

Massachusetts CTE Teacher Testing Program Hospitality Management Content Outline

Written and Performance Exam General Overview

- The intent of this exam is to assess the candidate’s ability to teach the skills found in the Massachusetts Technical Education Framework.
- The written exam is a state-developed exam aligned to the frameworks which can be accessed [here](#). The performance exam is a NOCTI-developed teacher test and has been determined by DESE to align to the state frameworks.
- Many questions and tasks require a synthesis of knowledge based on experience in the field and may not be found in any book.
- Use this exam outline and the Massachusetts Technical Education Framework to focus your preparation for the exams.
- Candidates are encouraged to prepare for their written exam by reviewing textbooks and reference material which have been listed as part of this exam outline. These resources can be found using online search tools, online vendors, and websites.

Written Exam

- Number of Questions: 100
- Administration Time: 3 hours
- Passing Score: 70.0%
- Administration Method: Remote Proctored Online Testing Session

Written Exam Content Coverage

10%	<i>Safety and Sanitation</i>
6%	<i>Hospitality and Tourism Industry</i> <ul style="list-style-type: none"> • Fundamental • Economy
10%	<i>Customer/Guest Services</i>
20%	<i>Food and Beverage Management</i>
16%	<i>Roles of Hospitality Industry Staff</i> <ul style="list-style-type: none"> • Food and Beverage Industry • Lodging Industry
7%	<i>Lodging Industry</i>
10%	<i>Operational Procedures</i>
5%	<i>Revenue and Support Centers</i>

16% Sales and Marketing

Written Exam Reference Materials (Reference Current Edition)

- **ServSafe Essentials** by the National Restaurant Association (Pearson)
- **Hospitality and Tourism Management Program (HTMP) (Year 1 and 2)** by the American Hotel and Lodging Institute (Educational Institute)
- **Dining Room and Banquet Management** by Anthony Strianese (Cengage Learning)

Materials Needed for the Written Exam

- A four-function calculator is included in the online testing system. No other calculators are permitted.
- Scrap paper and pencil/pen are permitted.

Written Exam Sample Items

Each question on the exam consists of one incomplete sentence or question followed by four choices. Some items reference an image or diagram. A few sample items are included below; the correct answer is designated with an asterisk (*).

A If a restaurant offers the same amount of capacity no matter how high the demand, it is following _____ 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

NOCTI Performance Exam

- Administration Time: 2 hours and 15 minutes
- NOCTI Criterion-Referenced Cut Score/Passing Score: 93.9%
- Administration Method: Onsite at a DESE approved Massachusetts Area Testing Center (MATC) location. Candidates must register and schedule their exam session through NOCTI.

Performance Exam Content Coverage

17% Folio and Form Completion

Form completion, calculation of sales tax, occupancy tax, running balance, and time to complete Job 1.

27% Customer Relations and Role Play

Greet and obtain basic information, up-selling techniques, room type, location, rate; provide guest with information, handling guest complaints, and time to complete Job 2.

19% Pricing Menu Items

Calculate individual item costs, room charge, total cost of continental breakfast, calculate total cost per person, total cost of meeting, and time to complete Job 3.

27% Complete a Banquet Event Order Contract Form

Contact information on form, room set-up, menu items, financial calculations, and time to complete Job 4.

10% Set Up a Continental Breakfast Buffet Table

Set up continental breakfast buffet, and time to complete Job 5.

Performance Exam Requirements

Candidate Supplied

Candidates must bring all appropriate Personal Protective Equipment (PPE), attire/uniform, and any other safety items as is routinely expected to be used by an employee in the related industry. If the candidate does not bring what is needed to safely complete all jobs on the exam as required in the workplace, the testing session will need to be rescheduled at the candidate's expense.

Site Supplied

Additional equipment and supplies needed to complete the jobs on the performance test will be provided by the testing site.

Performance Exam Site Requirements

Testing sites may have individual requirements based on location and any relevant and current guidance from the Center for Disease Control and Prevention (CDC).