



# IAAPA ICAP Sample Questions

## August 2021



▶ IAAPA CERTIFIED ATTRACTIONS PROFESSIONAL (ICAP)

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## Introduction:

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## About this Document:

This document removes the mystery of what kinds of questions you will see on the exam. Exam questions are developed using a robust, scientific methodology comprised of IAAPA subject matter experts, guided by IAAPA's external exam development partner.

This document provides *examples* of the types of questions you may find on the exam across the various domains of the exam. **Using this document does not guarantee that you will be successful in your pursuit of the IAAPA certification.** This document is for illustrative purposes only. It is the candidate's responsibility to ensure they meet the requirements for certification by reviewing the various certification documents located **HERE**.

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**1.** The process of anticipating your guests needs, offering additional or upgrading their options while closing the sale is a simple way of increasing your bottom line. What is the name of this sales process?

- A. Suggestive selling
- B. Anchor sales
- C. Flash selling
- D. Cross Sales

Correct Answer - A. Suggestive selling  
Domain 2: Revenue Operations and Financial Management - n/a

**2.** Jeremiah was the lead prep and cook for an afternoon BBQ at your amusement park. He would need to purchase and prep for the BBQ menu: ground beef for hamburgers, steaks, and the ingredients for making potato salad. He started at the local market, when he left the store, he put his groceries in the trunk and stopped by the department store for some new serve ware. It took about 10 minutes there, and then Jeremiah headed to the on site kitchen to prepare the food. He was concerned that it had been too hot in the car, but everything was still cold when he got there. Jeremiah put everything in the refrigerator. The meat fit well on the top shelf, right above the potato salad ingredients. Later on, he cooked the potatoes and used a sharp knife to trim some excess fat off of the raw steaks. Then he cut up the rest of the vegetables for the potato salad with the sharp knife on a cutting board. Jeremiah formed the hamburger patties, seasoned the steaks, and finished making the potato salad. When he arrived at the BBQ zone, he set the potato salad on the picnic table and went to grill the steaks and burgers. He cooked both to about medium done-ness, meaning both were pink in the middle. Which of the following statements best describes the most likely outcome from Jeremiah's prep and cooking process?

- A. Guests will be fine and comment of their great day; Jeremiah followed food safe guidelines and recommendations.
- B. Guests may potentially complain about the lack of variety - especially vegan or vegetarians.
- C. Guests may potentially have food-borne illnesses cross contamination and consumption of dangerous bacteria.
- D. Guests will need hospitalization due to the items being stored in a car for 10 minutes before refrigerating.

Correct Answer - C. Guests may potentially have food-borne illnesses cross contamination and consumption of dangerous bacteria.  
Domain 2: Revenue Operations and Financial Management - n/a

**3.** Family Entertainment Centers (FECs) typically have a combination of the two types of games on site. These are strategically placed in within the locations to increase play and drive revenue. What are the two types of FEC games?

- A. Cos Play and Incremental
- B. Simulation and Action
- C. Arcade and Redemption
- D. Win-Win and Multi-Player

Correct Answer - C. Arcade and Redemption  
Domain 2: Revenue Operations and Financial Management - n/a



**4.** Which of the following will be least useful for a family with young children waiting in queue for a show to start?

- A. Next show time
- B. Average queue time and seats available
- C. Special promotion happening next month
- D. Directions to the nearest washroom facility

Correct Answer - C. Special promotion happening next month  
Domain 1: Facility Operations, Entertainment, and Guest Relations - 1.2.c: Understand communication and signage regarding entertainment details (weather notifications, exceptions, delays, etc.)

**5.** Which of the following skills would be most appropriate for a costume character (dressed up as Michael Jackson) to perform in a new skill-based show?

- A. Breakdancing
- B. Juggling
- C. Fire breathing
- D. Driving a parade float

Correct Answer - A. Breakdancing  
Domain 1: Facility Operations, Entertainment, and Guest Relations - 1.3.c: Understand utilization of costume characters to fill voids of time in show capacity or to create show experience

**6.** Which of the following statements is true regarding social media interactions between team members and guests?

- A. It is acceptable and common for social media team members to contact guests using the team member's personal social media accounts instead of the company's account, as it creates a stronger guest engagement.
- B. Because social media messages are not published on the company's website or other marketing platform, standards can be relaxed when it comes to spelling, grammar, syntax, in order to communicate with guests quickly and more efficiently.
- C. Social media team members should be mindful that any communication sent to a guest on a company account, even through a private channel, is reflective of the company and the image the company has put in place.
- D. Social media team members should take advantage of the fact that they are communicating with guests directly and use it as an opportunity to promote offerings and sell more tickets.

