

MANAGEFIRST HOSPITALITY AND RESTAURANT MANAGEMENT PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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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. Tabled (agenda item) means:

- A. Removed from the agenda
- B. Held over for another meeting
- C. Requires immediate action
- D. Leads to split decisions

2. How are shift leaders paid?

- A. Salary
- B. Commission
- C. Wages
- D. Hourly

3. Information in a manager's daily log should include to protect the operation from legal liabilities.

- A. Hearsay observations
- B. Personal opinions
- C. Facts that document events and actions
- D. Irrelevant details

4. Which term describes the second stage of team development in which the reality of what the team is expected to do becomes clearer and some conflicts between team members may begin to surface?

- A. Status quo
- B. Storming (team development)
- C. Staff position
- D. Standards

5. Performing (team development) describes the fourth stage of team development when team members depend on each other and solve problems together.

- A. Performing
- B. Forming
- C. Storming
- D. Adjourning

- 6. Which term refers to the crime of stealing money or property from the person or business who lawfully owns it?**
- A. Discrimination
 - B. Embezzlement
 - C. Emergency
 - D. Environmental noise
- 7. Which term describes a set of instructions used to produce a food or beverage item?**
- A. Staff position
 - B. Standards
 - C. Standardized recipe
 - D. Standard Operating Procedures (SOPs)
- 8. Which term refers to the surroundings or environment through which a message travels?**
- A. The digital medium used to send the message
 - B. The surroundings or environment through which a message travels
 - C. The content of the message
 - D. The audience's demographics
- 9. Which statement about workplace ethics is true?**
- A. They provide moral guidance
 - B. They are optional
 - C. They guarantee profits
 - D. They reduce risk of legal issues
- 10. Physiological needs are needs that relate to the body and include food, water, air and sleep.**
- A. Safety needs
 - B. Physiological needs
 - C. Social needs
 - D. Esteem needs

Answers

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

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Explanations

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1. Tabled (agenda item) means:

- A. Removed from the agenda
- B. Held over for another meeting**
- C. Requires immediate action
- D. Leads to split decisions

Tabled means the item is postponed to a future meeting. In meetings, to table an agenda item is to set it aside for later discussion, giving the group time to gather more information, review it further, or build consensus before deciding. The item stays on the agenda but will be brought back at another session rather than being acted on immediately. It's not removed from consideration entirely, nor does it require immediate action, and it doesn't inherently cause split decisions. That's why this option—holding it over for another meeting—is the best fit.

2. How are shift leaders paid?

- A. Salary
- B. Commission
- C. Wages**
- D. Hourly

Shift leaders are typically paid based on time worked rather than a fixed salary or sales-based pay. This aligns with their frontline supervisory role, where compensation accrues with hours worked and may include overtime. Therefore, the term that best describes this form of compensation is wages—the pay tied to the actual hours worked. A salary implies a fixed amount regardless of hours, which isn't typical for shift leaders in many operations. Commission depends on sales performance and isn't how shift leaders are usually compensated. While hourly pay and wages are related concepts, wages best capture the overall, time-based pay for this position.

3. Information in a manager's daily log should include to protect the operation from legal liabilities.

- A. Hearsay observations
- B. Personal opinions
- C. Facts that document events and actions**
- D. Irrelevant details

Keeping a daily manager's log focused on facts that document what happened and what was done creates a clear, verifiable record that can be used to protect the operation in legal or regulatory situations. When the log captures objective details—dates and times, locations, people involved, actions taken, the sequence of events, decisions made, and immediate outcomes—it forms an auditable trail. This shows due diligence, supports investigations, and can be essential for insurance claims, compliance checks, or disputes. Facts are reliable and can be corroborated, which is why they provide stronger protection than anything subjective. Hearsay observations aren't reliable because they are secondhand and unverified, which weakens a log's usefulness in any legal or formal review. Personal opinions introduce bias and can raise questions about credibility or even defamation. Irrelevant details clutter the record and obscure the important information, making it harder to defend the operation or verify what actually occurred.

4. Which term describes the second stage of team development in which the reality of what the team is expected to do becomes clearer and some conflicts between team members may begin to surface?

- A. Status quo
- B. Storming (team development)**
- C. Staff position
- D. Standards

Storming is the second stage of team development. In this phase, the team starts to grasp what the work actually requires and what is expected of each member, and people begin to push against boundaries, testing ideas, roles, and leadership. Conflicts tend to surface as individuals voice differing opinions, vie for influence, and negotiate how decisions will be made. This friction is a natural part of moving toward clearer goals, defined roles, and agreed-upon processes, which sets the stage for moving into the next stage of functioning together effectively. The other terms don't describe this dynamic: status quo implies maintaining current conditions, staff position is about a job role rather than a team process, and standards refer to rules or quality benchmarks rather than the team's developmental phase.

