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D1 4
D3 2

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FINAL EXAMINATION**

**COURSE NAME : SUPERVISION IN HOSPITALITY
INDUSTRY**

COURSE CODE : DHM 2113

EXAMINATION : NOVEMBER 2016

DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This examintaion paper consists of **FOUR (4)** :
 - PART A (20 Marks)
 - PART B (20 Marks)
 - PART C (30 Marks)
 - PART D (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. Question Paper
 - ii. Objective Answer Paper
 - iii. Answer Booklet

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

*This examination paper consists of **12** printed pages including front page*

PART A

This part contains of **TWENTY(20)** questions.

Answer ALL in Objective Answer Paper.

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

2. _____ leadership style also called *free – rein*.
 - A. Laissez - faire
 - B. Democratic
 - C. Autocratic
 - D. Bureaucratic

3. It is illegal to discriminate in any aspect of employment _____.
 - A. hiring and firing
 - B. misconduct
 - C. disciplinary problem
 - D. resignation

4. _____ refers to the following cultural as well as physical dimensions, which separate and distinguish us both as individuals and as groups.
 - A. Diversity
 - B. Inclusion
 - C. Equal opportunity
 - D. Cross – cultural

5. The _____ spells out the qualifications that a person must have in order to get the job.
- A. job specification
 - B. job description
 - C. job analysis
 - D. job evaluation
6. Job description usually includes _____.
- A. job title
 - B. list of benefits
 - C. company policy
 - D. duty roster
7. Some companies use _____ as an additional method of evaluating applicants
- A. interview
 - B. test
 - C. training
 - D. orientation
8. Why is it important to check reference?
- A. Minimize employment cost.
 - B. Avoid negligence hiring.
 - C. Improve an industrial relation.
 - D. Protect employee welfare.
9. Attract, retain and motivate the best employees is the basic goals of _____.
- A. training philosophy
 - B. compensation philosophy
 - C. top management philosophy
 - D. performance leadership philosophy

10. _____ entitles all workers covered by the Employment Act to a minimum of 10 paid gazetted public holidays per year.
- A. Section 59
 - B. Section 60
 - C. Section 61
 - D. Section 62
11. _____ are defined as implicit, in addition to explicit rules of behaviour.
- A. Group
 - B. Team norms
 - C. Building teams
 - D. Synergy
12. _____ is process involving observation of employee performance and conversation focusing on job performance between the manager and the employee.
- A. Training
 - B. Coaching
 - C. Team building
 - D. Total Quality Management
13. What is problem in training?
- A. Methods
 - B. Trainer
 - C. Turnover
 - D. Trainee
14. How employees learn best?
- A. Management by Objectives
 - B. Employee Assistance Programs
 - C. Adult Learning Theory
 - D. Total Quality Management

15. Many people suggest the _____ as the perfect model of administering discipline.
- A. positive approach
 - B. negative approach
 - C. hot stove
 - D. progressive disciplinary
16. OSHA conducts safety audits in all industries. Audits include the following, **EXCEPT** _____.
- A. review of work procedure
 - B. review of the emergency action plan
 - C. review of staff performance
 - D. review of the emergency action plan
17. What a good performance standard can do?
- A. increase morale amongst remaining workers
 - B. avoiding psychological stress
 - C. increase of public confidence
 - D. in recruiting and hiring
18. Superior performance, near-perfection refers to _____.
- A. level of performance
 - B. minimum level
 - C. realistic level
 - D. optimistic level

19. *Alternative dispute resolution (ADR)* is a term for problem solving and grievance resolution approaches to address employee relations and disputes outside the courtroom. _____ refers to, a panel of employees and managers, work together to resolve the employee complaints.
- A. Open door policy
 - B. Arbitration
 - C. Mediation
 - D. Peer review
20. In _____, a neutral third-party person or team from outside the organization examines the facts of the complaint and presents them in a report.
- A. arbitration
 - B. mediation
 - C. third-party investigations
 - D. fact finding

[20 MARKS]

PART B

This part contains of **TWENTY(20)** questions.

