

## Exam Name - Certified Hotel Administrator (CHA)<sup>™</sup>

### Sample Exam

1. What is meant by “à la carte”?

- A. A menu where each item is individually priced
- B. Refers to fresh room linens
- C. Carts used for room service
- D. Decorative centerpieces on dining tables

Answer **A**

2. The term for a retractable bed recessed into a wall is:

- A. James bed
- B. Johnson bed
- C. Steven bed
- D. Murphy bed

Answer **D**

3. Agency booking” refers to:

- A. Book-on Payment
- B. Advance booking
- C. Payment-on-booking
- D. Agency booking (i.e., guaranteed by a travel agent)

Answer **D**

**4.** What is the primary purpose of a hotel's income statement?

- A. To show cash flow over a period of time
- B. To show the hotel's assets and liabilities
- C. To report revenues, expenses, and profit or loss
- D. To reconcile accounts payable and receivable

Answer **C**

**5.** What document outlines the setup details for a banquet or meeting event?

- A. Guest Folio
- B. Group Sales Contract
- C. Banquet Event Order (BEO)
- D. Purchase Order

Answer **C**

**6.** What is the function of a P&L (Profit & Loss) statement in hotel management?

- A. Summarize financial results over a period
- B. Provide a record of sales tax collected
- C. Ignoring small problems
- D. Track customer complaints

Answer **A**