5. Performing (team development) describes the fourth stage of team development when team members depend on each other and solve problems together.

- A. Performing**
- B. Forming
- C. Storming
- D. Adjourning

In team development, the stage where members rely on one another and tackle problems together is the Performing stage. By this point, the team has moved beyond forming and storming, with clear roles, strong trust, and open communication. Members collaborate smoothly, coordinate efforts, and focus on achieving shared goals, often taking collective ownership of solutions and delegating leadership as needed to keep performance high. The emphasis is on execution and productivity, with conflicts resolved constructively and the group functioning as a cohesive unit. Forming is the initial phase when people are getting acquainted and unclear about roles, so collaborative problem-solving isn't yet the norm. Storming involves conflicts and power struggles as differences surface. Adjourning marks the end of the team's work together, when the project closes and the team disbands.

6. Which term refers to the crime of stealing money or property from the person or business who lawfully owns it?

- A. Discrimination
- B. Embezzlement**
- C. Emergency
- D. Environmental noise

Misappropriation by someone trusted to handle money or property. Embezzlement happens when a person who has lawful possession or control of funds or assets—because of their job or position—uses them for their own benefit or siphons them away instead of returning them to the owner. In hospitality settings, this often involves employees like cashiers, bookkeepers, or managers who handle cash, tip money, or inventory and secretly take some for themselves. The key distinction is the right to possess the assets; embezzlement is about abusing that trust and diverting property that one is supposed to safeguard. Other terms listed describe unrelated issues, whereas embezzlement specifically refers to stealing money or property from the rightful owner by someone entrusted with it.

7. Which term describes a set of instructions used to produce a food or beverage item?

- A. Staff position
- B. Standards
- C. Standardized recipe**
- D. Standard Operating Procedures (SOPs)

Standardized recipe is the clearly written set of instructions for making a specific menu item. It includes exact ingredients and their quantities, the precise preparation steps, cooking methods and times, required equipment, and the expected yield or portion size. This level of detail lets cooks reproduce the same taste, texture, and portion every time, which supports portion control, cost management, and consistent guest satisfaction. Other options describe broader concepts: a staff position is a job role, standards refer to general quality criteria, and standard operating procedures outline overall processes for performing tasks—not the specific, item-by-item instructions needed to produce one dish or drink.

8. Which term refers to the surroundings or environment through which a message travels?

- A. The digital medium used to send the message
- B. The surroundings or environment through which a message travels**
- C. The content of the message
- D. The audience's demographics

The concept here is the channel (also called the medium) through which a message travels. This is the conduit that carries the message from sender to receiver and shapes how it is delivered, received, and possibly interpreted. The wording in the answer matches this idea exactly: it describes the surroundings or environment that the message moves through. While the digital medium is one specific type of channel, the broader term covers all routes a message can take—print, in-person, phone, email, paging, or social platforms. The content of the message and the audience's demographics aren't about the path the message takes, but about what is being said and who it's for. Choosing the right channel in hospitality matters because it affects speed, reach, and clarity; for urgent updates, a direct, immediate channel avoids delays and miscommunication.

9. Which statement about workplace ethics is true?

- A. They provide moral guidance**
- B. They are optional
- C. They guarantee profits
- D. They reduce risk of legal issues

Workplace ethics provide a moral compass, guiding what's right and acceptable in daily professional actions and in tougher decisions. When people and organizations act in line with ethical principles—like honesty, fairness, respect, and confidentiality—trust builds with coworkers, customers, and partners. That trusted foundation is what makes ethics meaningful: they help individuals consistently choose the right course even when it's not the easiest or most profitable path. The idea that ethics are optional isn't accurate, because professional culture, codes of conduct, and many laws expect ethical behavior and sanction deviations. The thought that ethics guarantee profits isn't correct either; ethical practices can support sustainable success, but profits depend on many factors beyond ethics. And while ethics can reduce the likelihood of legal issues by encouraging compliance, they do not remove all legal risk or guarantee immunity from lawsuits or penalties.

10. Physiological needs are needs that relate to the body and include food, water, air and sleep.

- A. Safety needs
- B. Physiological needs**
- C. Social needs
- D. Esteem needs

Physiological needs are the body's most basic survival requirements. They cover essentials like food, water, air, and sleep, and they form the foundation of motivational models—people focus on higher-level needs only after these basics are met. That's why this description fits best: it directly identifies the body-related, survival-focused needs. Higher-level needs such as safety, belonging, and esteem come into play once the physiological needs are satisfied, so they're not what this statement emphasizes. In hospitality, recognizing this helps you prioritize fundamental comfort and nourishment for guests and ensure a safe, well-rested environment for staff, before addressing additional satisfaction factors.

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.

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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