



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

COURSE NAME : SUPERVISION IN THE HOSPITALITY
INDUSTRY
COURSE CODE : DHM2113
EXAMINATION : JUNE 2024
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. 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 12 printed pages including front page

PART A

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

Answer ALL in Answer Sheet.

1. _____ is also called participative leadership styles and it is almost the reverse of the autocratic styles discussed previously.
 - A Autocratic
 - B Democratic
 - C Bureaucratic
 - D Laissez faire

2. Which are the leadership power that derived from an individual's control over rewards?
 - A Expert power.
 - B Reward power.
 - C Coercive power.
 - D Legitimate power.

3. What is the leadership style is called as "free-reign"?
 - A Autocratic.
 - B Democratic.
 - C Bureuacratic.
 - D Laissez-faire.

4. Which of the following below is our culture has influenced our attitudes?
 - i. Work
 - ii. Family
 - iii. Money
 - iv. Expression of emotions
 - A i, ii, iii
 - B i, iii, iv
 - C ii, iii, iv
 - D i, ii, iii, iv

5. In the hospitality workforce it is vital that multicultural management recognizes _____ difference among employees, and allows and encourages them.
- A age
 - B cultural
 - C language
 - D sexual orientation
6. Which act is referring to prohibit employment discrimination based on race, color, religion, sex, or national origin?
- A Civil Right Act of 1964
 - B Civil Right Act of 1966
 - C Civil Right Act of 1970
 - D Civil Right Act of 1965
7. _____ is a part of the organization's overall strategic (long range) plan. This means looking ahead to chart the best courses of future action to ensure that an organization has the right number and kinds of employees in the right place at the right time.
- A Recruiter
 - B Managers
 - C Supervisors
 - D Human resources planning (HRP)
8. A standing plan is one way to simplify the future and managing is to develop a plan that can be used repeatedly. Which of the following is an example of a standing plan?
- A Recipe.
 - B Schedule.
 - C Floor plan.
 - D Budgeting.

9. There are two scheduling techniques used by practitioners to help accomplish the goals such as gantt chart and _____.
- A bar chart.
 - B pie chart.
 - C PERT chart.
 - D scatter plot chart.
10. The term _____ refers to the supply of people looking for jobs as well as the jobs available in each area.
- A job
 - B training
 - C duty roster
 - D labor market
11. _____ are a resource you should look into under certain circumstances. There are three common types of agencies which is private, temporary and government.
- A Advertising
 - B Direct recruiting
 - C Indirect recruiting
 - D Employment agencies
12. What is the test that measures specific skills?
- A Skill test.
 - B Aptitude test.
 - C Psychological test.
 - D Medical examination.

13. An employer can terminate an employee's contract of service without notice providing he pays the worker a sum equal to the amount of wages he would have received during the notice period. What 'act' can be referred to this statement?
- A The employee provident fund act.
 - B The workman compensation act 1952.
 - C The wages councils act and minimum wages.
 - D The Employment Act 1955 and the Sabah and Sarawak Labour Ordinance.
14. Section 60 of the employment act is referring to _____.
- A overtime.
 - B sick leave.
 - C a weekly rest.
 - D public holiday.
15. The purpose of the _____ is to provide protection to workers who may be involved in an accident at work or who contract some occupational disease.
- A insurance
 - B time of payments
 - C the Employees Social Security Act
 - D the Employees Provident Fund Act
16. What is the meaning of teamwork?
- A Number of people working by partner.
 - B Number of people working by an individual.
 - C The cooperative effort by a group of persons acting together as a team.
 - D Number group of individuals who share a common goal and the responsibility of achieving it.

17. Below is an example of negative norms, **EXCEPT**
- A Giving rewards to the workers when have high sales.
 - B Employee who feels that he does not need a pre shift meeting, therefore he always comes to work late.
 - C Foster intense competition among colleagues, such as pitting employees against each other for promotions or recognition, can create a toxic work environment.
 - D Workplace norms that condone discrimination or harassment based on factors such as gender, race, ethnicity, or sexual orientation create a hostile and unsafe environment for employees.
18. _____ is a hostilities and conflict arise, and people jockey for positions of power and status.
- A Norming
 - B Forming
 - C Storming
 - D Performing
19. This activity means teaching people how to do their jobs. It can help by encouraging a shared purpose meaning, if employees care about what they do, surely they will be motivated and do it better. The statement is refers to _____.
- A training.
 - B turnover.
 - C retention.
 - D recruitment.
20. They are not interested in the job and they are not interested in getting ahead. They just want the paycheck at the end of the week. This problem may refer to _____.
- A turnover.
 - B training time.
 - C urgent need.
 - D short-term associate.

