

1. The purpose of Rodger's Seven-Point Plan and the Fraser Five-Fold Framework is to create:
b. A person specification for a particular job
2. The term 'Facility Management' describes the:
a. Control of the physical assets of an organization
3. The term 'supressed demand' means that:
c. The population is temporarily unable or unwilling to purchase products
4. What is described by this definition: 'the maximum capability to produce [services] measured as units of output, dollars of output, hours of work, or number of customers processed over a specific period of time'?
c. Capacity
5. The Service Concept includes which of the following components?
d. Service Experience, Service Operation, Service Outcome, Service Value
6. Revenue Management is the term given to the understanding and management of:
a. Income generation
7. The Break-Even-Point is the point where a producer:
b. Covers all costs
8. A strategic plan looks primarily at:
c. Long-term planning (5–10 years)
9. The *indirect* funding opportunities of tourism business include:
a. Concessions and franchises
10. Sound financial management ensures that:
d. All of the above

