



**KOLEJ YAYASAN PELAJARAN JOHOR
ONLINE FINAL EXAMINATION**

COURSE NAME : INTRODUCTION TO HOSPITALITY
INDUSTRY AND TOURISM

COURSE CODE : DHM1013

EXAMINATION : JUNE 2022

DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **THREE (3)** parts :
PART A (30 Marks)
PART B (50 Marks)
PART C (20 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 consist of **THIRTY (30)** questions.

Answer ALL in Answer Sheet.

1. Which of the statement below is the best referring to the symbol of hospitality?
 - A The Spongebob's house.
 - B Display at the door or gatepost.
 - C Use as shape of the king crown.
 - D Chosen as the national food of Europe.

2. What is the significant of pineapple in the hospitality?
 - A Customer satisfaction.
 - B Warmth and welcome.
 - C The diversity of culture.
 - D Friendly treatment of the guest.

3. Which of the following below is seeked by the guest in the lodging?
 - A Food.
 - B Shelter.
 - C Shopping.
 - D Entertainment.

4. What is hospice?
 - A Friendly reception.
 - B Giving care or shelter.
 - C Delivering food services.
 - D Entertain stranger as guest.

5. The following below is the Malaysian Association of hotels (MAH) mission **EXCEPT**
 - A Financing.
 - B Promotion.
 - C Cooperation.
 - D Respresentative.

6. Which is the most preferable guest for luxury hotel?
- A Family.
 - B Celebrity.
 - C Backpackers.
 - D Group visitor.
7. What is the meaning of suburban hotel?
- A This hotel has no bell service.
 - B This hotel located in downtown area.
 - C This hotel is convenient for transit flight passenger.
 - D This hotel provides activities for guest who is concern in health
8. Which of the following below is **NOT** the hotel management method?
- A Franchise.
 - B Individual.
 - C Independent owned.
 - D Management contract.
9. State the two major department of room division?
- i. Front office.
 - ii. Room Service.
 - iii. Housekeeping.
 - iv. Food and beverages.
- A i, ii
 - B i, iii
 - C ii, iv
 - D i, ii, iii
10. Which of the department that responsible for room selling?
- A Concierge.
 - B Front office.
 - C Housekeeping.
 - D Uniformed Service.

11. Below is the personality needed by the hotel's general manager, **EXCEPT**
- A Irritated.
 - B Skill person.
 - C Attention to detailing.
 - D Ability to delegate task effectively.
12. Which statement that refer to American of Disabilities Act (ADA) compliance?
- A Slippery ramp surface.
 - B No handrail is located at the staircase.
 - C The amenities are put at the higher shelf.
 - D The parking space is design for handicapped.
13. What is the official association that relate with tourism definition?
- A Tourism Malaysia.
 - B Malaysia Truly Asia.
 - C Ministry of Tourism and Cultural.
 - D United Nation World Tourism Organisation.
14. The integrated element that includes in tourism industry is _____.
- A banking
 - B connectivity.
 - C housekeeping.
 - D transportation.
15. Which of the following statement that refer to the importance of tourism development?
- A The increasing of illegal migrants.
 - B Fewer varieties in commercial sectors.
 - C Less needing of expertise in delivering services.
 - D Protection is given to tourism product and services.

16. Identify the element that is **NOT** in the integrated model of tourist.

- A Tourism promoters.
- B External environment.
- C Internal environment.
- D Tourism service suppliers.



Figure 1

17. What type of destination that can be related in **Figure 1**?

- A Cultural.
- B Historical.
- C Business.
- D Environmental

18. Which of the following below is **NOT** related with environmental tourism?

- A Shopping.
- B Birdwatching.
- C Appreciating flora and fauna.
- D Climbing the Everest Mountain.

19. Historical tourism is referred to _____.

- A places where older people go
- B travel to get exposure with nature and forest
- C travel to get experience and participate in the lifestyle of human of the country
- D travel to get experience and participate in historical and culture of local people

20. Who is travel agent?

- A Serving client.
- B Purchasing local souvenir.
- C Designing tour offering through retail travel agencies.
- D Operate around the world and market through retail travel agencies.

21. Which statement is referred to Yacht Club?

- A Private club for alumni.
- B Provide member with moorage slips, where their boats are kept secure.
- C Provide well-rounded welfare and recreational program for military personnel.
- D Individual want to become member needs to purchase a membership, not a share in the club.

22. Define leisure.

- A Best describe as time free from work or discretionary time.
- B Allow people to have fun together and to form lasting relationship.
- C A balance, harmony in life that will maintain wellness and wholeness.
- D The increase of interpersonal feeling for friends and business associates.

23. Which of the following are **TRUE** trends in leisure and recreation?

- i. A surge in the travel and tourism.
- ii. Decrease in the fitness of activities.
- iii. Fewer varieties in commercial sector.
- iv. Learning and adventure opportunities for elderly.

