



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

COURSE NAME : SUPERVISION IN HOSPITALITY
INDUSTRY

COURSE CODE : DHM2113

EXAMINATION : DECEMBER 2022

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. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
3. Please check to make sure that this examination pack consist of:
 - i. The Question Paper
 - ii. An Objective Answer Paper
 - iii. An Answering Booklet

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 Objective Answer Paper.

1. A _____ often functions as a mentor to a worker by providing guidance and knowledge on learning the operation.
 - A staff
 - B supervisor
 - C human resources
 - D team management

2. Being a mentor can provide feelings of pride and satisfaction because they have contribution to someone else's _____.
 - A time
 - B personal life
 - C management
 - D career development

3. Rules of conduct that provide guidelines for morally right behavior is refer to _____ definition.
 - A ethic
 - B principle
 - C education
 - D examination

4. When some company have cultural differences among employees, it is important to have _____ awareness.
 - A brand
 - B salary
 - C labour market
 - D cross-cultural

5. Younger worker want to do their work they consider worthwhile and to have fun doing it. This situation is refer to _____.
- A age issue
 - B gender issue
 - C cultural issue
 - D religiously issue
6. Which one of the following is referring to prohibit employment discrimination based on race, colour, religion, sex or national origin?
- A cultural
 - B Inclusion
 - C EEO and diversity
 - D Civil Right Act of 1964
7. The _____ describes what the job is as a whole. It explains what the employee is supposed to do, how to perform job duties and how well they are to be done.
- A job training
 - B job analysis
 - C job description
 - D job qualification
8. Standing plan is one way to simplify future and managing is to develop plans that can be used over and over again. Which of the following is example for standing plan?
- A Menu.
 - B Schedule.
 - C Floor plan.
 - D Budgeting.

9. Which of the following refers to the uses of Job Analysis?
- A Help the leader to understand cross-cultural.
 - B Help the supervisor to manage work schedule.
 - C Help employee to choose department they want.
 - D Help company to comply with government regulation.
10. The term _____ refers to the supply of people looking for jobs as well as the jobs available in a given area.
- A job
 - B training
 - C duty roster
 - D labour market
11. New employee need to join the _____ and will be introduced to the new job and workplace as soon as they report to work.
- A training
 - B orientation
 - C work discussion
 - D morning briefing
12. Most of the company conduct *in-dept criminal record* searches of job applicant before hire them to avoid _____.
- A over hiring
 - B negligent hiring
 - C miscommunication
 - D no show during interview
13. What are the advantages of compensation program for organization?
- A To reduce staff
 - B To increase sales
 - C To attract new supplier
 - D To motivate the best employee

14. Some of hospitality companies use a _____ by pay each skill based on its value to the organization
- A To reduce staff
 - B To increase sales
 - C job skill approach
 - D To motivate the best employee
15. The _____ is to provide protection to workers who may be involved in an accident at work.
- A Employment Act
 - B Wage Council Act
 - C Employee provident Fund Act
 - D Employee Social Security Act
16. A _____ is a group of individual who share a common goal and the responsibility of achieving it.
- A team
 - B group
 - C department
 - D organization
17. _____ is when one gives a portion of their responsibility and authority to a subordinate.
- A Instruction
 - B Delegation
 - C Discussion
 - D Cooperation
18. When leading in a restaurant shift, leader must be ready to lead their staff through a _____.
- A Instruction
 - B Delegation
 - C Discussion
 - D successful shift

19. Retraining applies to current employees. It is necessary when workers are not measuring up to standard. Which one of the situation is NOT suitable to apply retraining?
- A when worker get promoted.
 - B When workers ask for training.
 - C When a new method is introduced.
 - D When workers are not measuring up to standards.
20. The difference between worker who pursued college degree and poorly educated is one of the problem in training. This problem is referring to _____.
- A turnover
 - B training time
 - C urgent need
 - D diversity of workers
21. _____ team has a rotation of leadership. With the rotation of leadership everyone has a chance to show the qualities that they possess.
- A checkpoint
 - B method of training
 - C Formally appointed
 - D Informally appointed
22. Which of the following is **TRUE** regarding Traditional four-stage formula for disciplinary action?
- A oral warning – written warning – termination – punishment.
 - B written warning – termination – oral warning – punishment.
 - C written warning – punishment – termination – oral warning.
 - D Oral warning – written warning – punishment – termination.

