

# Massachusetts Technical Teacher Testing Program Hospitality Management Content Outline

## Written and Performance Exam General Overview

- The intent of this exam is to assess your ability to teach the skills found in the Massachusetts Technical Education Framework.
- This exam is aligned to the frameworks which can be accessed [here](#).
- Many questions and tasks require a synthesis of knowledge based on experience in the field and may not be found in any book.
- Candidates are encouraged to prepare for their exam by reviewing textbooks and reference material which has been listed as part of this exam outline. These resources can be found using online search tools, online vendors, and websites.
- Contact the Technical Teacher Testing Office if you need further assistance in locating resources listed in the exam outline.
- Use this exam outline and the Massachusetts Technical Education Framework to focus your preparation for the exam.

## Written Exam

- Number of Questions: 100
- Administration Time: 3 hours
- Administration Method: Remote Proctoring Online Session

## Written Exam Content Coverage

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

## Written Exam Reference Materials (Reference Current Edition)

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- **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

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- 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

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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 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

## Performance Exam

- Administration Time: 4 hours
- Administration Method: Onsite at an approved Teacher Testing Location

### Performance Exam Content Coverage

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**43% Hospitality Sales and Marketing**

- Reservation/Revenue
- Banquet Planning

**52% Food and Beverage**

- Service Setup
- Banquet Floor Plan
- Dining Room Service Activities

**5% Safety**

### Materials Required for the Performance Exam (Candidate Must Supply)

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The candidate is expected to wear appropriate business attire.

- Face mask (cotton face covering or respirator which fully cover the nose and mouth)
- Disposable gloves

**Note:** No books or notes will be allowed. Cell phones are prohibited during the exam administration.

### Onsite Performance Exam Requirements

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- Candidate must practice social distancing and wear the appropriate face covering that covers the nose and mouth while at the exam site.
- Testing sites may have individual requirements based on location and the current guidance from the Center for Disease Control and Prevention (CDC).

### Performance Exam Reference Materials (Reference Current Edition)

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- **ServSafe Essentials** by the National Restaurant Association (Pearson)
- **On Cooking: A Textbook of Culinary Fundamentals** by Sarah Labensky, Alan Hause, and Priscilla Martel (Pearson)
- **Dining Room and Banquet Management** by Anthony Strianese (Cengage Learning)
- **Hospitality and Tourism Management Program (HTMP) (Year 1 and 2)** by the American Hotel and Lodging Institute (Educational Institute)
- **Professional Cooking** by Wayne Gisslen (Wiley)