Hotel management: study guide

Retail, hospitality, travel, tourism, and service · suite apt-321-hotel-management · generated 2026-09-15T15:27:56.810Z

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> Private practice result. Not an official exam certificate, employer decision, hiring signal, admissions decision, or guaranteed outcome. Scores stay on this device unless you export them.

> Answer keys and scoring logic stay server-side and are never included in any download or export.

How to use this guide

This file contains the whole study outline for this suite: every skill it draws on, the full lesson for each of those skills, worked examples, practice tips, a glossary, and where each piece of material comes from. Nothing here is a summary of a page you still have to visit.

1. Read the skills section end to end once, without timing yourself.
2. Work the guided practice mode for the suite, using the practice tips as a checklist.
3. Move to the mini-test only when guided practice feels unhurried.
4. Sit the full simulation last, once, in the conditions you expect on the day.

Practice attempts are stored on the device you used, never on an account. Exporting a result is the only way anything leaves that device.

Practice modes and durations

Practice modes for Hotel management

Mode	Duration	What it is for
Guided practice	15 minutes	Untimed, with feedback after every item.
Mini-test	18 minutes	A short timed set for checking pace.
Full simulation	45 minutes	Full length and full time, in one sitting.

- Start guided practice: https://learn.novusstreamsolutions.com/aptitude/practice/new?bank=apt-321-hotel-management&mode=guided
- Start mini-test: https://learn.novusstreamsolutions.com/aptitude/practice/new?bank=apt-321-hotel-management&mode=mini
- Start full simulation: https://learn.novusstreamsolutions.com/aptitude/practice/new?bank=apt-321-hotel-management&mode=full

Skills covered, in full

This suite draws on 5 skill constructs. Each one below carries its complete lesson.

Management and supervisory judgment

Prioritization, delegation, fairness, coaching, accountability, and team decisions.

Practise management decisions that balance people, fairness, delivery, and accountability. The method emphasizes private fact-finding, clear expectations, appropriate delegation, and documented follow-up.

What you should be able to do after this lesson:

1. Diagnose a performance or conduct issue before choosing coaching, support, delegation, or escalation.
2. Delegate work with a clear outcome, authority boundary, resources, checkpoint, and owner.
3. Apply comparable standards consistently while accounting for relevant individual circumstances.

Worked examples and pitfalls

Worked scenario: repeated missed handoffs: A team member has missed two handoffs, but the cause is not known. Meet privately, describe the observed gap and impact, ask for relevant facts, agree a specific next standard and support, then set a review point. Public blame assumes motive and damages fairness; silently moving all work away avoids the accountability problem rather than managing it.

Delegation check: Before delegating, state the result needed, deadline, decision rights, constraints, available help, and when progress will be reviewed. Delegation transfers ownership of a task, not the manager's responsibility to provide context and monitor risk.

How to practise this skill

- Look for options that address both the immediate delivery need and the underlying people issue.
- Reject false choices between empathy and standards; a good response can provide support and define accountability.
- Use formal escalation when risk, repeated behaviour, or policy requires it, not as the automatic first move.

Glossary

Delegation: Assigning a defined outcome and suitable authority to another person while retaining oversight.

Accountability: Clear ownership for an agreed result, including review of actions and consequences.

Procedural fairness: Using a consistent process, hearing relevant facts, and avoiding conclusions before evidence is checked.

Study this next

- Management: https://learn.novusstreamsolutions.com/search?q=Management
- Delegation: https://learn.novusstreamsolutions.com/search?q=Delegation
- Leadership: https://learn.novusstreamsolutions.com/search?q=Leadership
- Management and supervisory judgment lesson on Novus Learn: https://learn.novusstreamsolutions.com/aptitude/skills/management-judgement/lesson

Where this material comes from

- Novus Learn original management, leadership, and in-tray suite scenarios and published construct mapping.

- Novus educational framework: clarify facts, set expectations, support proportionately, document, and review.

> Educational preparation only. Novus Learn does not administer official exams and does not guarantee scores or hiring outcomes.

Planning and scheduling exercises

Resources, dependencies, deadlines, constraints, and contingency planning.

Learn to build a feasible schedule from dependencies, resource limits, deadlines, and uncertainty. A strong plan makes the critical sequence visible and includes triggers for replanning.

