



SET A

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ONLINE FINAL EXAMINATION**

**COURSE NAME : SUPERVISION IN THE HOSPITALITY
INDUSTRY**

COURSE CODE : DHM 2113

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. Effective leaders are able to influence others to behave in a particular way. This is called power. The leader derived from an individual's ability to threaten negative outcome is refers to _____.
 - A expert power
 - B reward power
 - C coercive power
 - D legitimate power

2. The _____ of supervisor are as a mentor to a worker by providing guidance and knowledge on learning the operation and moving up the career ladder.
 - A step
 - B function
 - C procedure
 - D opportunity

3. _____ is responsible for the efficient and effective operation of the human resources of the organization.
 - A Stakeholder
 - B General Manager
 - C Trainer professional
 - D Human resources professional

4. Many Human Resources departments have a _____, who checks applications and does employment suitability interviews and reference checks.
 - A director
 - B general manager
 - C employment specialist
 - D assistant manager department

5. Which of the following is referring to human resources strategies direction?
- A Goals – Mission – Strategies – Organization structure – Associates.
 - B Organizational structure – Associates – Mission – Goals– Strategies.
 - C Associates – Mission – Goals – Organizational structure – strategies.
 - D Mission – Goals – Strategies – Organizations structure – Associates.
6. _____ 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 Opportunity
 - D Organization
7. _____ is a learned behaviour consisting of a unique set of beliefs, values, attitudes, habits, customs, traditions, and other forms of behaviour.
- A Culture
 - B Company
 - C Cooperate
 - D Communication
8. Leaders will be better equipped to do their job and to motivate diverse employees to accomplish company goals by developing _____.
- A target
 - B performance
 - C personal awareness
 - D cross-cultural interaction skill
9. An effective _____ is conscious of employees that come from different cultural backgrounds, learn about their cultural differences and work with them without passing judgement about their cultures.
- A supervisor
 - B job description
 - C interpersonal skill
 - D performance standard

10. Choose one of the actions that involves in developing cross-cultural interaction skill.
- A Education.
 - B Evaluation.
 - C Training for the staff.
 - D Increase personal awareness.
11. Examining the content and relative importance of the different job duties and responsibilities refers to _____.
- A job title
 - B job analysis
 - C job agreement
 - D job specification
12. The reason for low productivity and high turnover among people working at routine hospitality jobs is _____.
- A staff doesn't know what they are supposed to be doing
 - B the supervisor has given them direction, help, or support
 - C worker try their very best to do their job and achieve organization goals
 - D the workers have a good relationship with the supervisor, largely for the first four reasons
13. Which of the following is referring to the area of human resources planning?
- A Ethnic.
 - B Education.
 - C Compensation.
 - D Qualification background.
14. _____ to see how it resembles ordinary problem solving and how it differs, and how it affects the workers, and how you deal with that.
- A Planning for start
 - B Planning for change
 - C Planning for termination
 - D Planning for implementation

15. Long-range planning to set corporate goals and develop strategies for achieving them is called _____.
- A forecasting
 - B strategic planning
 - C contingency planning
 - D management by exception
16. Once the organization makes decision to hire new worker, they need to provide an offer letter. The point that should appear in the offer letter is _____.
- A skill
 - B strength
 - C rate of pay
 - D study background
17. Many of the jobs in food and lodging operations demand _____ labor. People are often on their feet all day doing work that is physically exhausting.
- A demotivated
 - B hard physical
 - C passive behaviour
 - D aggressive behaviour
18. The pay for many of these jobs is entry level, however there a possibility of _____ to the good employee.
- A protest
 - B program
 - C promotion
 - D providence

19. The main attraction of such jobs is that they are available, and you are willing to take people with no experience and no skills.

Statement 1

Which of the following is the suitable job with the **statement 1**?

