

D11
D21

SCHOOL OF HOSPITALITY AND TOURISM
KOLEJ YAYASAN PELAJARAN JOHOR

FINAL EXAMINATION
SEMESTER JANUARY 2015

COURSE	:	INTRODUCTION TO HOSPITALITY & TOURISM INDUSTRY
COURSE CODE	:	DHM 1013
TIME/DURATION	:	2.00 PM – 5.00 PM (3 HOURS)
DATE	:	5 MAY 2015

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **FOUR (4) PARTS**:
PART A (30 Marks)
PART B (20 Marks)
PART C (30 Marks)
PART D (20 Marks)
2. Answer **ALL** questions.
3. Candidates are not allowed to bring any material to examination room **EXCEPT** with the permission of invigilator.
4. Please make sure that all material is available during this examination session:
 - i. Question paper
 - ii. Answering form
 - iii. Answering paper

THERE ARE 14 PAGES OF QUESTIONS, INCLUDING THIS PAGE

SECTION A [Total: 30 marks]**MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL questions.***(ARAHAN: Jawab SEMUA soalan)***Please use OMR sheet provided.***(Sila gunakan kertas OMR yang telah disediakan)*

1. Which of these answers is **BEST** defining hospitality industry?
(Manakah antara berikut TERBAIK dalam mendefinisikan industry hospitality?)
 - A. A good product can lead to high profit
(Produk yang bagus boleh menyebabkan keuntungan yang tinggi)
 - B. A friendly reception and treatment of strangers.
(Penerimaan dan layanan yang mesra terhadap orang yang tidak dikenali)
 - C. A fine and enjoyable service that make people happy.
(perkhidmatan yang baik dan menyeronokkan yang membuat orang gembira)
 - D. A friendly treatment toward guest.
(Layanan yang mesra terhadap tetamu)

2. The followings are the functions of general manager of a hotel, **EXCEPT:**
(Berikut merupakan fungsi pengurus besar sesuatu hotel, KECUALI)
 - A. Mainly to supervise and monitor.
(Secara utamanya untuk mengawas dan menyelia)
 - B. Prepare and make things for guest
(menyediakan dan membuat pekara untuk tetamu)
 - C. Make guest feel welcome.
(membuat tetamu merasa dialu-alukan)
 - D. To make sure the operation runs smoothly.
(memastikan operasi berjalan dengan lancar)

3. What are the two major departments in a hotel?
(Apakah dua bahagian utama dalam suatu hotel?)
 - A. Operation and management
 - B. Operation and consultation
 - C. Operation and administration
 - D. Operation and accountant

4. Which of the following is referring to management contract?
(Manakah antara berikut merujuk kepada kontrak pengurusan?)
- A. Contact and conduct
 - B. Contact and management
 - C. Contract and manage by owner
 - D. Contract and manage by other company
5. The followings are the types of ownership, **EXCEPT**:
(Berikut merupakan jenis pemilikan, **KECUALI**)
- A. Franchise
 - B. Individual
 - C. Management contract
 - D. Management contact

QUESTION 6 is based on diagram below.

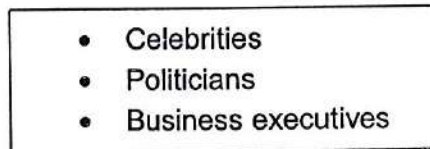


Diagram 1

6. **Diagram 1** above shows potential guests for a type of accommodation. The accommodation might referring to _____.
(Gambarajah 1 di atas menunjukkan potensi tetamu untuk satu jenis penginapan. Jenis penginapan yang dimaksudkan adalah)
- A. Homestay
 - B. Luxury hotel
 - C. Full-service hotel
 - D. Limited-service hotel
7. Modern resort equipped with the basic facilities such as restaurant, pools, tennis centre, golf course and clean ocean beach. Who are their target markets?
(resort moden dilengkapi dengan kemudahan asas seperti restoran, kolam, pusat tenis, padang golf dan pantai yang bersih. Siapakah sasaran pasaran mereka?)
- A. Normally a vacationer
 - B. Normally a business traveller
 - C. Normally a chandelier
 - D. Normally a hotelier

8. Limited-service hotel also can be known as
(*Hotel Limited-service juga boleh dikenali sebagai*)
- A. Bed and Breakfast Hotel
 - B. Bed and Brunch Hotel
 - C. Bed and Lunch Hotel
 - D. Bed and Dinner Hotel
9. Which of the followings are the types of hotel based on the function itself?
(*Manakah antara berikut merupakan jenis hotel berdasarkan fungsi hotel tersebut?*)
- A. Commercial and leisure
 - B. Commercial and social
 - C. Commercial and exhibition
 - D. Commercial and convention

QUESTION 10 is based on the diagram below.