What you should be able to do after this lesson:

1. Convert a task list into durations, predecessors, resource needs, milestones, and constraints.
2. Identify the chain of dependent tasks most likely to control the finish date.
3. Add proportionate buffers, checkpoints, and contingencies without hiding an impossible deadline.

Worked examples and pitfalls

Worked scenario: a four-hour shutdown: Inspection takes 30 minutes before either repair can start. Two repairs take 90 and 120 minutes, but both need the same technician; testing takes 45 minutes after both finish. The minimum sequence is 30 + 90 + 120 + 45 = 285 minutes, longer than the shutdown. The correct response is to surface the conflict and change scope, staffing, or window, not to place overlapping bars on a chart and call the plan feasible.

Dependency and contingency check: Draw arrows between tasks, then mark scarce resources and approval gates. For the highest-risk dependency, define an early warning and a response: for example, if a permit is not approved by noon, defer nonessential work and notify the owner rather than discovering the conflict at start time.

How to practise this skill

- Check resource conflicts as well as task order; parallel work is impossible when both tasks need the same person or asset.
- Protect the completion milestone with visible review points, not an unexplained buffer at the end.
- When a constraint makes the plan impossible, state it early and propose the smallest viable change.

Glossary

Dependency: A rule that one task or milestone must precede or enable another.

Critical path: The dependent task sequence that determines the earliest possible finish under the stated plan.

Slack: The time a task may move without delaying a dependent milestone or final completion.

Study this next

- Scheduling: https://learn.novusstreamsolutions.com/search?q=Scheduling
- Critical path method: https://learn.novusstreamsolutions.com/search?q=Critical%20path%20method
- Resource allocation: https://learn.novusstreamsolutions.com/search?q=Resource%20allocation
- Planning and scheduling exercises lesson on Novus Learn: https://learn.novusstreamsolutions.com/aptitude/skills/planning-scheduling/lesson

Where this material comes from

- Novus Learn original scheduling, project-coordination, dispatch, and operations suite scenarios.
- Novus educational framework: tasks, durations, dependencies, resources, constraints, milestones, and contingencies.

> Educational preparation only. Novus Learn does not administer official exams and does not guarantee scores or hiring outcomes.

Numerical reasoning

Arithmetic, fractions, percentages, ratios, rates, estimation, word problems, and number relationships.

Numerical reasoning is the ability to take a small set of supplied numbers (a price list, a staffing table, a fuel figure), and reach a defensible answer in around ninety seconds without a formula sheet. It is the most widely used quantitative section in graduate, management and public-sector screening, and it appears in banking, retail, armed forces and healthcare entry batteries alike. The arithmetic itself is deliberately ordinary: percentages, ratios, rates and averages. What is actually being measured is whether you pick the right operation quickly, keep the units straight, and answer the question that was asked rather than the one you started computing. Practice here is device-local: no account, and nothing leaves this device unless you export it.

What you should be able to do after this lesson:

1. Move between fractions, decimals, percentages and ratios on sight, and pick whichever form makes a given item fastest (12.5 percent as one eighth, 33.3 percent as one third).
2. Apply percentage change in both directions, including recovering an original figure from a post-increase total, and combine successive changes multiplicatively rather than by adding them.
3. Split a total in a stated ratio by counting parts first, and work backwards from a stated difference between two shares.
4. Solve rate problems (speed, unit price, consumption, combined work rates) by carrying units through every intermediate line so the units of the answer prove the method.
5. Produce a one-significant-figure estimate before computing, and use it to eliminate the distractors built from the common wrong operations.
6. Read a multi-step stem and name, in one sentence, the single quantity the final question asks for before touching the numbers.

Worked examples and pitfalls

Reverse percentages: the item most candidates get backwards: A subscription price rose by 15 percent and now stands at 57.50 pounds. What was it before? The correct move is to divide, not subtract: the new price is 115 percent of the old, so the old price is 57.50 / 1.15 = 50.00. Check it forwards: 15 percent of 50 is 7.50, and 50 + 7.50 = 57.50. The tempting wrong answer takes 15 percent of the NEW figure, 0.15 x 57.50 = 8.625, and reports 48.88. That distractor is always on the option list because it is what most people do under time pressure, and it is wrong by 2.25 percent, small enough to look plausible. The same asymmetry drives the successive-change item: a price that rises 20 percent and then falls 20 percent does not return to where it started. Multiply the factors: 1.20 x 0.80 = 0.96, a net fall of 4 percent. Starting at 500 pounds you get 600 then 480, not 500. Percentages compose by multiplication; they never add.