- A Security guard.
 - B Front office manager.
 - C Maintenance supervisor.
 - D Human Resources Manager.
20. Hospitality organization may spend more time training some _____ worker; they tend to be loyal, enthusiastic, hardworking and dependable.
- A women
 - B disable
 - C part timer
 - D professional
21. What is the basic goal for compensation program to the organization?
- A To fired staff.
 - B To build teamwork.
 - C To retrain good employee.
 - D To motivate employee do over time.
22. Compensation is divided into two types which are known as _____ and _____.
- A direct, indirect
 - B short, long term
 - C motivate, demotivated
 - D professional, agreement

23. All of the following refer to the some issues that need to be addressed when designing a compensation plan **EXCEPT**
- A Who is responsible for making salary decision?
 - B What level of qualification that entitles for rewarded?
 - C What are the criteria should be used to determine salaries?
 - D What type of activities should be rewarded with higher salaries?
24. The purpose of the _____ is to provide protection to workers who may be involved in an accident at work or who may have contracted some occupational disease.
- A time-off payment
 - B maternity protection
 - C Employee social security Act
 - D Employee Provident Fund Act
25. Which of the following is a time-off payment stipulated under Section 60 by the Employment Act 1955?
- A Sick leave.
 - B Annual leave.
 - C Public holiday.
 - D Weekly rest day.
26. A _____ is a group of individuals who share a common goal and the responsibility of achieving it.
- A team
 - B department
 - C stakeholder
 - D organization

27. _____ is the action of two or more people to achieve outcomes that each is individually capable of achieving.
- A Energy
 - B Synergy
 - C Possibility
 - D Communication
28. _____ are individuals that participate in a collective effort to get the job done efficiently.
- A Disable
 - B Operation
 - C Department
 - D Team player
29. A situation when one gives a portion of their responsibility and authority to a subordinate is known as _____.
- A action
 - B discussion
 - C delegation
 - D comparison
30. _____ team has a rotation of leadership. With the rotation of leadership, everyone has a chance to show the qualities that they possess.
- A Indirect
 - B Department
 - C Formally pointed
 - D Informally appointed

[30 MARKS]

PART B

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

Answer ALL questions in Answer Sheet.

QUESTION 1

Diversity refers to the following cultural as well as physical dimensions, which separate and distinguish some worker in group.

Discover **five (5)** problems that occur under diversity of work during the implement of training.

(5 marks)

QUESTION 2

The benefit of training for the organization is improving the performance of the worker.

Classify **five (5)** benefits of training for supervisor.

(5 marks)

QUESTION 3

In a hospitality setting, training simply means teaching people how to do their jobs.

Construct **five (5)** teaching methods to promote employee involvement in training.

(5 marks)

QUESTION 4

Summative evaluation measures the result of the training after the program is completed.

Produce **five (5)** ways in order to measure the result.

(5 marks)

QUESTION 5

The rationale Employee Assistant Program (EAP) is that getting a valuable employee “back on track” is worth doing for them, their families, and the company. Predict **five (5)** employee problems that can be the reason for them to get counseling under EAP.

(5 marks)

QUESTION 6

Employee assistance programs (EAPs) is a counseling program available to employees to provide confidential and professional counseling and referral. Show **five (5)** steps to make Employee Assistant Program work.

(5 marks)

QUESTION 7

Many evaluation forms use a rating scale ranging from outstanding to unsatisfactory performance.

Prepare **five (5)** pitfalls in rating employee performance.

(5 marks)

QUESTION 8

Performance standards, on the other hand, clearly define the jobs and the duties, the methods of performing the duties, and the competencies required.

Apply **five (5)** factors on how performance standard can fail?

(5 marks)

[40 MARKS]

PART C

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

Answer ALL questions in Answer Sheet.

QUESTION 1

Performance standards form the heart of the job description and they describe what's, how-to's, and how-wells of a job. Each performance standard states three things about each unit of the job: What the employee is to do, how it is to be done and to what extent it is to be done (how much, how well, how soon).

Determine **five (5)** factors with explanation to make performance standard system pay off to the organization.

(15 marks)

QUESTION 2

Conflict management is the application of strategies to settle opposing ideas, goals, and / or objectives in a positive manner. Managers are often put in the middle of conflicts. They must know how to manage themselves, as well as the situation positively and delicately.

As a manager in your food and beverage department, identify **five (5)** steps with explanation for conflict management process.

(15 marks)

[30 MARKS]

END OF QUESTION PAPER