

Geography

1. Identify the area of the state known as Cranberry Glades, giving the approximate boundaries.
2. What are the dimensions of the state from north to south? From east to west?
3. Name the oldest community in the state.
4. Identify the boundary line between the two time zones located in the state.
5. What is the highest point of elevation in the state? The lowest?

Attractions

1. Name three major theme parks in Eureka Springs.
2. How many State Parks are there within the state?
3. Where can people ride on the highest single-track railroad bridge in the country?
4. Name the mountain-to-sea hiking trail built by Santee Cooper, the state-owned utility company.
5. What area is known as the Antiques Capital of Maryland?

History/Culture

1. What is the state motto? (or state bird, state flower etc.)
2. While Texas maintained itself as a Republic, it had four presidents. Name them.
3. Where in Illinois was the first fort built by the French located?
4. List specific Native American names (cities, rivers etc.) still in use which reflect South Carolina's early history, influenced by Native American cultures.
5. Who was the first governor of the state?

Traveler Safety

1. Explain the safety restraint laws for all auto passengers.
2. What is the state law pertaining to carrying firearms in your car?
3. What is the speed limit on interstate, primary and secondary roads in the state?
4. Name the four things a motorist should do if he or she is involved in an accident while in the state.
5. Bicyclists are required to:
 - a. Ride as near to the left of the pavement as practical.
 - b. Ride as near to the middle of the motorists' lane as practical.
 - c. Ride as near to the right side of the pavement as practical

Directional Information

1. The highways with even numbers go north and south, those with odd numbers go east and west. True or False?
2. A family is driving from Monroe to Lake Charles. Give the highway numbers they would take and list three tourist attractions in each major city.
3. What is the official scale of the maps of the 21 major metropolitan areas of Texas on the back of the Official Highway Travel Map?
4. Give directions to the nearest hospital (police station, service station, etc.)
5. Highways that have three-digit numbers indicate routes that go through or around a city if the first number is _____, or spurs into a city if the first number is _____.

Customer Service

1. A visitor wants to view some of the items in the display case. You are currently assisting two other travelers. There are two other employees working with you; one is helping an elderly couple and the other is at lunch. The visitor is getting agitated by waiting. What would you do?
2. Name five non-verbal communication skills.
3. During the first few seconds of a conversation, a good counselor should be able to identify the travelers' ___ and _____.
 - a. origin, destination
 - b. needs, desires
 - c. name, age
 - d. budget, attitude
 - e. none of the above
4. Name four steps to use in dealing with an angry customer's feelings.
5. If you are stocking brochure racks and a visitor asks you a question, you should:
 - a. Direct the visitor to another visitor information specialist
 - b. Pretend not to hear the visitor
 - c. Discontinue stocking and help the visitor
 - d. Continue stocking while answering the visitor's question
6. Body language and facial expressions convey our attitude toward our visitors. True or False?
7. You are at the counter assisting a visitor when another visitor approaches the counter. How would you handle this situation?
 - a. Politely ignore the waiting visitor.
 - b. End the conversation with the first visitor and assist the waiting visitor.
 - c. Look up, smile, and tell the new visitor that you will assist them in a moment.
 - d. Call your manager.

Economic Impact of Your State's Travel Industry

1. What was the Total Travel Expenditures for the state in 2011?
2. In 2011, international visitors to the state spent an estimated \$116 million. True or False?
3. Where does the travel and tourism industry rank in the state?
4. Travel expenditures directly generated over 361 thousand jobs in the state in 2011. True or False?
5. A total of ___ cents of each dollar spent by travelers goes to the state treasury.
 - a. 9
 - b. 3.9
 - c. 38

Lodging

1. How many Bed & Breakfasts are listed in the Iowa Travel Guide?
2. Name a local historic hotel/motel and explain its historical significance.
3. Explain the policy regarding making hotel reservations on behalf of travelers stopping at your information/welcome center.
4. Name a pet-friendly hotel/motel in the area.
5. List four area RV parks.

Sources of Additional Information

1. What is the name of the state tourism information guide?
2. What is the address of the official state web site?
3. Name three convention and visitor bureaus in the area surrounding your welcome center.
4. What is the number of a hotel reservations service in your area?
5. What is the 800 number for current driving conditions?
6. What is the Teletype Yoke (TTY) number for travel information for the hearing-impaired?