Ratio splits: count the parts before you divide: A 4,830 pound budget is split between three teams in the ratio 3:5:6. Add the parts first: 3 + 5 + 6 = 14. One part is 4,830 / 14 = 345. The shares are 3 x 345 = 1,035, 5 x 345 = 1,725 and 6 x 345 = 2,070, and they sum back to 4,830, which is the check you should always run. Two classic failures. The first is dividing by 3 because there are three teams. That gives 1,610 each and ignores the ratio entirely. The second is treating 5 as a fraction and computing five sixths or five fourteenths of something other than the total. The more interesting version of this item gives you a difference instead of the total: 'the second team receives 690 pounds more than the first, what is the whole budget?' The difference between the shares is 5 - 3 = 2 parts, so one part is 690 / 2 = 345, and the budget is 14 x 345 = 4,830. Same number, reached from the other end, and the arithmetic is trivial once you have made the parts explicit.

Rates and units: 2 h 15 min is 2.25, not 2.15: A delivery van covers 174 km in 2 hours 15 minutes. Average speed is distance over time, and the time must be in hours: 15 minutes is 15/60 = 0.25 h, so 174 / 2.25 = 77.3 km/h. Type 2.15 into the calculator instead and you get 80.9 km/h: an error of roughly 4.7 percent that sits comfortably inside the plausible range and will match one of the options. Now extend it. The van consumes 8.6 litres per 100 km, so the trip needs 174 x 8.6 / 100 = 14.964 litres, and at 1.48 pounds per litre that is 14.964 x 1.48 = 22.15 pounds. Notice the units doing the work: (km) x (L / 100 km) leaves litres; (L) x (pounds / L) leaves pounds. If your intermediate line has km still attached at the end, you have divided when you should have multiplied. Write the unit next to every number and the method checks itself.

Unit pricing: normalise before you compare: Three pack sizes of the same fluid. Pack A: 750 ml for 3.60 pounds. Pack B: 2 litres for 9.40. Pack C: 1.5 litres for 7.20. Convert all three to price per litre. A: 3.60 / 0.75 = 4.80 per litre. B: 9.40 / 2 = 4.70. C: 7.20 / 1.5 = 4.80. So B is cheapest by 10p a litre, and A and C are identical despite looking like different deals. The 'bigger pack is cheaper' heuristic happens to hold here but is not a rule, and test writers know it. Half of these items are built specifically so the largest pack loses. Now add the multibuy that these questions love: pack A is on three-for-two. Three packs give 2.25 litres for the price of two, 7.20 pounds, which is 7.20 / 2.25 = 3.20 per litre and beats everything. The trap in the multibuy version is dividing by the number of packs paid for rather than the volume received.

Combined work rates: add rates, never times: Printer A completes a 3,000-page run in 50 minutes; printer B completes the same run in 75 minutes. Running together, how long? Convert to rates: A prints 3,000 / 50 = 60 pages per minute, B prints 3,000 / 75 = 40 pages per minute, and together they print 100 pages per minute, so the job takes 3,000 / 100 = 30 minutes. Verify by counting output: in 30 minutes A produces 1,800 pages and B produces 1,200, which is 3,000 exactly. The two wrong answers you will see on the option list are 62.5 minutes (the average of 50 and 75) and 125 minutes (the sum). Both are impossible on inspection: two machines working together must finish faster than the faster machine alone, so any answer above 50 minutes is wrong before you compute anything. The general form is 1 / (1/50 + 1/75), and it is worth being able to write that line directly, but the sanity bound catches the error faster than the algebra does.

Estimate first, then compute: killing distractors in ten seconds: 'A department spent 847,300 pounds in 2024. In 2025 the budget fell by 12.5 percent. What was the 2025 spend?' Options: 741,387.50 / 953,212.50 / 105,912.50 / 762,570. Estimate before anything else: 12.5 percent is exactly one eighth, one eighth of roughly 850,000 is roughly 106,000, so the answer is roughly 744,000. That single line eliminates three options. 953,212.50 applied the change upwards. 105,912.50 is the size of the reduction, not the resulting spend: the 'answered the wrong question' distractor, and the most commonly selected wrong option on items of this shape. 762,570 is a 10 percent cut, planted for anyone who misread the rate. Exact working: 847,300 x 7/8 = 5,931,100 / 8 = 741,387.50. Doing it as a fraction avoids the decimal multiplication altogether. Learn the fraction equivalents cold (12.5 percent is 1/8, 16.7 percent is 1/6, 37.5 percent is 3/8, 62.5 percent is 5/8) because a fraction turns most percentage items into one division.

