

## TEST BANK FOR 5<sup>TH</sup> EDITION

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### **Chapter 1: PREVENTION PHILOSOPHY**

1. Which of the following is a way to become a positive manager and build employee loyalty?
  - a. Raise employee morale and self-esteem
  - b. Not focus on turnover
  - c. Keep customer satisfaction
  - d. Remember that the bottom line is the most important factor
2. The legal principle of following prior case law is known as \_\_\_\_\_.
  - a. Litigation
  - b. strict liability
  - c. stare decisis
  - d. administrative law
3. The goal of STEM is to \_\_\_\_\_.
  - a. Find the best employees.
  - b. hire only the employees who will reduce turnover.
  - c. reduce employee mistakes.
  - d. none of the above.
4. Under the Federal law, what does the acronym known as “ADA” stand for?
  - a. American Dietetic Association
  - b. American Dental Association
  - c. Americans with Diabetes Act
  - d. Americans with Disabilities Act
5. An effective way to reduce claims being filed against your hotel or restaurant is to provide \_\_\_\_\_.
  - a. well-trained employees
  - b. exceptional customer service
  - c. a safe and secure property
  - d. all of the above
6. ~The best definition of litigation is?
  - a. When a lawsuit ends
  - b. The bargaining between management and union representatives

- c. A lawsuit between the government and a hospitality manager
  - d. The act of initiating and carrying out a lawsuit
7. The best definition of Civil Law is?
- a. All legal action that occurs based on laws that were written before the Civil War
  - b. Derived from common law
  - c. Is interested in precedent, or what has been decided in previous court cases with similar situations
  - d. A body of law created by government entities that are concerned with private rights and remedies as opposed to criminal matters
8. The body of law known as Common Law descends from?
- a. The founding fathers of our country
  - b. The laws of Great Britain
  - c. Middle ages laws
  - d. The minds of Thomas Jefferson and George Washington
9. The 'S' in STEM stands for?
- a. Selection of the correct employee for the job
  - b. Selection of wholesome foods so the guests stay healthy
  - c. Selection of the best property to get the most profit from the company's investment
  - d. Selecting employees at the last minute to fill open, but necessary positions
10. "Ethics" means?
- a. The legal way to hire employees
  - b. The behavior of an individual toward another individual or group
  - c. The rights of an employer over their employees
  - d. If something is legal, it is also ethical
11. Sixty to seventy percent of management decisions made on a daily basis have some type of legal dimension.
- True
- False
12. As long as a manager has a good knowledge of the law, it is not very important to be concerned with attempting to prevent legal situations from arising.
- True
- False

13. The best way to provide an environment conducive to positive motivation is to establish trust and respect with your employees.

True

False

14. It is more effective and efficient to find your employees doing something wrong, than to find them doing something right in the workplace.

True

False

15. When an employee makes a mistake at work, it is often the result of management error or improper training.

True

False

16. Training and Education is only necessary for newly hired employees.

True

False

17. Common Law and Criminal Law are the two major systems in place in the Western world.

True

False

18. Hyatt's Code of Business Conduct and Ethics provides provisions against kickbacks and referral fees.

True

False

19. In dealing with foreign entities, a written agreement is helpful but often difficult to enforce.

True

False

20. One of the core values of Meeting Expectations is the expectation of complete honesty and gossip is not tolerated.

True

False

### **Test Bank Answers**

1. A
2. C
3. C
4. D
5. D
6. D
7. D
8. B
9. A
10. B
11. T
12. F
13. T
14. F
15. T
16. F
17. F
18. T
19. T
20. T