



**KOLEJ YAYASAN PELAJARAN JOHOR
ONLINE FINAL EXAMINATION**

**COURSE NAME : SUPERVISION IN HOSPITALITY
INDUSTRY**

COURSE CODE : DHM2113

EXAMINATION : DECEMBER 2021

DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **THREE (3)** parts :
PART A (30 Marks)
PART B (40 Marks)
PART C (30 Marks)
2. Please refer to the detailed instructions in this question paper.
3. Answer ALL questions in the answer sheet which is A4 size paper (or other paper with the consent of the relevant lecturer).
4. Write your details as follows in the upper left corner for each answer sheet:
 - i. Student Full Name
 - ii. Identification Card (I/C) No.
 - iii. Class Section
 - iv. Course Code
 - v. Course Name
 - vi. Lecturer Name
5. Each answer sheet must have a page number written at the bottom right corner.
6. Answers should be **neat and clear in handwritten form**.

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

*This examination paper consists of **11** printed pages including front page*

PART A

This part consists of **THIRTY (30)** questions.

Answer ALL in Answer Sheet.

1. According to the theory of Situational Leadership, the types of behaviors are_____.
 - A carrot and stick
 - B theory X and theory Y
 - C directed and supportive
 - D authority and leadership

2. The power derived from an individual's personal charisma is called_____.
 - A expert power
 - B reward power
 - C coercive power
 - D legitimate power

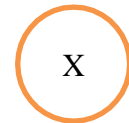
3. _____leadership style also called free-regin.
 - A Autocratic
 - B Democratic
 - C Bureaucratic
 - D Laissez – fair

4. _____is derived from an individual's position in an organization.
 - A Expert power
 - B Reward power
 - C Coercive power
 - D Legitimate power

5. The term _____ refers to your pattern of interacting with your associates how you lead and coach the work of others, and how you get to produce the goods and services for which you are responsible.
- A expert power
 - B reward power
 - C leader program
 - D leadership style
6. Which of the following services does Equal Opportunity and Diversity Offices provide?
- A Making complaints.
 - B Advocacy for diversity.
 - C Conflict mediation and resolution.
 - D Education and training about EEO and diversity.

7.

Increase personal awareness
Learn about other cultures
Recognize and practice cross-cultural interaction skills
Maintain awareness, knowledge, and skills



Statement 1

According to **Statement 1**, “X” is helping a leader to _____.

- A value the cultural diversity
 - B leading diversity issues positively
 - C developing cross-cultural interaction skill
 - D establishing a diversity and inclusion program
8. It is illegal to discriminate in any aspect of employment _____.
- A resignation
 - B misconduct
 - C hiring and firing
 - D disciplinary problem

9. To be an effective supervisor in a _____, you must be able to recognize the different ways that people communicate, be sensitive to your own employee's cultural values, and adapt your own supervisory style accordingly.
- A team
 - B department
 - C training program
 - D culturally diverse workforce
10. _____ want to do work they consider worthwhile and to have fun doing it. They want their supervisors to listen to them, to let them participate in decision making.
- A Young workers
 - B Retired workers
 - C Parttime workers
 - D Experience workers
11. A list of the qualifications needed to perform a given job is known as _____.
- A job statement
 - B job evaluation
 - C job description
 - D job specification
12. Which of the following is **NOT** under goals key ingredient?
- A Goals should have time limit.
 - B Task should be given on staff.
 - C Goals should specific and measurable.
 - D Participation should be required foe setting goals.

13. The _____ spells out the qualification that a person must have in order to get the job.
- A job analysis
 - B job evaluation
 - C job description
 - D job specification
14. _____ provides a common framework for the plans and decisions of all managers and supervisors throughout an organization.
- A Team plan
 - B Standing plan
 - C Strategic planning
 - D Single use planning
15. Job fairs, in-house job referrals and online resumes are some of the top methods of _____.
- A recruiting
 - B resourcing
 - C collecting information
 - D delivering information
16. New employees adapt to an organization through the process called _____.
- A turnover
 - B retention
 - C selection
 - D orientation
17. Today many hospitality companies have a space for employment opportunities on their _____. This free advertising is attracting an increasing number of applicants.
- A website
 - B broucher
 - C word of mouth
 - D magazine and newspaper