How to practise this skill

- Memorise the fraction-to-percentage table up to eighths and twelfths. Almost every 'nasty' percentage on these tests is a clean fraction in disguise, and the fraction route is two or three times faster than decimal multiplication.
- Write the unit beside every intermediate number, including the ones you keep in your head. Most numerical errors on timed sections are unit errors, not arithmetic errors, and units are the only cheap way to catch them.

- Rehearse reverse percentages as their own drill until dividing by 1.15 feels more natural than subtracting 15 percent. It is a single, identifiable technique that accounts for a disproportionate share of lost marks.
- Before selecting, re-read the last clause of the stem out loud. 'By how much did it fall' and 'what was it after the fall' have different answers, and both are always on the option list.
- Keep an error log with four columns (misread the question, wrong operation, unit slip, arithmetic slip), and tally which one you actually commit. Three sessions is usually enough to show that one column dominates, and that is the column to train.
- Work untimed until your method is stable, then add the clock in stages: generous, then realistic, then 20 percent tighter than the real test. Attempts stay on this device, so a slow first pass costs nothing.

Glossary

Percentage point: The arithmetic difference between two percentages. A rate moving from 4 percent to 5 percent rises by one percentage point but by 25 percent in relative terms; questions specify which they want and the two answers are both on the option list.

Reverse percentage: Recovering an original amount from a figure that already includes a percentage change, by dividing by the multiplier (1.15 for a 15 percent rise, 0.88 for a 12 percent fall) rather than subtracting the percentage from the new figure.

Multiplier (decimal factor): The single number a quantity is multiplied by to apply a percentage change: 1.20 for plus 20 percent, 0.80 for minus 20 percent. Successive changes are handled by multiplying the factors, which is why plus 20 then minus 20 gives 0.96, not 1.

Ratio part: One unit of a ratio split. Dividing the total by the sum of the ratio terms gives the value of one part; every share and every difference between shares is then a whole number of parts.

Unit rate: A quantity expressed per one of something: price per litre, pages per minute, litres per 100 km. Comparisons are only valid once every option has been converted to the same unit rate.

Combined rate: The sum of two or more individual rates working simultaneously. Times cannot be added or averaged; only rates add, and the combined time is the total work divided by the combined rate.

Significant figure estimate: Rounding every input to one meaningful digit to get an approximate answer in a few seconds. Its purpose is not accuracy but elimination: it removes any option that is off by a factor or has the sign of the change wrong.

Distractor: A wrong option written deliberately to match a specific predictable error: subtracting instead of dividing, reporting the change instead of the result, averaging instead of combining rates. Recognising the pattern is often faster than recomputing.

Study this next

- Numerical reasoning skill hub: https://learn.novusstreamsolutions.com/aptitude/skills/numerical-reasoning
- Numerical reasoning practice in the Cognitive Skills Lab: https://learn.novusstreamsolutions.com/cognitive-skills/numerical-reasoning
- Data interpretation lesson: https://learn.novusstreamsolutions.com/aptitude/skills/data-interpretation/lesson
- Office numeracy suite: https://learn.novusstreamsolutions.com/aptitude/tests/office-numeracy
- Finance, accounting and insurance careers: https://learn.novusstreamsolutions.com/careers/families/finance-accounting-and-insurance
- Numerical reasoning lesson on Novus Learn: https://learn.novusstreamsolutions.com/aptitude/skills/numerical-reasoning/lesson

Where this material comes from

- All worked figures above were written and checked for Novus Learn. Every division, ratio split and rate calculation in this lesson was verified by recomputing it in the reverse direction.
- Conventions only (percentage point, unit rate, significant figures) cross-checked against standard public references such as the Wikipedia articles 'Percentage', 'Ratio' and 'Rate (mathematics)'. No item text is drawn from any published test.
- Novus Learn aptitude construct registry (catalog seed) for construct scope and suite mapping.
- Public educational framing only: not affiliated with any official exam board, publisher or employer, and no copyrighted test item is reproduced.

> Educational preparation only. Novus Learn does not administer official exams and does not guarantee scores or hiring outcomes.

Case analysis

Synthesizing multiple documents and making a reasoned recommendation.