21. Below are the benefits we become as a supervisor, **EXCEPT**
- A Diversity of worker.
 - B You would have lower costs.
 - C It would give you more time to lead.
 - D You would have less absenteeism and less turnover.
22. The fourth essential of successful discipline is _____.
- A a complete set of rules.
 - B recognize and reinforce of employee's positive actions.
 - C make very clear consequences of going beyond the limits.
 - D enforce the rules prompt, consistent, and impersonal action to enforce the rules.
23. Which of the following is **TRUE** regarding the traditional four-stage formula for disciplinary action?
- A Written warning → termination → oral warning → punishment.
 - B Written warning → punishment → termination → oral warning.
 - C Oral warning → written warning → termination → punishment.
 - D Oral warning → written warning → punishment → termination.
24. What act refers to carry out safety inspections at workplaces, organizing promotional activities to improve employers' and workers' understanding of good safety practices and carrying out any activities aimed at improving safety and health at workplace?
- A The Occupational Safety and Health Act 1992.
 - B The Occupational Safety and Health Act 1993.
 - C The Occupational Safety and Health Act 1994.
 - D The Occupational Safety and Health Act 1995.

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|--|
| <ul style="list-style-type: none">- How it is being done- What the employee is to do- To what extent it is to be done (how much, how well, how soon) |
|--|

Figure 1

25. When making evaluation based on the chosen job performance, which aspect of performance is indicated in **Figure 1**?
- A Performance review.
 - B Performance ratings.
 - C Performance standard.
 - D Performance dimensions.
26. Which of the following is **NOT** refer to setting up a performance standard system?
- A Employee participation.
 - B Built-in rewards system.
 - C In evaluating performance.
 - D Active supervisory leadership and assistance throughout.
27. How does a performance standard system pay off?
- A Review system periodically.
 - B The system is administered in a positively.
 - C Change the standard without telling your people.
 - D Not recognize your workers' potential when the perform.
28. Which of the following is **NOT** the causes of conflict?
- A Power.
 - B Desires.
 - C Perceptions.
 - D Productive atmosphere.
29. Identify the resolution strategy that will completely give satisfaction to both parties?
- A Competition.
 - B Compromise.
 - C Collaboration.
 - D Accommodation.

30. What result if the result is low concern for one's own interest?

- A win-win.
- B lose-win.
- C win-lose, lose-win.
- D win-win or lose-lose.

[30 MARKS]

PART B

This part consists of **FOUR (4)** questions.

Answer ALL questions in Answer Sheet.

QUESTION 1

- a. Human resources planning ensures the best fit between employees and jobs while avoiding manpower shortages or surpluses. It is a part of the organization's overall strategic (long range) plan and most important elements in a successful HR program.

Identify **FIVE (5)** examples of human resources planning.

(5 marks)

- b. Planning is a special form of decision making. It makes decisions about future courses of action.

List **SIX (6)** steps in making a good plan resemble in making a good decision.

(6 marks)

- c. State **FOUR (4)** major reasons for low productivity and high turnover among people working at routines hospitality jobs.

(4 marks)

QUESTION 2

- a. Recruitment refers to the process of identifying, attracting, interviewing, selecting, hiring and onboarding employees. The recruitment definition includes the entire hiring process, from inception to the individual recruit's integration into the company.

Give **FIVE (5)** examples of recruiting in this industry.

(5 marks)

- b. Choosing a new employee is your decision and responsibility.
Make a list of **FIVE (5)** examples that can avoid the mistakes from choosing a new staff.
(5 marks)
- c. Offers for all jobs should be made in writing.
State any **FIVE (5)** points that should appear in the offer letter.
(5 marks)

QUESTION 3

- a. Malaysia has no minimum wages imposed by law except in certain industries where there exist Wages Councils.
Analyse **FOUR (4)** sectors covered by the Wages Council.
(4 marks)
- b. The Employees Social Security Act is to provide protection to workers who may be involved in an accident at work or who contract some occupational disease.
Identify **FOUR (4)** benefits of The Social Security Organization that set up by the Act administrators.
(4 marks)
- c. Apart from the sick leave, maternity leave and annual leave guaranteed under the Employment Act and the Sabah and Sarawak Labour Ordinances, many companies offer other types of leave, especially to unionized workers and management.
Give **TWO (2)** purposes for these leave for time-off payments.
(2 marks)

QUESTION 4

- a. A successful team will work well with each other, achieve set goals, and each member will have a feeling of self-worth.

Interpret the definition of a team.

(2 marks)

- b. Coaching is a process involving observation of employee performance and conservation focusing on job performance between the manager and the employee.

State **EIGHT (8)** Steps Coahing Model.

(8 marks)

[50 MARKS]

PART C

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

Answer ALL questions in Answer Sheet.

QUESTION 1

Training has a direct impact on your organization's productivity and performance. As mentioned earlier, training gives employees a better understanding of their responsibilities and the knowledge and skills they need to do that job. This will improve their confidence which can positively impact performance.

Classify **FIVE (5)** benefits training for employees.

(10 marks)

QUESTION 2

While training offers many benefits, there can be challenges and problems associated with training programs. Some common issues can be included.

Examine **FIVE (5)** problems that can happen in training.

(10 marks)

[20 marks]

END OF QUESTION