18. _____ is the process of letting your own employees know about job opening so that they may apply for them.
- A Web recruiting
 - B Agent recruiting
 - C Internal recruiting
 - D External recruiting
19. Some companies use _____ as an additional method of evaluating applicants.
- A test
 - B power
 - C training
 - D orientation
20. The first and generally largest element in direct compensation is _____, the fixed pay and employee receive on a regular basis – either wage and salary.
- A program
 - B consistent
 - C back compensation
 - D base compensation
21. _____ benefits are based on an employee's length of service and his daily wages.
- A Training
 - B Legislation
 - C Recruiting
 - D Retrenchment
22. Maternity and overtime allowances, work on a rest day and public holiday are based on the _____.
- A overtime
 - B wage council act
 - C employment act 1955
 - D ordinary rate of pay (ORD)

23. Some of the hospitality companies use a job skill approach to determine _____.
- A wage
 - B working time
 - C compensation
 - D training requirement
24. A good _____ package can make an employment decision in favour of one company over another.
- A team
 - B benefit
 - C human resources
 - D training requirement
25. Which of the following is the **best** statement about teamwork?
- A A team that involves on its own.
 - B The cooperative actions that a team performs.
 - C The action of two or more people to achieve outcomes that each is individually incapable of achieving.
 - D A team that has a formally appointed leader who may have more influence and decision making authority than other team members.
26. _____ is a process involving observation of employee performance and conversation focusing on the job performance between the manager and the employee.
- A Training
 - B Coaching
 - C team building
 - D Total Quality Management

27. A _____ communicates well with each other and has well-defined norms, unity, respect and trust among its members.
- A formal team
 - B kitchen team
 - C informal team
 - D cohesive team
28. One of the biggest _____ a leader will face is building a successful team.
- A duties
 - B challenges
 - C performances
 - D team strategies
29. _____ is a work group established by the company and this team include committees, group meetings, work teams, and task forces.
- A Future group
 - B Formal group
 - C Flexible group
 - D Performing group
30. Make sure the team feels comfortable enough with each other and with management to point out _____.
- A stress
 - B problem
 - C agreement
 - D management plan

[30 MARKS]

PART B

This part consists of **EIGHT (8)** questions.

Answer ALL questions in Answer Sheet.

QUESTION 1

Training simply means teaching people how to do their jobs.

Choose five **(5)** benefits of training to associates.

(5 marks)

QUESTION 2

Failure in training will affect the result to the employee.

Predict **five (5)** problems that may occur in training.

(5 marks)

QUESTION 3

Learning is the acquisition of knowledge, skill or attitudes.

Discover **five (5)** ways on how employees learn best.

(5 marks)

QUESTION 4

The success of a training program depends on the trainer itself.

Show five **(5)** characteristics of a good leader.

(5 marks)

QUESTION 5

There is no simple way to manage the problem of accidents at work and the spread of work-related diseases.

Apply **five (5)** requirements that must be provided in a Safety Program.

(5 marks)

QUESTION 6

Few people like telling an employee that he or she is terminated, fired or dismissed. Build **five (5)** point in checklist that can help termination interview between manager and employee to go well.

(5 marks)

QUESTION 7

In management terms, the phrase performance evaluation refers to a periodic review and assessment of each employee's performance during a given period. Classify **five (5)** purpose and benefits of performance evaluation.

(5 marks)

QUESTION 8

Writing a performance standard is crucial to make sure the best result. Prepare **five (5)** requirements for a good, useful and workable in writing performance standard.

(5 marks)

[40 MARKS]

PART C

This part contains of **TWO (2)** questions.

Answer ALL questions in Answer Sheet.

QUESTION 1

The appraisal interview is a private face to face session between you and an employee. In it you tell the worker how you have evaluated his or her performance and why, and discuss how future performance can be improved.

As a supervisor of front office department, you need to conduct an appraisal interview with your employee. Determine **five (5)** procedures with example in conducting an appraisal interview.

(15 marks)

QUESTION 2

Conflict is bound to arise in any atmosphere that requires *interdependency* between people and work. Preventing it is substantially more effective than having to undo it. The conflict itself is not really the root of the problem. The root is a lack of direct, properly handled conflict. As mentioned above, communication is key in conflict management, it can also be thought of as the key to conflict prevention.

As a Food and beverage manager, analyse **five (5)** techniques with example for conflict prevention.

(15 marks)

[30 MARKS]

END OF QUESTION PAPER