Correct Answer - C. Social media team members should be mindful that any communication sent to a guest on a company account, even through a private channel, is reflective of the company and the image the company has put in place.  
Domain 1: Facility Operations, Entertainment, and Guest Relations - 1.6.d: Manage social media interactions between staff and guests



**7.** Which of the following should be available to all front line (guest facing) team members to help with guest recovery situations?

- A. A real time per cap to budget comparison for the day
- B. Season Pass refund forms
- C. Free meal or snack coupons
- D. Front line (guest facing) team members don't need any tools to help with guest recovery situations. They should send all negative guest situations to Guest Relations.

Correct Answer C. Free meal or snack coupons  
Domain 1: Facility Operations, Entertainment, and Guest Relations - 1.6.f: Design and develop recovery toolkits (e.g., meal tickets, reduced future tickets, complimentary souvenirs)

**8.** Where should be a guest's first point of contact be if they have a question regarding an accommodation for an attraction or experience?

- A. Directly at that attraction/experience.
- B. Guest Services
- C. First Aid
- D. VIP Lounge

Correct Answer - B. Guest Services  
Domain 1: Facility Operations, Entertainment, and Guest Relations - 1.7.a: Understand resources available for guests with disabilities (including temporary limitations)

**9.** You are the Operations Director of a theme park who is planning for a special event (lasting 2 months) which will happen next year. Which of the following is NOT a reliable way to cater for the expected increase in manpower demand?

- A. Hire a pool of additional part-timers through a contract arrangement.
- B. Deploy and cross-train existing staff members from office to help out in Front-of-House roles (such as guest servicing or crowd control).
- C. Recruit volunteers through roadshows in the theme park.
- D. Pay extra salary for existing staff to work overtime duty in line with labor regulations.

Correct Answer - C. Recruit volunteers through roadshows in the theme park.  
Domain 2: Revenue Operations and Financial Management - 2.2.e: Understand scheduling for front of house (FOH) and back of house (BOH) staff in non-peak and peak times, and special events

**10.** Stock for games units should be stored in which of the following locations?

- A. In a secure offsite location
- B. In a location that provides easy access to the stock if quick replenishment is needed
- C. In a central location accessible by all game booths in the park
- D. It is better to store stock off site and operators should accurately foresee demand

Correct Answer - B. In a location that provides easy access to the stock if quick replenishment is needed  
Domain 2: Revenue Operations and Financial Management - 2.3.c: Understand product guidelines for proper storage, review and replenishment process, including in food and beverage and game environments

**11.**

Which of the following should be discouraged when operating a games booth?

- A. Allowing guests to trade-in / exchange the prizes won for cash at the counter
- B. Curating a variety of prizes and gifts for different guests segments
- C. Allowing guests to accumulate points over a span of time for bigger redemption
- D. Trying to offer exclusive and limited edition prizes that is not available in the retail store

Correct Answer - A. Allowing guests to trade-in / exchange the prizes won for cash at the counter  
Domain 2: Revenue Operations and Financial Management - 2.3.g: Understand processes and procedures for game and prize handling

**12.**

Which of the following is NOT a good pricing approach to encourage repeat visits?

- A. Offer bundle packages that includes admission, transport, food, and accommodation options.
- B. Provide discounts for students and guests coming in groups.
- C. Increase price by 50 percent for guests during peak periods, to cover the increased operating cost for a special event.
- D. Provide discounts for guests buying multi-park tickets online in advance.

Correct Answer - C. Increase price by 50 percent for guests during peak periods, to cover the increased operating cost for a special event.  
Domain 2: Revenue Operations and Financial Management - 2.4.b: Manage various types of memberships, annual passes, group sales, and special program guests and sales

**13.**

When planning evacuation procedures which of the following should be considered?