Build a recommendation from several documents without blurring facts, interpretations, and assumptions. The core method is to frame the decision, organize evidence, test alternatives, and state conditions or gaps.

What you should be able to do after this lesson:

1. Translate a broad case prompt into a decision question, criteria, constraints, and required output.
2. Create an evidence table that separates supported findings from inference and missing information.
3. Write a recommendation that compares alternatives, acknowledges trade-offs, and names the next validation step.

Worked examples and pitfalls

Worked scenario: two service proposals: Proposal A is cheaper and can start now; Proposal B costs more but has stronger reliability evidence. The case does not provide peak-demand data. State the decision criteria first (cost, launch timing, reliability, and demand risk), then compare only supported facts. A defensible recommendation might select a limited A pilot with a reliability threshold and request peak-demand evidence before wider rollout, rather than claiming either proposal is universally best.

Evidence matrix: Use columns for claim, supporting document, strength, contradiction, and gap. When sources conflict, report the conflict and explain how it affects confidence. Repeating every document is summary; connecting evidence to the decision criteria is analysis.

How to practise this skill

- Begin with the decision and criteria so interesting but irrelevant details do not take over.
- Use calibrated language: supported, suggests, uncertain, and conditional communicate different evidence strength.
- End with an owner, next step, and condition for revisiting the recommendation.

Glossary

Finding: A conclusion directly supported by the evidence supplied in the case.

Inference: A reasoned interpretation that goes beyond a directly stated fact and therefore needs justification.

Decision criterion: A standard used to compare options, such as cost, safety, feasibility, equity, or timing.

Study this next

- Case study: https://learn.novusstreamsolutions.com/search?q=Case%20study
- Evidence: https://learn.novusstreamsolutions.com/search?q=Evidence
- Recommendation: https://learn.novusstreamsolutions.com/search?q=Recommendation
- Case analysis lesson on Novus Learn: https://learn.novusstreamsolutions.com/aptitude/skills/case-analysis/lesson

Where this material comes from

- Novus Learn original case-study, policy-analysis, investigation, and evidence suite scenarios.
- Novus educational framework: frame the decision, map evidence, compare alternatives, qualify confidence, and recommend.

> Educational preparation only. Novus Learn does not administer official exams and does not guarantee scores or hiring outcomes.

Data interpretation

Tables, charts, graphs, dashboards, trends, comparisons, and evidence-based conclusions.

Data interpretation is the discipline of getting a correct number out of a table, chart or dashboard that was not built to make your question easy, and of saying so when the data cannot answer it at all. It dominates graduate and analyst screening, and it is the section where strong arithmetic still fails, because the marks are lost in the header row, the axis scale and the wording of the question. The same skill is the daily work of anyone who reports on a management pack, a clinical audit or a stock ledger. Practice is stored on this device only; there is no account and nothing is uploaded unless you export it.

What you should be able to do after this lesson:

1. Read a value correctly out of a table or chart including its units multiplier, footnotes and any 'excludes' or 'provisional' qualifier attached to the row.
2. Compute share of total, percentage change and percentage-point change from the same pair of cells, identify which of the three a question is asking for, and separate a movement in a rate from a movement in the underlying count.
3. Work with index numbers relative to a base year, including why a change of five index points is almost never a five percent change.
4. Join two tables on a shared key and produce a normalised figure (per head, per unit, per thousand) rather than comparing raw totals.
5. Recognise chart presentation effects (truncated axes, dual axes, cumulative versus periodic series), and answer from the numbers rather than from the visual impression.
6. Apply the 'cannot say' discipline: state precisely which extra fact would be needed before the question becomes answerable.

Worked examples and pitfalls

Read the header: (£000) changes every answer by a factor of a thousand: Table titled 'Regional revenue, year to March (£000)': North 1,240; South 986; East 1,455; West 719. Total = 1,240 + 986 + 1,455 + 719 = 4,400, so the business turned over 4,400 thousand pounds, that is 4.4 million. East's share is 1,455 / 4,400 = 33.1 percent. The whole set: North 28.2 percent, South 22.4, East 33.1, West 16.3, summing to 100. Two things go wrong here. The first is reading East's revenue as 1,455 pounds and then reporting a business with a total turnover of 4,400 pounds, which nobody notices because every option is scaled the same way, until the question asks for revenue in millions and only one option is right. The second is the comparison wording. East's share is (1,455 - 719) / 4,400 = 16.7 percentage points above West's, and East's revenue is (1,455 -

719) / 719 = 102 percent more than West's, that is slightly more than double. 'Sixteen point seven' and 'a hundred and two' both describe the same two cells honestly, and the question decides which one is correct. Note that the percentage-point figure must be computed from the unrounded shares rather than by subtracting the rounded ones, or the last digit will not survive.

