestures, requests for dates or sexual favors in exchange for work benefits, or displaying explicit material in the workplace. The essential point is that the behavior is unwanted and creates a hostile or uncomfortable environment that directly affects performance and productivity. Employers have anti-harassment policies and legal obligations to address and prevent this conduct through clear reporting channels, training, and timely corrective action. Other terms like social needs or staffing describe unrelated organizational concepts and don’t capture the harmful and disruptive impact of unwanted sexual behavior in the workplace.

**7. Which concept in Herzberg's theory relates to job satisfaction and motivation?**

**A. Hygiene factors**

**B. Extrinsic factors**

**C. Motivators**

**D. Maintenance factors**

In Herzberg's theory, motivators are the intrinsic elements of work that create job satisfaction and drive motivation because they reflect the nature of the work itself. These include achievement, recognition, the work being meaningful, responsibility, and opportunities for growth or advancement. When these factors are present, employees feel more engaged and driven to perform well. Hygiene factors, on the other hand, relate to the conditions surrounding the job—salary, company policies, supervision, working conditions, and relationships. Their presence prevents dissatisfaction, but they don’t by themselves produce lasting motivation or satisfaction. Extrinsic factors are outside the content of the job, whereas motivators come from the job itself. Therefore, the concept that relates to both job satisfaction and motivation is motivators.

**8. Which term describes the environment through which a message travels that can influence interpretation?**

- A. Message content
- B. Message context**
- C. Message channel
- D. Minutes

The environment surrounding how a message is delivered shapes how it's understood. This surrounding stuff—the situation, relationship, culture, timing, and other factors—tends to color tone, intent, and meaning. That is what we mean by context: the setting through which the message travels that can influence interpretation. For example, the same words can come across very differently if delivered in a formal meeting versus a casual hallway chat, because the context changes expectations and norms. The actual words of the message are its content, the medium used to send it is the channel, and minutes are just a record of a meeting, not a factor in interpreting the message.

**9. Which financial document provides a summary of the establishment's profitability during a certain time period?**

- A. Incentive
- B. Income Statement**
- C. Information meeting
- D. Interpersonal communication

Profitability over a specific time frame is shown in a financial document that lists all revenues and expenses to reveal net income. The income statement, also called a profit and loss statement, summarizes everything earned and spent during the period, resulting in either net income or net loss. This makes it the best choice for understanding how profitable the establishment was in that time period. In hospitality, this helps managers gauge performance across weeks, months, or quarters and compare trends over time. Other options don't fit because an incentive is a rewards program, an information meeting is used to share updates, and interpersonal communication refers to the exchange of messages between people.

**10. Which action is specified as the initial corrective measure in a progressive discipline program?**

- A. Suspension
- B. Written warning
- C. Oral warning**
- D. Termination

In progressive discipline, the first chance to correct behavior is given through an oral warning. This approach provides immediate, private feedback that clearly states what conduct or performance is inappropriate, why it matters, and what must change, while preserving the employee's dignity. It gives the employee a concrete opportunity to adjust without the formality or consequences of written documentation. If the issue persists, the process escalates to a written warning, then to suspensions or termination as needed. So the initial corrective step is an oral warning because it starts the feedback loop in a respectful, low-stakes way before moving to more formal actions.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://managefirsthospitalityrestomgmt.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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