

CHIA Practice Test Questions and Answers

1. OTA in hotel distribution stands for:

- A) Operational Technology Analytics
- B) Open Transaction Agreement
- C) Occupancy Tracking Algorithm
- D) Online Travel Agency

2. TRevPAR measures which of the following?

- A) Total revenue from food and beverage only
- B) Total revenue per available room across all hotel departments
- C) The top revenue-generating rate tier
- D) Total revenue per available room from rooms only

3. What is a hotel's 'contribution margin'?

- A) Total revenue minus all fixed costs
- B) Revenue minus variable costs
- C) GOP divided by total rooms available
- D) The percentage of rooms donated to community programs

4. What is a STAR report primarily used for?

- A) Assessing employee performance
- B) Comparing hotel performance to competitors.
- C) Forecasting regional economic trends
- D) Setting annual maintenance budgets

Answers: 1-D 2-B 3-B 4-B

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