

Supervision in the Hospitality Industry- AHLEI Practice Test (Sample)

Study Guide



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SAMPLE

Questions

- 1. Which of the following is not part of a supervisor's role in general property orientation?**
 - A. Supporting the property's mission and vision**
 - B. Linking orientation to the job**
 - C. Outlining the responsibilities in the job description**
 - D. Helping employees identify internal and external customers**

- 2. Fred, a hotel parking attendant, cheerfully greets a guest before taking his keys and directing him to the front desk; Jerri checks him in and calls Bob over to carry his luggage to his guest room; Bob escorts the guest to the room. Fred, Jerri, and Bob make up a _____ work team.**
 - A. simple**
 - B. relay**
 - C. integrated**
 - D. problem-solving**

- 3. Why does the supervisor of the Rawhide Chow Wagon restaurant compare actual hours worked with scheduled hours?**
 - A. Monitor and evaluate the scheduling process**
 - B. Compare their staffs' performance with those of the competition**
 - C. Consider staff members' preferences for time off**
 - D. Prevent staff members from working overtime**

- 4. If the Fun Family Restaurant predicts a 5 percent decrease in covers for May based on 5,000 covers in April, what will be the forecasted covers for May?**
 - A. A. 5,500**
 - B. B. 5,250**
 - C. C. 5,005**
 - D. D. 4,750**

- 5. Which misconception about time management may hinder a supervisor's willingness to train and develop staff?**
- A. My job as a supervisor isn't to manage time, it's to put out fires**
 - B. I'm the only one who can really do the task the right way**
 - C. My job is different every day; specific schedules won't work**
 - D. I get so many interruptions; time management is impossible**
- 6. Which conflict management style encourages collaboration and seeks win-win outcomes?**
- A. Avoidance**
 - B. Competition**
 - C. Compromise**
 - D. Collaborative**
- 7. If the time available for guestroom cleaning during a work shift is 6 hours and 48 minutes and each room attendant is expected to clean 17 guest rooms per shift, how long does it take for one room attendant to clean one guest room?**
- A. A. 18 minutes**
 - B. B. 20 minutes**
 - C. C. 24 minutes**
 - D. D. 28 minutes**
- 8. What is a common mistake supervisors make when attempting to resolve conflicts in their teams?**
- A. Taking sides to establish authority**
 - B. Encouraging open communication**
 - C. Providing feedback after conflicts**
 - D. Listening to all parties involved**
- 9. Which of the following is a valid open-ended interview question?**
- A. Can you work lunch shifts?**
 - B. How long have you lived in the community?**
 - C. What did you like least about your previous job?**
 - D. Have you ever quit a job without giving your employer a two-week notice?**

10. What conflict management style does the supervisor exhibit when Laura is allowed to punch out early after arguing?

- A. Accommodation**
- B. Compromise**
- C. Avoidance**
- D. Competition**

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Answers

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

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Explanations

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1. Which of the following is not part of a supervisor's role in general property orientation?

A. Supporting the property's mission and vision

B. Linking orientation to the job

C. Outlining the responsibilities in the job description

D. Helping employees identify internal and external customers

The correct answer provides insight into the broader scope of a supervisor's responsibilities during property orientation. A supervisor's role in general property orientation primarily centers around introducing employees to the organizational culture and values, including supporting the property's mission and vision, linking orientation to specific job functions, and helping employees identify both internal and external customers. While outlining responsibilities in the job description is essential for clarity in job expectations and performance metrics, it is more specific to individual roles rather than the general property orientation process. General property orientation focuses on integrating new employees into the larger organizational framework rather than detailing specific job functions. This approach emphasizes the overall environment and cultural context in which the employees will work, thus ensuring that they align with the property's goals and customer service philosophy from the outset. So, while job descriptions are important, they do not encapsulate the core objectives of a general property orientation, making this the correct answer in this context.

2. Fred, a hotel parking attendant, cheerfully greets a guest before taking his keys and directing him to the front desk; Jerri checks him in and calls Bob over to carry his luggage to his guest room; Bob escorts the guest to the room. Fred, Jerri, and Bob make up a _____ work team.