- A. The quickest method of evacuation
- B. Resources required, time to evacuate, route and potential hazards whilst keeping guests safe
- C. The route that will cause the least panic to guests
- D. The procedure that will have the least chance of press coverage and media attention

Correct Answer - B. Resources required, time to evacuate, route and potential hazards whilst keeping guests safe  
Domain 3: Safety and Security - 3.2.b: Knowledge of appropriate evacuation procedures according to specific events





#### 14.

Having the correct Personal Protective Equipment (PPE) available and correctly used during an emergency response is critical. Which of the following is the best way to facilitate correct and efficient use of PPE?

- A. During an emergency, work to determine the type of emergency so that the correct safety teams can be dispatched as quickly as possible.
- B. Have well-trained safety teams that have actively trained with their respective PPE to assure efficient, correct use of the PPE in the course of an emergency.
- C. Only check that PPE is available when responding to an emergency that you are not trained to respond to.
- D. Make sure cloth gloves are available when responding to an emergency where blood is present.

Correct Answer - B. Have well-trained safety teams that have actively trained with their respective PPE to assure efficient, correct use of the PPE in the course of an emergency.  
Domain 3: Safety and Security - 3.2.c: Knowledge of Personal Protective Equipment (PPE) required for varying emergency response situations

#### 15.

Which of the following is not an appropriate operational procedure for managing hazardous substances in the workplace?

- A. Always carry substances in clearly marked containers identifying substance.
- B. Always wash your hands before using a hazardous substance.
- C. Always store properly as per label instructions.
- D. Always store flammable materials away from direct sun light.

Correct Answer - B. Always wash your hands before using a hazardous substance.  
Domain 3: Safety and Security - 3.3.a: Identify appropriate operational procedures for managing hazardous substances in the workplace

#### 16.

When considering emergency management to incidents it is important to do which of the following?

- A. Carry out planning to around the time incidents are most likely to happen
- B. Have a competent team who can make decisions on the spot
- C. Have a documented plan for all types of incidents that is practiced often and reviewed regularly
- D. Practice the plan yearly

Correct Answer - C. Have a documented plan for all types of incidents that is practiced often and reviewed regularly  
Domain 3: Safety and Security - 3.3.b: Knowledge of standard operational responses to natural disasters, weather, and critical incidents

#### 17.

As a team member walks the attraction they notice a guest laying face down under a bush. After enacting the internal emergency response system, what is correct first step?

- A. Survey the scene to make sure it is safe to approach the guest.
- B. Immediately begin crowd control keeping curious onlookers back from the scene.
- C. Pull the guest out carefully by the ankles to asses the situation.
- D. Check to see if the guest is breathing and begin CPR if needed.

Correct Answer - A. Survey the scene to make sure it is safe to approach the guest.  
Domain 3: Safety and Security - 3.3.d: Knowledge of basic First Aid

**18.**

Good principles of food safety are:

- A. Clean, cook thoroughly, maximise spend and present food well
- B. Clean food & beverage units once a day
- C. Carry out regular pest control when pests are seen
- D. Clean, Separate, Cook, and Chill

Correct Answer - D. Clean, Separate, Cook, and Chill  
Domain 3: Safety and Security - 3.4.b: Identify solutions for controlling hazards

**19.**

When carrying out training it is important to do which of the following?

- A. Ensure employees attend training and sign the attendance sheet; this will show the business has complied with requirements.
- B. Carry out effective training, document, test and review and recap performance to ensure that not only is training documented but team members understand and can comply.
- C. Make employees aware of their legal responsibilities so they can later be held responsible should they not follow compliance procedures.
- D. Carry out informal training so that employees don't lose interest.

Correct Answer - B. Carry out effective training, document, test and review and recap performance to ensure that not only is training documented but team members understand and can comply.  
Domain 3: Safety and Security - 3.5.b: Understand the requirement to conduct and document compliance training

**20.**

A new show has been added to your parks Halloween event. It is very popular and frequently has standing room only (SRO) occupancy. There are guests that are blocking a temporary performer entry pathway. How would you handle this situation?

- A. Prior to the start of the show, you review procedures with your operational staff determining that stanchions need to be placed in the performer pathway. After the performers pass through this space, operations can remove the barrier.
- B. You inform the performers that they will no longer do that part of the show and will skip over to the next immediate scene.
- C. You allow the performers to continue to squeeze through the same pathway where the guests are. The guests seem to like being in the middle of the action and the performers are okay with it.
- D. You call the Show Director and inform them of what is going on. The Show Director comes to the next show to observe the issues and then plans a rehearsal to rework the performers traffic patterns.