Located at the rest area and
convenience for road users.

Diagram 2

10. Which of the following is referring to **Diagram 2**?
(*Manakah antara berikut merujuk kepada gambarajah 2?*)
- A. Resort
 - B. Hostel
 - C. Suburban Hotel
 - D. Highway Hotel
11. These are the importance of tourism industry, **EXCEPT**:
(*Berikut merupakan kepentingan industry pelancongan, KECUALI*)
- A. Increase country's gross profit.
(*Meningkatkan pendapatan kasar negara*)
 - B. Popularize local destination.
(*Mempopularkan destinasi tempatan*)
 - C. Modernize local people.
(*Memodenkan orang tempatan*)
 - D. Promoting cultural exchange.
(*Mempromosikan pertukaran budaya*)

12. What is ethnic tourism?

(Apakah pelancongan etnik?)

- A. Travel for the purpose of lifestyle
(Mengembara sebagai tujuan cara hidup)
- B. Travel for the purpose of assignment.
(Mengembara untuk tujuan tugas)
- C. Travel for the purpose of environment.
(Mengembara untuk alam sekitar)
- D. Travel for the purpose of observing the other people culture.
(mengembara untuk memerhati budaya orang lain)

13. Among the followings, which one is **NOT** related to environmental tourism?

(Antara yang berikut, yang mana satukah TIDAK berkaitan dengan pelancongan budaya?)

- A. Appreciating flora and fauna.
(Menghargai flora dan fauna)
- B. Birdwatching.
(Memerhati burung)
- C. Shopping.
(Membeli-belah)
- D. Purchasing local souvenirs.
(Membeli cenderamata tempatan)

14. Historical tourism is referring to _____.

(Pelancongan sejarah merujuk kepada)

- A. Places where older people go.
(Tempat di mana orang tua pergi)
- B. Travel to get exposure with nature and forest.
(Mengembara untuk mendapatkan pendedahan kepada alam sekitar dan hutan)
- C. Travel to get experience and participate in historical and culture of local people.
(Mengembara untuk mendapatkan pengalaman dan turut serta dalam sejarah dan budaya orang tempatan)
- D. Travel to get experience and participate in the lifestyle of human of the country.
(Mengembara untuk mendapatkan pengalaman dan turut serta dalam cara hidup penduduk sesuatu negara)

QUESTION 15 is based on diagram below.

- | |
|--|
| <ul style="list-style-type: none">• Royal Belum, Perak• Taman Negara Endau Rompin• X |
|--|

Diagram 3

15. Which of the following might be the X ?
(Manakah antara berikut mungkin adalah X?)

- A. Kota Tinggi Waterfall
- B. Legoland
- C. Pavillion
- D. KLCC

16. Who is travel agent?
(Siapakah agen pengembaraan)

- A. Designing tour offering through retail travel agencies
(Merekabentuk lawatan yang diberikan menerusi agensi pengembaraan runcitan)
- B. Operate around the world and market through retail travel agencies.
(Beroperasi seluruh dunia dan pasaran menerusi agensi pengembaraan runcitan)
- C. Serving client
(Membeli-belah)
- D. Purchasing local souvenirs.
(Membeli cenderamata tempatan)

17. The two main reasons for travel are _____.
(Dua sebab utama untuk mengembara adalah)

- A. Business and event
- B. Business and social
- C. Family and fun
- D. Family and friends

18. Which of the followings are **NOT** the trends in leisure and recreation?

(Manakah antara berikut BUKAN merupakan Dua sebab utama untuk mengembara adalah)

- A. Increase in fitness activities
(Peningkatan dalam aktiviti kecergasan)
- B. Learning and adventure opportunities for elderly.
(Peluang pembelajaran dan kembara kepada orang tua)
- C. Fewer varieties in commercial sectors.
(Kurang kepelbagaian dalam sektor komersial)
- D. A surge in travel and tourism
(Lonjakan dalam pelancongan dan pengembaraan)

19. Why are transportation providers important to tourism industry?

(Mengapakah pembekal pengangkutan penting kepada industry pelancongan?)

- A. They employ a lot of kitchen staff.
(Mereka mengupah banyak staf dapur)
- B. They compete with other travel and tourism businesses.
(Mereka bersaing dengan perniagaan pelancongan dan pengembaraan yang lain)
- C. They make traveling to other countries possible.
(Mereka menjadikan mengembara ke negara lain sesuatu yng mungkin)
- D. They provide free transportation for tourism employees.
(Mereka menyediakan pengangkutan percuma kepada pekerja pelancongan)

20. Which of these are the **THREE** modes of transportation?

(Manakah antara berikut merupakan TIGA mod pengangkutan?)

- A. Plane, train and car.
- B. Plane, train and bus.
- C. Air, ground and rail.
- D. Air, ground and water.

21. