MASSACHUSETTS VOCATIONAL TECHNICAL TEACHER TESTING

PROGRAM SCOPE OF TEST CODE #19 – HOSPITALITY MANAGEMENT

WRITTEN EXAM - 100 QUESTIONS

TIME ALLOWED: 3 HOURS

PERCENT OF TEST:

10%  Safety and Sanitation

6%  Hospitality & Tourism Industry
   - □ Fundamental
   - □ Economy

10%  Customer/Guest Services

20%  Food & Beverage Management

16%  Roles of Hospitality Industry Staff
   - □ Food & Beverage
   - □ Lodging Industry

7%  Lodging Industry

10%  Operational Procedures

5%  Revenue & Support Centers

16%  Sales and Marketing

THE INTENT OF THIS EXAM IS TO ASSESS YOUR ABILITY TO TEACH THE SKILLS FOUND IN THE MASSACHUSETTS VOCATIONAL TECHNICAL EDUCATION HOSPITALITY MANAGEMENT FRAMEWORK. ALL EXAMS ARE ALIGNED WITH THE MATCHING FRAMEWORK.

SOME QUESTIONS REQUIRE A SYNTHESIS OF KNOWLEDGE BASED ON EXPERIENCE IN THE FIELD AND MAY NOT BE FOUND IN ANY BOOK. HOWEVER, CANDIDATES ARE ENCOURAGED TO STUDY FOR THEIR EXAMS BY REVIEWING CURRENT TEXTBOOKS AND REFERENCE MATERIAL WHICH CAN USUALLY BE FOUND IN THE LIBRARIES OF MOST VOCATIONAL TECHNICAL SCHOOLS AND SCHOOLS WHICH OFFER CHAPTER 74 PROGRAMS. YOU MAY ALSO BE ABLE TO OBTAIN LISTED REFERENCE MATERIALS ONLINE.

You may refer to http://www.doe.mass.edu/cte/frameworks for the Massachusetts Vocational Technical Educator Frameworks.
THE FOLLOWING LIST OF REFERENCE MATERIALS WAS DEVELOPED AS A GUIDE FOR WRITTEN EXAM CANDIDATES:

(USE CURRENT EDITION FOR ALL REFERENCE MATERIALS)

SERV SAFE ESSENTIALS by National Restaurant Association, Educational Foundation

HOSPITALITY & TOURISM MANAGEMENT PROGRAM (HTMP) (YEAR ONE AND YEAR TWO)
by American Hotel & Lodging Institute

DINING ROOM AND BANQUET MANAGEMENT by Anthony Strianese

MLA EDUCATION FOUNDATION
7 Liberty Square, Suite 200
Boston, MA 02109
Telephone (617) 720-1776
Fax (617) 720-1305

The written exam consists of 100 multiple choice questions. Each question consists of one incomplete sentence or a question followed by four choices. Listed below are several sample items:

If a restaurant offers the same amount of capacity no matter how high the demand, it is following a __________ strategy.

a. horizontal-market
b. chased-demand
c. static-market
* d. level-capacity

Which of the following do front desk agents use to track maintenance problems reported by guests to staff?

* a. the front office log book
   b. repair orders
c. room inventories
d. the front desk information directory

* indicates correct answer

THE TEACHER TESTING PROGRAM WILL PROVIDE NON-PROGRAMMABLE CALCULATORS FOR USE IN COMPLETING THE WRITTEN EXAM. DOCUMENTATION REGARDING THESE CALCULATORS IS ENCLOSED.
MASSACHUSETTS VOCATIONAL TECHNICAL TEACHER TESTING PROGRAM

SCOPE OF TEST CODE #19 - HOSPITALITY MANAGEMENT

PERFORMANCE EXAM

TIME ALLOWED: 4 HOURS

PERCENT OF TEST:

45% Hospitality Sales and Marketing
- Reservation/Revenue
- Banquet Planning

55% Food and Beverage
- Service Setup
- Banquet Floor Plan
- Demonstrate Dining Room Service Activities

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PERFORMANCE EXAM CANDIDATES WILL BE ASSESSED ON THEIR COMPLETION OF THE EXAM TASKS AND THEIR DEMONSTRATION OF INDUSTRY AND OSHA RECOMMENDED SAFTEY PROCEDURES.

Most exam tasks require a synthesis of knowledge based on vocational technical work experience. As a result we highly recommend that Performance Exam Candidates possess the required years of related work experience as well as the appropriate industry recognized credentials as outlined as requirements for preliminary vocational technical educator licensure. Candidates are also encouraged to prepare for their exams by reviewing current textbooks and reference material which can usually be found in the libraries of most Vocational Technical Schools and Schools which offer Chapter 74 Programs. You may also be able to obtain listed reference materials online.
CANDIDATE IS RESPONSIBLE FOR WEARING BUSINESS ATTIRE

THE FOLLOWING LIST OF REFERENCE MATERIALS WAS DEVELOPED AS A GUIDE FOR PERFORMANCE EXAM CANDIDATES:

SERV SAFE ESSENTIALS by National Restaurant Association, Educational Foundation

ON COOKING A TEXTBOOK OF CULINARY FUNDAMENTALS by Labensky, House and Martel

DINING ROOM AND BANQUET MANAGEMENT, by Anthony Strianese
Delmar Publishers

HOSPITALITY & TOURISM MANAGEMENT PROGRAM (YEAR ONE AND YEAR TWO) by
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