Answer ALL questions in Answer Booklet.

inclusion	autocratic	bureaucratic	standing plans	Job description
labor market	maternity leave	synergy	retraining	turnover
OSHA's	conflict	SOCSSO	training	recruitment
selection	orientation	team building	paternity leave	miscounduct
performance standard	performance evaluation	conflict management	Job specification	compensation act
equal opportunity	Internal	employees provident fund act	total quality management	employee assistance program

1. _____ leadership styles can be identified with early, classical approach to management.

2. In _____ leadership style, a supervisor manages "by the book and they relies on the property's rules, regulations, and procedures for decisions that they makes.

3. As hospitality leader, we will be responsible for _____ in the workplace, for employing and supervising people from cultures different from our own.

4. _____ in the workplace means exactly what it says to include everyone regardless of gender, marital status, race, national origin, religion, age or disability.

5. _____ refer to one way to simplify future planning and managing is to develop plans that can be used over and over whenever the same situation occurs.

6. _____ 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.
7. The term _____ refers to the supply of people looking for jobs as well as the jobs available in a given area.
8. _____ is the process of letting your own employees know about job openings so that they may apply for them.
9. The law provides that every female employee is entitled to _____ for a period of not less than 60 days for every confinement.
10. The purpose of the _____ is to ensure that every worker has sufficient funds to sustain them once he has retired.
11. _____ is the actions of two or more people to achieve outcomes that each is individually incapable of achieving.
12. _____ is a concept that works well in the hospitality industry, because its goal is to ensure continuous quality improvement of services and products for guests.
13. _____ is necessary when workers are not measuring up to standards, when a new method, menu or piece of equipment is introduced, or when a worker asks for it.
14. Training may reduce _____, but it does not eliminate it, given the easy-come, easy-go workers in the hospitality industry.
15. _____ is to provide a confidential, professional counselling and referral service to employees with problems such as family problems, stress and financial.

16. _____ main purpose is to ensure employee health and safety by working with employers and employees to establish better and safer work environments.
17. _____ form the heart of the job description and they describe the what and how-well of a job.
18. In management terms, the phrase _____ refers to a periodic review and assessment of each employee's performance during a given period.
19. _____ arises when two or more individuals, or groups, have opposing positions on the same subject.
20. _____ is the application of strategies to settle opposing ideas, goals or objectives in a positive manner.

[20 MARKS]

PART C

This part contains of **THREE (3)** questions. Answer **TWO (2)** questions only.

Answer the questions in Answer Booklet.

QUESTION 1

- a) Define "retraining".
(2 Marks)
- b) List out THREE (3) problems in training
(3 Marks)
- c) Explain how to employees learn best.
(10 Marks)
[15 Marks]

QUESTION 2

- a) How the Total Quality Management works best?
(2 Marks)
- b) List out THREE (3) characteristics of successful teams.
(3 Marks)
- c) It is critical to have good leader managers in place to maximize the effectiveness of Total Quality Management. Describe how to install a Total Quality Management process.
(10 Marks)
[15 Marks]

QUESTION 3

- a) What is the main "ingredients" of conflict?
(2 Marks)
- b) List out THREE (3) common causes of conflict in the workplace.
(3 Marks)
- c) Handling conflict in the workplace can be a challenging task. Justify how to handle conflict (conflict resolution).
(10 Marks)
[15 Marks]
[20MARKS]

PART D

This part contains of **THREE(3)** questions. Answer the **ALL** question.

Answer the questions in Answer Booklet.

Kijal Malai is a 5 stars eco resort in Malaysia. It provides an outstanding hospitality services and the customers are among Malaysian and international citizens as well. The hotel's workforce comprise of 200 operation workers and 70 administrative staff. All employees are compensated using similar incentive and benefit plan. Its owner, Tan Sri Munir has approached you to advise him on some issues pertaining to his hotel's benefits and reward programme.

You are required to:

- a) Advise Tan Sri Munir on the importance of having a suitable benefits and reward programme.

(10 marks)

- b) Suggest alternative benefits and reward programme for Tan Munir to compensate his hotel workers. Explain how the new benefits and reward programme could increase productivity of the hotel workers.

(10 marks)

- c) From your opinion, is it better for a hotel to offer higher wages and less benefit or to offer better benefits rather than increase wages or balance between benefits and wages? Explain briefly.

(10 marks)

[30 MARKS]

END OF QUESTION PAPER