23. The positive discipline _____ by reducing the number of disciplinary incidents, reducing turnover reducing mistake and poor workmanship.
- A lower cost
 - B increase profit
 - C reduce employee
 - D corrective training
24. Under _____ discipline system the worker is likely to see the manager as someone to avoid and fear.
- A positive
 - B negative
 - C assistant
 - D administrating
25. The word _____ refer to an action to ensure orderly conduct and compliance with rules and procedure.
- A safety
 - B discipline
 - C maintaining
 - D punishment
26. An _____ typically list the performance dimension or or categories on which each worker is to be rated.
- A appraisal
 - B appointment
 - C evaluation team
 - D evaluation form
27. All the following is referring to common mistake in appraisal interview **EXCEPT**
- A encourage to comment
 - B losing control of the interview
 - C criticizing and dwelling on past mistake
 - D failing to listen, interrupting and arguing

28. _____ is the application of strategies to settle opposing ideas, goals and objective in positive manner.
- A Health and safety
 - B Appraisal interview
 - C Training development
 - D Conflict management
29. _____ is defined as a feeling of great displeasure, hostility, indignation or affliction.
- A Anger
 - B Appreciation
 - C Self-motivation
 - D Communication
30. The parties involved have some idea of how they want the situation to be solved is refer to _____.
- A mediation
 - B fact finding
 - C discuss solution
 - D third party investigation

[30 MARKS]

PART B

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

Answer ALL questions in Answering Booklet.

QUESTION 1

Hospitality supervisors regularly spend time scheduling the work to be done, the order it is to be done and who will do each task. Clarify **FIVE (5)** advantages for using the Gantt chart in planning.

(5 marks)

QUESTION 2

It is critical to select the right person for the open position. Determine **FIVE (5)** elements in procedure for selecting the right person.

(5 marks)

QUESTION 3

Internal recruiting is one of the promotion alternatives used by human resources in looking for people to fills the job. Analyze **five (5)** advantages of internal recruiting.

(5 marks)

QUESTION 4

Most of the organization has to make compensation program for their employee. Identify **five (5)** legislation and legal issues affecting compensation in organization.

(5 marks)

QUESTION 5

Employees not only receive their monthly salary as compensation working with the company. However, salary may be supplemented by a number of allowances.

Examine **five (5)** examples of allowance that might include in their salary.

(5 marks)

QUESTION 6

To build a good team, you must have trust, communication and collaboration. There are many ways that a supervisor may attempt to change a group into a team.

a) Find **five (5)** steps to change a group into a team.

(4 marks)

b) Define the meaning of informal group.

(1 marks)

QUESTION 7

Coaching is a process involving observation of employee performance and conversation focusing on job performance. Produce **five (5)** steps in coaching model.

(5 marks)

QUESTION 8

In a hospitality industry, training simply means teaching people how to do their job. Produce **five (5)** benefits of training for supervisor.

(5 marks)

[40 MARKS]

PART C

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

Answer ALL questions in Answering Booklet.

QUESTION 1

(a) Training is a form of communication. However, in some of hospitality industry, they do very little kind of training. Break down **five (5)** problems might occur in training.

(5 marks)

(b) Learning is the acquisition of knowledge, skill or attitudes. Evaluate **five (5)** ways on how employees learn best.

(10 marks)

QUESTION 2

(a) Performance management may be defined as the whole process impacting how well an employee performs.

Illustrate **five (5)** factors how to make performance standard system pay off.

(5 marks)

(b) Determine **five (5)** factors how performance standard system can fail.

(10 marks)

[30 MARKS]

END OF QUESTION PAPER