One pair of rows, three correct increases: A complaints table: 2023, 120,000 orders, complaint rate 4.0 percent; 2024, 150,000 orders, complaint rate 5.0 percent. Three defensible answers to 'how much did complaints increase?'. The rate rose by 1.0 percentage point. The rate rose by (5.0 - 4.0) / 4.0 = 25 percent in relative terms. And the count of complaints rose from 0.04 x 120,000 = 4,800 to 0.05 x 150,000 = 7,500, which is (7,500 - 4,800) / 4,800 = 56.25 percent. All three are arithmetically right; only one answers the question in front of you. The pattern to internalise is that a rate and a count move together only when the denominator is fixed, and here it is not. Order volume grew 25 percent as well. If the question is about customer experience, the rate is the honest figure; if it is about how many complaint handlers to hire, the count is. Test items usually ask for the one you would not have chosen.

Index numbers: five points is not five percent: A cost index with 2020 = 100 reads 104 in 2021, 111 in 2022 and 109 in 2023. From 2021 to 2023 the index rose 5 points, but the percentage change is 5 / 104 = 4.8 percent, because the base for the comparison is 104, not 100. From 2022 to 2023 it fell 2 points, which is -2 / 111 = -1.8 percent, and note that costs fell even though the index remains 9 percent above the 2020 base. A level and a change are different claims. The only comparison where points and percent coincide is against the base year itself: 2020 to 2023 is 100 to 109, exactly plus 9 percent. Watch also for a rebased series, where a table switches to 2022 = 100 partway down; the two segments cannot be compared directly without converting one of them, and an item that quietly rebases is testing whether you read the column heading.

Joining two tables: totals and per-head figures disagree on purpose: Table 1, headcount by site: Leeds 84, Derby 47, Bristol 129. Table 2, absence days recorded in the same period: Leeds 630, Derby 300, Bristol 903. 'Which site has the worst absence problem?' On raw totals Bristol is worst at 903 days. Normalise per head and the ranking changes: Leeds 630 / 84 = 7.50 days per employee, Bristol 903 / 129 = 7.00, Derby 300 / 47 = 6.38. Leeds is worst, Bristol is merely biggest. The organisation-wide figure is 1,833 / 260 = 7.05 days per head, which is a useful reference line: Leeds is above it, the other two below. The general rule is that any comparison between units of different size demands a denominator, and the denominator has to come from the other table. Items are built so the raw-total answer and the per-head answer are both on the option list, and so the site with the biggest total is never the site with the highest rate.

The truncated axis: measure the numbers, not the bars: A quarterly satisfaction chart with a y-axis running from 78 to 82 shows bars at 79.2, 79.8, 80.4 and 81.1. Visually the last bar looks several times taller than the first, because only the top 4 points of a 100-point scale are drawn. The actual movement is 81.1 - 79.2 = 1.9 points, which on the score's own scale is a relative rise of 1.9 / 79.2 = 2.4 percent. If the question asks 'by approximately what percentage did satisfaction improve', the answer is about 2 percent, and the distractor built from the bar heights will be something like 40 or 400 percent. Related presentation effects to check before answering: a dual-axis chart where two series use different scales and appear to cross meaningfully when they do not; a cumulative series, where a flattening line still means the total is growing, just more slowly; and a logarithmic axis, where equal vertical distances are equal ratios rather than equal amounts. In every case the defence is the same. Find the printed numbers, or read the gridline values, and compute.

Cannot say: revenue is not profit: A product table shows units sold and total revenue. Product P: 4,200 units, 71,400 pounds. Product Q: 1,800 units, 41,400 pounds. Average selling price is 71,400 / 4,200 = 17.00 for P and 41,400 / 1,800 = 23.00 for Q, so Q earns more per unit while P earns more in total. Now the statement to evaluate: 'P is more profitable than Q.' The correct response is cannot say. Profit needs cost, and the table has no cost column; a product with a 17 pound price and a 16 pound unit cost is less profitable than one priced at 23 with a cost of 9, and nothing here rules that out. Contrast with 'Q generated more revenue per unit than P', which the table fully supports and which is true. The habit worth building is to finish every cannot-say judgement with the missing input named out loud ('cannot say, because unit cost is not given') because that forces you to distinguish a genuinely unanswerable item from one you simply have not worked hard enough on.