- A i, ii
- B i, iii
- C i, iv
- D i, ii, iii

24. The following below is the example of commercial food service operation **EXCEPT**

- A Canteen.
- B Restaurant.
- C Food stalls.
- D Commercial catering.

25. Which of the following matched is **NOT TRUE**?

- A Grill chef: Responsible for saute.
- B Sauce chef: Responsible in making sauce.
- C Pantry chef: Responsible for cold appetizer.
- D Pastry chef: Responsible for all baked item and sweets.

26. Identify the basic core of food service industry

- i. Menu.
 - ii. Food.
 - iii. Customer.
 - iv. Direct Seller.
- A i, ii
 - B i, iii
 - C i, iv
 - D i, ii, iii

27. Describe Du jour menu.

- A The menu which list the item as of the day.
- B The menu which offer item individually priced.
- C The menu which repeated over a period of time.
- D The menu whic are used to attract tourist attention.

28. Which of the statement below can be refer to Quick-service restaurant?

- A Evolve from coffee shop style.
- B Provide elegant dining experience.
- C Has full menu and unique decoration.
- D Offer limited menu that convenient for on-the-go.

Week One	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast	Apple Juice Cornflakes Milk	Orange Juice Banana Muffin Milk	Fresh Orange Slices Cinnamon Raisin Bagel <i>Cream Cheese</i> Milk	Grape Juice Special K Sausage Biscuit Milk	Seasonal Fresh Fruit French Toast <i>Syrup</i> Milk
Lunch/ Supper	Ham Roll Egg Noodles Green Beans Sweet Potatoes Milk	Lasagna (with Ground Turkey or Beef) 1 serv. = 1-1/2 oz. m/mlt alt. and 1 brd. for 1-5 yr. olds. and 2 oz. m/mlt alt. and 1 brd. for 6-12 yr. olds. Italian Bread Tossed Salad (Lettuce, Tomato, Cucumber) <i>Lowfat Ranch Dressing</i> Pears Milk	Baked Chicken Rice Whole Wheat Roll <i>Margarine</i> Peas & Carrots Peaches Milk	*Breaded Fish <i>Ketchup</i> Biscuit Baked Beans Fruit Salad Milk	Tacos (with Soft Flour Tortilla, Ground Turkey or Beef) 1 serv. = 1 oz. m/mlt alt. and 1 brd. Shredded Cheese (1 oz.) Shredded Lettuce and Diced Tomato <i>Mild Salsa</i> Spanish Rice Mexican Corn Milk
Snack	Oatmeal Cookie Milk	Yogurt <i>Flavored 4 oz cup</i> Animal Crackers	String Cheese Fruit Cocktail	Banana Peanut Butter Plain Graham Crackers	Assorted Crackers Tuna Salad

Figure 2

29. The menu that show in **Figure 2** is _____

- A cycle menu.
- B a’la carte menu.
- C california menu.
- D table d’hote menu.

30. Which statement can be defined as reliability in service quality?

- A Good conscience and have individual values.
- B Service with smile is enough to satisfy the customers.
- C The ability to perform the service is dependably and accurately.
- D Comparing perceptions of service receive with desired expectation.

[30 MARKS]

PART B

This part consist of **FIVE (5)** questions.

Answer ALL questions in Answer Sheet.

QUESTION 1

- a. Identify **five (5)** roles of general manager.

(5 marks)

- b. Clarify **three (3)** types of guests that stay in hotel.

(6 marks)

QUESTION 2

- a. Describe **five (5)** importance of tourism industry.

(5 marks)

- b. Distinguish **three (3)** differences element between push and pull theory factor.

(6 marks)

QUESTION 3

- a. List out the **five (5)** trends in destination.

(5 marks)

- b. Give example on **two (2)** types of destination.

(4 marks)

QUESTION 4

a. Define the following terms:

1. Recreation
2. Leisure
3. Commercial recreation
4. Non-government recreation

(4 marks)

b. Justify **three (3)** categories of city club.

(6 marks)

QUESTION 5

a. Name **four (4)** types of bars that can be found in the hotel.

(4 marks)

b. Indicate **five (5)** responsibilities of chief steward.

(5 marks)

[50 MARKS]

PART C

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

Answer ALL questions in Answer Sheet.

QUESTION 1

Qusya has open a new restaurant at Kuala Lumpur. To make sure her restaurant become success, she needs to do menu planning as it is the most important ingredient for the restaurant menu. She also already decides for the concept of the restaurant but she still did not decide on the types of menus that she want to choose for her restaurant.

Discuss **six (6)** types of menus that can be suggest for Qusya's restaurant.

(12 marks)

QUESTION 2

Hospitality industry is one of the famous industries in giving service to the customer. To get a good compliment from the customer we need to give a good service to them. This way will help to maintain the good name of our company. As the employee, we need to learn on how to give a good service quality to our customer.

Explain any **four (4)** dimensions in service quality.

(8 marks)

[20 marks]

END OF QUESTION PAPER