



D1 4
D2 5
D3 2

**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

SUBJECT	:	SUPERVISION IN HOSPITALITY INDUSTRY
SUBJECT CODE	:	DHM 2113
DATE	:	11 OCTOBER 2015
DURATION	:	2.00 PM-5.00 PM (3 HOURS)

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of **FOUR (4)** sections:
Section A (20 Marks)
Section B (20 Marks)
Section C (30 Marks)
Section D (30 Marks)
2. Answer **ALL** questions from **Part A, B and C**. For **Part D**, answer **THREE (3)** questions only.
3. Candidate is not allowed to bring any material into the examination room **EXCEPT** with the permission from the invigilator.
4. Please check to make sure that this examination pack consists of:
 - i. Question Paper
 - ii. Answering Booklet
 - iii. OMR Form

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

This examination paper consists of 10 printed pages including front page.

PART A (Total: 20 Marks)**MATCHING****INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.**

Empowering	Work Rules	Synergy	Dehiring	Buddy system
OSHA	Safety Program	Training Objective	Compromise	Competition
Diversity	Conflict	Power	Merit Raise	Group
Formally Appointed Team	Total Quality Management	formative evaluation	Job Instruction Training	Summative Evaluation
Performance Standard	Employee Self-Appraisal	Conflict Management	Alternative Dispute Resolution	Progressive Discipline
Pretest	Learning	Training	Teamwork	Coaching

- _____ refer to the actions of two or more people to achieve outcomes that each is individually incapable of achieving.
- _____ is team that has a formally appointed leader who may have more influence and decision-making authority than other team members.
- A process of total organizational involvement in improving all aspects of the quality of a product or service as known as _____.
- The meaning of _____ is to give employees additional responsibility and authority to do their jobs.
- _____ is a training method in which an old hand shows a new worker the ropes, often in addition to working his or her own job.
- _____ is an ongoing form of evaluation that uses observation that uses observation, interviews, and surveys to monitor training.
- A _____ is a form of evaluation that measures the results of training after a program has been completed.

8. _____ is a four-step method of training people in what to do and how to do it on a given job in a given operation.
9. _____ is a rules for employees that govern their behaviour when working
10. Avoiding termination by making an employee want to leave, often by withdrawing work or suggesting that the person look elsewhere for a job is known as _____
11. _____ is a federal agency created to assure safe and healthful working conditions and to preserve the nation's human resource.
12. _____ is a plan, consisting of elements such as safety rules and employee training, that attempts to keep a workplace safe.
13. _____ describe the what and how of a job, and explain what an employee is to do, how it is to be done, and to what extent.
14. _____ is a raise given to an employee based upon how well the employee has done his or her job.
15. _____ is a trainer's goal: a statement, in performance standard terms, of the behaviour that shows when training is complete.
16. _____ is a procedure by which employees evaluate their own performance, usually as part of a performance appraisal process.
17. _____ is the application of strategies to settle opposing ideas / goals in a positive manner.
18. _____ refer to the concern for both one's own and the other party's ideas or position, finding ways of agreeing (give and take) positions.
19. When there is high concern for one's own interest – two different individuals / groups become rivals, its consider as _____
20. _____ is a problem solving and grievance resolution approaches to address disputes.

PART B (Total: 20 Marks)**MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL questions.****Please use the OMR sheet provided.**

1. To build a cohesive team, _____ and _____ need to be set.
 - A. Goals, Objectives
 - B. Rules, Regulation
 - C. Policy, Rules
 - D. Code of practice, Law enforcement

2. Groups become teams via basic group activities, the passage of time, and team development activities. If groups are to develop successfully, they will engage in various activities, **EXCEPT** _____.
 - A. Planning
 - B. Storming
 - C. Forming
 - D. Performing

3. Which one of the following answer is **NOT TRUE** about Total Quality Management (TQM)?
 - A. Ensuring that employees have the skills, knowledge and authority to make decisions that would otherwise be made by management.
 - B. The word guest is preferred over customer, the inference being that, if we treat customer like guest, we will exceed their expectations.
 - C. Its works best when top management, middle management, supervisors, and hourly employees all believe in the philosophy and concept of TQM.
 - D. Total Quality Management (TQM) is a never-ending journey of continuous improvement, not a destination.

