NOCTI

Lodging

General Assessment Information

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Test Type: The Lodging industry-based credential is included in NOCTI's Pathway assessment battery. Pathway assessments assess knowledge and skills at a broader level than the Job Ready assessments and focus on the Pathways established as part of the national career cluster model. Pathway assessments are delivered entirely online which allows NOCTI to include engaging interactive items.

Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of Michigan, Pennsylvania, and Tennessee.

CIP Code

52.0904-Hotel/Motel
Administration/Management

CTE — Learning that works for America

Career Cluster 9-
Hospitality and Tourism

Association for Career and Technical Education — ACTE

The Association for Career and Technical Education (ACTE), the leading professional organization for career and technical educators, commends all students who participate in career and technical education programs and choose to validate their educational attainment through rigorous technical assessments. In taking this assessment you demonstrate to your school, your parents and guardians, your future employers and yourself that you understand the concepts and knowledge needed to succeed in the workplace. Good Luck!

MBA Research & Curriculum Center

MBAResearch believes that "proof of learning" is the first step toward a future career. Students who successfully complete a research-based assessment put themselves a step ahead of their competitors—for college admission and for beginning substantive careers in business. MBAResearch is proud to be the primary source of industry-validated standards and curriculum for business careers, for many high school and community college business administration curricula, and for many assessments offered here.

NATIONAL COLLEGE CREDIT RECOMMENDATION SERVICE
University of the State of New York - Regents Research Fund

In the lower division baccalaureate/associate degree category, 3 semester hours in Lodging
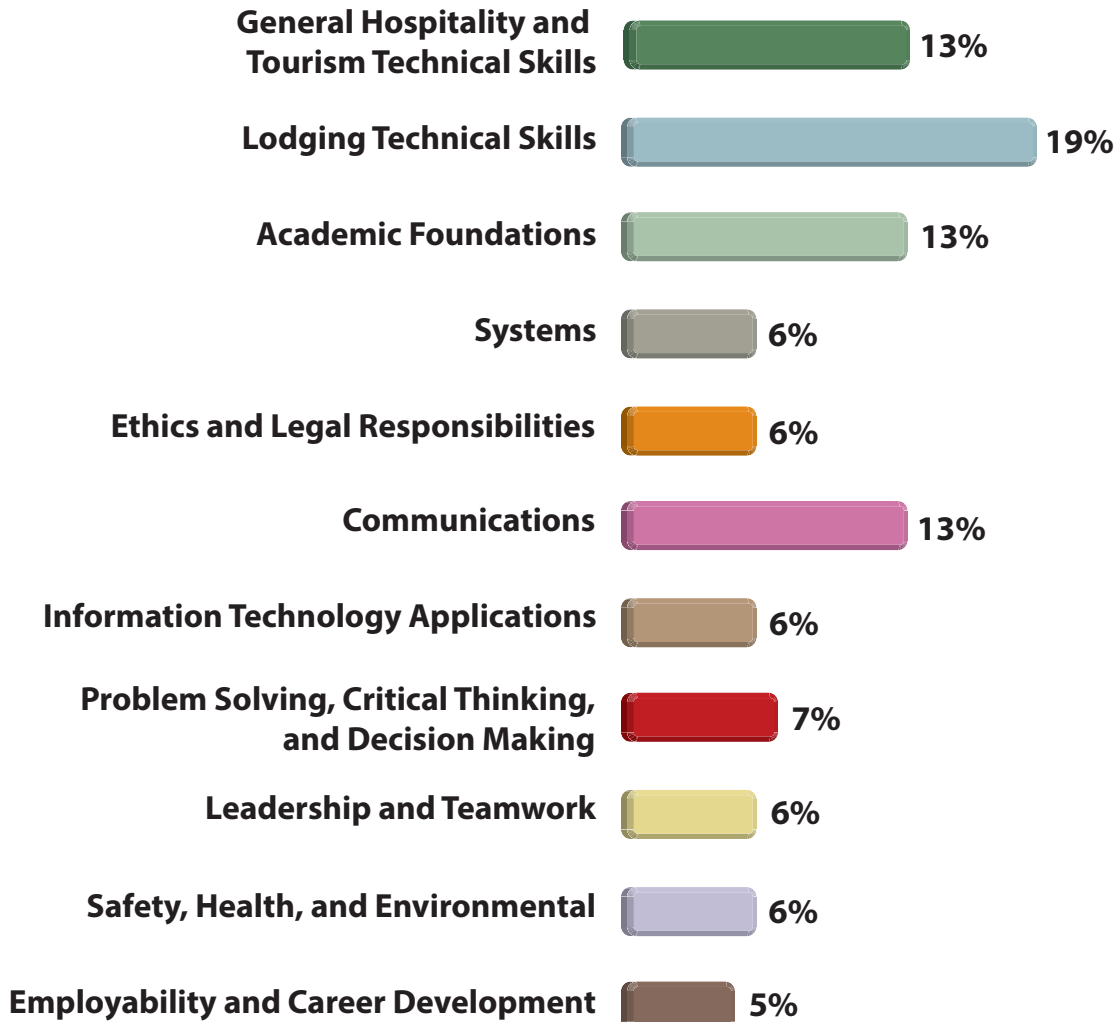
Written Assessment

NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

Administration Time: 2 hours
Number of Questions: 103
Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered

General Hospitality and Tourism Technical Skills — 13%

Lodging Technical Skills — 19%

Academic Foundations — 13%

Systems — 6%

Ethics and Legal Responsibilities — 6%

Communications — 13%

Information Technology Applications — 6%

Problem Solving, Critical Thinking, and Decision Making — 7%

Leadership and Teamwork — 6%

Safety, Health, and Environmental — 6%

Employability and Career Development — 5%

Specific Standards and Competencies Included in this Assessment

General Hospitality and Tourism Technical Skills
- Demonstrate knowledge of hospitality and tourism management (e.g., no-shows, overbooking)
- Apply marketing strategies and techniques within a hospitality and tourism context
- Apply customer service techniques in a hospitality and tourism context
- Identify elements of geography and climate that affect the hospitality and tourism industry

Lodging Services Technical Skills
- Identify functions performed by different divisions/operations/classifications in lodging industry
- Apply understanding of guest registration, rate, room procedures, yield management
- Provide guest information services/assistance to enhance guest satisfaction (i.e., concierge services)
- Apply understanding of check-out procedures to ensure guest satisfaction and settlement of account
- Apply understanding of housekeeping procedures to ensure guest satisfaction/operation cleanliness
- Apply knowledge of lodging operation security/legal issues to ensure guest safety and privacy

Academic Foundations
- Apply reading skills in a hospitality and tourism career environment
- Apply writing skills in a hospitality and tourism career environment
- Apply mathematical skills in a hospitality and tourism career environment
- Apply knowledge of economics in a hospitality and tourism career environment

(Continued on the following page)

Specific Standards and Competencies (continued)

Systems
- Describe the relationship of roles and responsibilities among hospitality and tourism professionals
- Analyze impact on hospitality and tourism systems based on influences such as changes in technology, etc.

Ethics and Legal Responsibilities
- Apply appropriate laws, regulations, industry standards to hospitality/tourism situations
- Identify ethical issues and demonstrate ethical behavior in hospitality and tourism situations

Communications
- Locate, organize, reference written information to communicate with coworkers/clients
- Develop/deliver formal/informal presentations using media to engage/inform diverse audiences
- Apply listening skills; interpret verbal/nonverbal behaviors to communicate with coworkers/clients
- Interpret and use tables, charts, and figures

Information Technology Applications
- Use word processing, presentation, and email applications to prepare communications
- Use spreadsheet and database applications to manage and communicate data and information

Specific Standards and Competencies (continued)

Problem Solving, Critical Thinking, and Decision Making
- Use problem solving/critical thinking to locate information about problems and determine causes
- Use problem solving/critical thinking; determine root causes of problems; evaluate solutions

Leadership and Teamwork
- Exhibit leadership qualities to improve the quality of work and the work environment
- Work effectively in a team environment to improve the quality of work and the work environment

Safety, Health, and Environmental
- Identify/practice appropriate safety and health procedures for hospitality and tourism occupations
- Demonstrate emergency/first-aid knowledge and procedures for hospitality and tourism occupations

Employability and Career Development
- Demonstrate employability skills related to a career in hospitality and tourism
- Pursue career development skills to advance in hospitality and tourism careers

Sample Questions

Dividing the total consumer market into small groups of potential customers is referred to as market
        A. segmentation
        B. research
        C. integration
        D. development

Airlines often offer faster boarding services using
        A. electronic ticketing
        B. ATMs
        C. text messages
        D. passwords

When an employee is giving an oral presentation, he/she should speak
        A. clearly and confidently
        B. in a low voice
        C. quickly and urgently
        D. in a monotone voice

Food preparation surfaces should be cleaned and sanitized
        A. after every shift
        B. twice a day
        C. after every item prepped
        D. at the end of the day

An appropriate job duty for a lodging security officer would be to
        A. document details surrounding an incident
        B. use physical force
        C. search the guest rooms for evidence
        D. lock all individuals in a room following an incident

Sample Questions (continued)

Which of the following terms is correctly spelled?
   A. gretuity
   B. cordination
   C. reservations
   D. resturant

An example of body language that conveys interest in what a speaker is saying is
   A. repeatedly gazing over the speaker's shoulder
   B. crossing your arms
   C. stifling a yawn
   D. leaning forward slightly

Combining address file data with a form letter is called
   A. mail merge
   B. a personal letter
   C. a business letter
   D. auto-addressing

Industry standards dictate that in a hotel, front office communications should be noted in
   A. payment vouchers
   B. the guest folios
   C. accounts payable
   D. the log book

The concierge in a full-service hotel
   A. makes sure the hotel rooms are properly cleaned
   B. checks guests into hotel rooms
   C. offers suggestions for attractions in the area
   D. researches the target market of the hotel

Notes