Supervision in the Hospitality Industry - Leading Human Resources 10th edition Walker Test Bank

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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.

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7. A poor work climate can cause:

a. low labor turnover and better-quality control.
b. low productivity and fewer guests.
c. a fun and easygoing attitude.
d. 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?

a. Supervisors are considered nonexempt employees and therefore do not earn overtime pay.
b. Supervisors are exempt employees and are not covered by wage and hour laws.
c. Bartenders and serving personnel are paid more than their supervisors.
d. Hourly employees are exempt, meaning wage and hour laws do not cover them.

9. Organizational Excellence (OE) is a:

a. system in which workers participate in decisions that concern them.
b. participative process that empowers all levels of employees to work in groups to establish guest service expectations.
c. blend of several different systems.
d. theory in which a scientific approach was applied to human performance on the job to increase productivity.

10. Boomerang management occurs when a:

a. supervisor takes control of a stressful situation.
b. supervisor reverts from a management point of view to a worker's point of view.
c. supervisor rewards their employees for a job well done.
d. supervisor puts an employee on a probationary period.

11. According to Manz, an opportunity thinker:

a. concentrates on constructive ways to deal with circumstances.
b. focuses on why a situation is impossible to handle.
c. seeks out opportunities that will create a positive work environment.
d. None of the above.

12. The supervisor's role is to:

a. be responsible for the quantity and quality of the products and services.
b. meet employee needs.
c. be responsible for the output of the people supervised.
d. All of the above.

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13. As a supervisor, your number one concern is:
    a. your employees.
    b. other managers.
    c. the guests.
    d. the owners.

14. Which of the following represents the four main functions of management?

    a. Planning, evaluating, organizing, controlling
    b. Planning, organizing, leading, controlling
    c. Planning, organizing, evaluating, leading
    d. Planning, evaluating, leading, controlling

15. Which of the following is true of managerial skills?

    a. management at any level is a science, not an art.
    b. They are an art that can be learned, although no one can really teach you.
    c. You do not have to be born with certain talents or personality traits.
    d. 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

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