A. simple

B. relay

C. integrated

D. problem-solving

The correct answer is that Fred, Jerri, and Bob form a relay work team. In a relay work team, tasks are sequentially passed from one member to another, with each person contributing to the overall service process in a coordinated manner. In this scenario, Fred initiates the guest's experience by greeting him and handling the parking details, which set a positive tone for the check-in process. Jerri then takes over by checking the guest in, and Bob subsequently handles the luggage and escorts the guest to the room. This seamless transition between roles exemplifies how team members in a relay team work together by performing specific tasks in succession, allowing for efficient and pleasant service for the guest. The other types of teams mentioned—simple, integrated, and problem-solving—do not capture the sequential nature of the tasks performed by the individuals in this scenario. While an integrated team implies collaboration across functions, a relay structure is the most precise fit for the order and flow of tasks depicted.

3. Why does the supervisor of the Rawhide Chow Wagon restaurant compare actual hours worked with scheduled hours?

A. Monitor and evaluate the scheduling process

B. Compare their staffs' performance with those of the competition

C. Consider staff members' preferences for time off

D. Prevent staff members from working overtime

The comparison of actual hours worked with scheduled hours serves as a critical tool for monitoring and evaluating the scheduling process. By analyzing these figures, the supervisor can identify discrepancies between what was planned and what was achieved. This insight allows the supervisor to address any inefficiencies or challenges within the scheduling system, ensuring that staff coverage meets the restaurant's operational needs while also optimizing labor costs. Furthermore, monitoring this data can reveal patterns such as staff members consistently working fewer or more hours than scheduled, which may indicate issues such as understaffing or overstaffing, and help refine future scheduling practices. The goal is to create a more effective scheduling process that accommodates the needs of both the business and its employees. This approach facilitates better workforce management, enhances productivity, and can ultimately improve service quality.

4. If the Fun Family Restaurant predicts a 5 percent decrease in covers for May based on 5,000 covers in April, what will be the forecasted covers for May?

A. A. 5,500

B. B. 5,250

C. C. 5,005

D. D. 4,750

To calculate the forecasted covers for May based on a predicted decrease, you start with the covers for April, which is 5,000. A 5 percent decrease means you need to find 5 percent of 5,000 and then subtract that from the original number. First, calculate 5 percent of 5,000: $5\% \text{ of } 5,000 = 0.05 * 5,000 = 250$. Now, subtract this decrease from the April covers: $5,000 - 250 = 4,750$. Thus, the forecasted covers for May would be 4,750, reflecting the anticipated drop in customer volume. This calculation demonstrates how forecasting works within the context of the restaurant's operations and emphasizes the importance of using percentages to predict changes in business metrics effectively.

5. Which misconception about time management may hinder a supervisor's willingness to train and develop staff?

A. My job as a supervisor isn't to manage time, it's to put out fires

B. I'm the only one who can really do the task the right way

C. My job is different every day; specific schedules won't work

D. I get so many interruptions; time management is impossible

The misconception that a supervisor may be the only one capable of performing a task correctly can greatly hinder their willingness to train and develop staff. This belief fosters a mindset where the supervisor feels that they must handle all important tasks themselves, leading to an overwhelming workload and a reluctance to delegate responsibilities. When a supervisor does not invest time in training their team, they miss the opportunity to empower employees and build their competencies, which ultimately contributes to overall team efficiency. This mindset not only limits the growth of individual staff members but also stifles the development of a collaborative team environment where knowledge is shared. When supervisors believe that they alone possess the skills or knowledge necessary to perform tasks correctly, it creates a barrier to mentoring and coaching, effectively hampering the professional development of their team and restricting succession planning within the organization. In contrast, understanding that staff can learn and grow through training can lead to a more competent and self-sufficient team. This perspective emphasizes the importance of leadership in nurturing the talents of employees, thereby promoting a culture of continuous improvement and skill enhancement.

6. Which conflict management style encourages collaboration and seeks win-win outcomes?

A. Avoidance

B. Competition

C. Compromise

D. Collaborative

The conflict management style that encourages collaboration and seeks win-win outcomes is characterized by an emphasis on cooperation and understanding among the parties involved. In this approach, all parties actively participate in the conflict resolution process, sharing their perspectives and working together to develop solutions that satisfy everyone's needs. This style is particularly effective in fostering positive relationships, encouraging open communication, and empowering individuals to contribute to the decision-making process. In contrast, other styles such as avoidance may lead to unresolved issues and stagnant relationships, while competition tends to create a win-lose scenario that can generate further animosity. Compromise often results in each party giving up something, which may not fully address the underlying interests or concerns of all participants. Therefore, the collaborative style stands out as the most effective in achieving mutually beneficial outcomes.