Correct Answer - A. Prior to the start of the show, you review procedures with your operational staff determining that stanchions need to be placed in the performer pathway. After the performers pass through this space, operations can remove the barrier.  
Domain 3: Safety and Security - 3.6.a: General awareness of venue-specific safety for both front- and back-of-house operations





**21.**

Effective waste disposal procedures may include which of the following?

- A. Recycling items where there is a financial benefit for the business
- B. Encouraging guests to recycle on park and take responsibility
- C. Separating waste streams when they come from the park, managing back of house waste including packaging and oils and ensuring they are segregated in the main waste holding area
- D. Encouraging guests to take some of their waste home

Correct Answer - C. Separating waste streams when they come from the park, managing back of house waste including packaging and oils and ensuring they are segregated in the main waste holding area  
Domain 3: Safety and Security - 3.6.b: Knowledge of environmental and waste disposal procedures

**22.**

When developing protocol for the use of radios in your attraction you should do which of the following?

- A. Understand the associate who has worked there longer always goes first.
- B. Assign a name to each user to avoid using their real names.
- C. Be confident sharing sensitive information as guests normally do not pay attention to the radios.
- D. Use a coded system to keep communications internal.

Correct Answer - D. Use a coded system to keep communications internal.  
Domain 3: Safety and Security - 3.7.a: Knowledge of basic security equipment operation

**23.**

Which of the following is a fundamental principle of emergency planning?

- A. Emergency planning should be seen as a continual process.
- B. If a certain natural disaster has not occurred in your area there is no need to invest important time in planning for that disaster.
- C. Emergency planning should focus on internal communication and actions and not involve outside emergency personnel.
- D. Some plans work better with less details and allows front line team members to “think on their feet”.

Correct Answer - A. Emergency planning should be seen as a continual process.  
Domain 3: Safety and Security - 3.7.b: Understand logistical necessities of providing security measures as needed (e.g., supplies, equipment, personnel, etc.)

## 24.

Large events are great for attractions and carry significant responsibility for maintaining the safety of team members and guests. When organizing an event which of the following should be Step 1 in planning?

- A. Assure that you have a sufficient supply of water and ice in case of heat related incidents.
- B. Create a press release to help promote the event.
- C. Invite VIPs to ensure their attendance to help promote event.
- D. Develop a pre-event planning matrix.

Correct Answer - D. Develop a pre-event planning matrix.  
Domain 3: Safety and Security - 3.7.b: Understand logistical necessities of providing security measures as needed (e.g., supplies, equipment, personnel, etc.)

## 25.

Social media and fansites have become increasingly important in communication with the audiences. Which of the following is the best approach to social media and fansites?

- A. I do not like fansites and reactions from guests on social media. They are likely to complain and they do not know how our organisation works. I do not react to social media.
- B. I concentrate on doing my own work and I leave the handling of social media to the specialists in our company. They know far more about this phenomena than I do.
- C. I try to follow the expressions on social media as much as possible. The first thing I do in the morning is read them. There I hear what our guests really think about us, so that our park can easily react to their complaints, wishes, questions and remarks.
- D. Our company spends enough money on the traditional media like TV commercials, outdoor advertising and print advertising. These media can overrule every social media, so that I do not need to worry about our brand awareness on social media.

Correct Answer - C. I try to follow the expressions on social media as much as possible. The first thing I do in the morning is read them. There I hear what our guests really think about us, so that our park can easily react to their complaints, wishes, questions and remarks.  
Domain 4: Marketing and Public Relations - 4.6.b: Understand messaging through social media platforms as voice of the brand and create messages using social media dialogues

## 26.

Where can you find the information for understanding your local employer responsibilities and accountabilities?

- A. Websites for human resource professionals
- B. Local human resource group forums
- C. A local employment law firm
- D. Your government labor office / regulatory body

Correct Answer - D. Your government labor office / regulatory body  
Domain 5: Human Resources and Management - 5.3.a: Understand the regional (local) local employer responsibilities for Team Member employment