4. _____ is a process involving observation of employee performance and conversation focusing on job performance between the manager and the employee.
 - A. Coaching
 - B. Counselling
 - C. Training
 - D. Evaluating

5. Which one of the following answer is **NOT**a tip for helping employees learn are derived from a field of study called adult learning theory?
- A. Employees learn best when they are actively involved in the learning process.
 - B. Employee learn best when employers invest a huge amount for training budget.
 - C. Employees learn best when the training is relevant and practical.
 - D. Employees learn best when they receive feedback and reward on their performance.
6. Reaction, knowledge, behaviour, attitudes and productivity are five ways of_____.
- A. Formative Evaluation
 - B. Summative Evaluation
 - C. Pretest
 - D. Job Instruction Training
7. A lump of money awarded for outstanding performance in any activity which the organization wants to encourage is referred to _____.
- A. Commissions
 - B. Salary Increases
 - C. Bonus
 - D. Allowances
8. What is the objective of the Social Security Act?
- A. Calculated based on the employee's last drawn pay and his number of year's service
 - B. Provide employees with compensation and financial benefits should they be involved in an accident at work or contract an occupational disease
 - C. To ensure that every workers has sufficient funds to sustain him once he has retired
 - D. As a form of compulsory savings system for workers so that they and their families would not be impoverished
9. The following answers may caused of accidents at work **EXCEPT**
- A. Moral causes
 - B. Environmental causes
 - C. Human causes
 - D. Technical causes

10. Radiation, infection, use of toxic substances and extreme temperatures are _____.
- A. Caused of accidents
 - B. Common health hazards at work
 - C. Impact or severity of accidents
 - D. Consequences of health hazards at work
11. Which one of the following answer is **NOT** include in safety policies?
- A. Statement of the organization's commitment to providing a safe and healthy workplace
 - B. Explanation of who is responsible for safety in the organization generally all employers at all levels must be made responsible for safety
 - C. Collection and analysis of hard data that available and useful recommendation be made on how to overcome problems
 - D. Description of any procedures or structures which exist to implement safe work practices
12. "Where particular people are held responsible for safety and health of the workforce, there tends to be a more systematic approach to the problem of promoting proper practice"
The above statements is total commitment for safety program from _____.
- A. Senior management
 - B. Officers in-charge of safety
 - C. The role of individual workers
 - D. Subordinates and co workers
13. Which one of the following answer is **NOT TRUE** about Provision of Personal Protection Equipment (PPE)?
- A. PPE includes helmets and hard hats, goggles, ear muffs and full body suits
 - B. Wearing the PPE is an optional to the employee and its not compulsory
 - C. Consistently strict approach to safety requirements will help the employee's efforts to prevent accidents
 - D. Employers find that employees are very reluctant to wear the safety equipment provided to them

14. The procedures relating to claims of dismissal without just cause or excuse is provided for under the_____.
- A. The Trade Unions Act 1959
 - B. The Employment (Restriction) Act 1968
 - C. The Workman's Compensation Act 1952
 - D. Industrial Relation Act 1967
15. An employee has the right to voluntarily terminate their service with the organization. They may leave their own accord for a variety of reasons as following **EXCEPT**_____.
- A. An excessive of manpower
 - B. Personal reason
 - C. Intention to become self-employed
 - D. Desire to join another organization
16. Which one of the following could **NOT** cause redundancy?
- A. Changes in technology
 - B. Increased demand
 - C. Financial losses
 - D. Merges and organization restructuring
17. To the individual worker, loss of their job may mean_____.
- A. Lowered morale amongst remaining workers
 - B. Psychological stress
 - C. Loss of public confidence
 - D. High short-term expenditure
18. The Trade Union Act states that fellow who eligible to stand for election is_____.
- A. Malaysian citizen and foreigners
 - B. Those convicted of a criminal
 - C. Office-bearer or employee that not involved in any of a political party
 - D. Persons who are bankrupt

19. _____ is the weapon that could be used by employers as an industrial action.

- A. The strike
- B. The lockout
- C. The picket
- D. The conciliation

20. Conciliation and arbitration are two main methods for _____.

- A. Industrial action
- B. Collective bargaining process
- C. Settling industrial disputes
- D. Trade union

PART C (Total: 30 Marks)**SHORT ESSAY**

INSTRUCTION : Answer ALL questions. This section consists of 7 questions.
Please use the answer booklet provided.

QUESTION 1

List down **FOUR (4)** characteristic of successful teams.

(4 marks)

QUESTION 2

List down **THREE (3)** kinds of training are needed in hospitality industry.

(3 marks)

QUESTION 3

List down **FOUR (4)** various include problems during handling an employee assistance programs.

(4 marks)

QUESTION 4

List down **FOUR (4)** situational inspections.

(4 marks)

QUESTION 5

Draw a diagram of the steps involved in turning groups into teams.

(6 marks)

QUESTION 6

List down **SIX (6)** components of safety programs.

(6 marks)

QUESTION 7

List down **THREE (3)** benefits provided in workers' compensation.

(3 marks)

PART D (Total: 30 Marks)**LONG ESSAY**

INSTRUCTION : Answer **THREE (3)** questions only from this section.

Please use the answer booklet provided.

QUESTION 1

Explain **TEN (10)** steps to maximize the effectiveness of Total Quality Management.

(10 marks)

QUESTION 2

Explain the **FIVE (5)** problems in training.

(10 marks)

QUESTION 3

Explain the formal steps to enforce compliance.

(10 marks)

QUESTION 4

Describe in detail an essential of performance evaluation (purpose and benefits).

(10 marks)

QUESTION 5

Explain **SIX (6)** methods of conflict resolution (how to handle conflict).

(10 marks)

END OF QUESTION PAPER