7. If the time available for guestroom cleaning during a work shift is 6 hours and 48 minutes and each room attendant is expected to clean 17 guest rooms per shift, how long does it take for one room attendant to clean one guest room?

- A. A. 18 minutes**
- B. B. 20 minutes**
- C. C. 24 minutes**
- D. D. 28 minutes**

To determine how long it takes for one room attendant to clean one guest room, we start by converting the available cleaning time from hours and minutes into just minutes. Six hours and 48 minutes can be calculated as follows: - 6 hours = 6×60 minutes = 360 minutes - Adding the remaining 48 minutes gives us a total of $360 + 48 = 408$ minutes. Next, since each room attendant is expected to clean 17 guest rooms during their shift, we divide the total cleaning time by the number of rooms cleaned: $408 \text{ minutes} \div 17 \text{ rooms} = 24 \text{ minutes per room}$. Thus, one room attendant takes 24 minutes to clean one guest room. This calculation demonstrates how to effectively allocate time for cleaning duties within the hospitality industry, ensuring that staff can meet expectations without compromising quality. Understanding time management in this context is crucial for maintaining efficiency and guest satisfaction.

8. What is a common mistake supervisors make when attempting to resolve conflicts in their teams?

- A. Taking sides to establish authority**
- B. Encouraging open communication**
- C. Providing feedback after conflicts**
- D. Listening to all parties involved**

Taking sides to establish authority is a common mistake supervisors make when attempting to resolve conflicts in their teams. This approach can create further division and animosity among team members, as it can lead to feelings of favoritism and unfairness. When a supervisor chooses to side with one party in a conflict, it undermines the overall team dynamic, as other team members may feel alienated or unsupported. Additionally, conflict resolution should ideally aim for collaboration and understanding rather than competition. By choosing sides, supervisors may inadvertently encourage a culture of conflict rather than one of teamwork and resolution. Effective conflict resolution requires an impartial stance, allowing all parties to voice their concerns, thereby fostering a sense of trust and safety within the team. This leads to more constructive outcomes where all individuals feel heard and valued, vital for maintaining a harmonious workplace.

9. Which of the following is a valid open-ended interview question?

- A. Can you work lunch shifts?**
- B. How long have you lived in the community?**
- C. What did you like least about your previous job?**
- D. Have you ever quit a job without giving your employer a two-week notice?**

Open-ended interview questions are designed to encourage candidates to provide more detailed responses, allowing for deeper insights into their thoughts, experiences, and feelings. The question regarding what a candidate liked least about their previous job is an open-ended question because it requires the interviewee to elaborate on their experiences and motivation, rather than simply providing a yes or no answer or a brief factual response. By asking about what they liked least, the interviewer opens the door for the candidate to discuss their work environment, relationships with colleagues, management styles, and personal values. This type of inquiry can lead to a richer dialogue and provide more context about the candidate's potential fit within the organization. In contrast, the other questions focus on specific aspects that elicit straightforward responses. Questions about working lunch shifts, how long someone has lived in a community, or whether they have quit without notice can typically be answered with a simple yes or no or a short factual answer. They do not allow for the same level of exploration and discussion as an open-ended question does.

10. What conflict management style does the supervisor exhibit when Laura is allowed to punch out early after arguing?

- A. Accommodation**
- B. Compromise**
- C. Avoidance**
- D. Competition**

The conflict management style exhibited by the supervisor in this scenario is accommodation. This style involves one party yielding to the needs or desires of another party, often prioritizing the relationship or emotional well-being of the other individual over their own interests. By allowing Laura to punch out early after her argument, the supervisor demonstrates a willingness to set aside their own preferences or rules in order to resolve the conflict amicably and maintain harmony in the workplace. Accommodation can be particularly effective in situations where the relationship is valued, and the issue at hand may not be of significant importance to the accommodating party. In this instance, the supervisor's decision suggests a desire to de-escalate the situation and offer support to Laura, acknowledging her emotional state following the argument. This approach can help to foster a positive environment, as employees may feel heard and valued when supervisors are willing to make concessions.