

Certified Hospitality Supervisor Practice Test Questions and Answers

1. What is the most important quality for effective hospitality supervision?

- A) Technical expertise only
- B) Strong communication and leadership skills
- C) Financial background
- D) Previous guest experience

2. How should a hospitality supervisor handle a guest complaint?

- A) Ignore the complaint
- B) Listen actively, empathize, and work toward a solution
- C) Immediately offer money
- D) Blame other staff members

3. What is a key responsibility of a hospitality supervisor regarding staff training?

- A) Avoiding training to save costs
- B) Ensuring ongoing training and development for service excellence
- C) Training only new employees
- D) Delegating all training to corporate

4. Which principle is fundamental to hospitality service standards?

- A) Profit over guest satisfaction
- B) Consistency in service delivery and exceeding guest expectations
- C) Minimizing interaction with guests
- D) Focusing only on room cleanliness

Answers: 1-B 2-B 3-B 4-B

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