How to practise this skill

- Read the title, the units line, the row and column headers and any footnote before you look at a single value. Roughly the first fifteen seconds of an item should contain no arithmetic at all, and that fifteen seconds is what prevents the thousand-fold and percentage-point errors.
- For every item, write down which of the three quantities is wanted (share of total, relative change, or change in percentage points), before computing. Most wrong answers on this construct are correct arithmetic applied to the wrong quantity.
- Whenever two groups differ in size, ask what the denominator should be. If a question compares sites, teams, countries or periods of unequal length and you have not divided by something, you are almost certainly answering the wrong question.
- Practise the cannot-say items separately and force yourself to name the missing variable each time. Candidates who train only on computational items reliably over-answer inference statements under time pressure.
- Do not redraw or re-scale charts in your head. Locate the gridline values or the data labels, and if neither exists, interpolate between two labelled gridlines and state the bound rather than guessing a point value.
- Time yourself per item rather than per section. Data interpretation sets share a stimulus, so the first item costs the reading time and the rest should be fast; if item four takes as long as item one, you did not build a mental map of the table.

Glossary

Units multiplier: A scaling note in a table title or column header, such as (£000), (millions) or (per 1,000 population). It applies to every value in scope and is the single most common source of order-of-magnitude errors.

Index number: A series rescaled so a chosen base period equals 100. Changes between two non-base periods must be divided by the earlier value, so a movement in index points is not a percentage change except when measured from the base.

Rebasing: Restating an index against a new base period. Segments of a series with different bases cannot be compared directly, and a table that rebases partway down is testing whether you read the headings.

Truncated axis: A chart whose value axis does not start at zero, which exaggerates the apparent size of differences between bars or points. Legitimate for showing small movements in a large quantity, misleading if read as area or height.

Cumulative series: A line showing a running total rather than each period's value. It can only go up or stay flat, so a flattening cumulative line means the periodic figure is falling, not that the total is.

Weighted average: An average in which each value is multiplied by the size of the group it represents. Averaging two group percentages directly is only correct when the groups are the same size, which in these tables they rarely are.

Normalisation: Dividing a raw figure by an exposure measure (headcount, units sold, population, days open), so groups of different size can be compared. The denominator usually lives in a second table.

Cannot say: The verdict when a statement is neither supported nor contradicted by the data supplied. A correct cannot-say answer can always be defended by naming the specific missing variable.

Study this next

- Data interpretation skill hub: https://learn.novusstreamsolutions.com/aptitude/skills/data-interpretation

- Data interpretation practice in the Cognitive Skills Lab: https://learn.novusstreamsolutions.com/cognitive-skills/data-interpretation
- Numerical reasoning lesson: https://learn.novusstreamsolutions.com/aptitude/skills/numerical-reasoning/lesson
- Financial data interpretation suite: https://learn.novusstreamsolutions.com/aptitude/tests/financial-data-interpretation
- Scientific data interpretation suite: https://learn.novusstreamsolutions.com/aptitude/tests/scientific-data-interpretation
- Data interpretation lesson on Novus Learn: https://learn.novusstreamsolutions.com/aptitude/skills/data-interpretation/lesson

Where this material comes from

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Recommended preparation

- Practice management judgement: https://learn.novusstreamsolutions.com/aptitude/skills/management-judgement/lesson
- Practice planning and scheduling: https://learn.novusstreamsolutions.com/aptitude/skills/planning-scheduling/lesson
- Strengthen numerical reasoning: https://learn.novusstreamsolutions.com/aptitude/skills/numerical-reasoning/lesson

Answer keys, scoring and privacy

> Answer keys and scoring logic stay server-side and are never included in any download or export.

Formal suite answer keys and scoring logic stay on the server and are not part of any download, in any format. Downloadable keys exist only for the open, untimed practice material (the practice packs on the puzzles, cognitive-skills and reasoning practice lab pages), where the answers are already public teaching content.

Novus Learn needs no account. Your practice history lives in this browser's storage on this device, and is sent to a server only if you create an account and switch on backup. This file contains no attempt, session or result link, so it is safe to share.

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Source: https://learn.novusstreamsolutions.com/aptitude/tests/hotel-management/study-outline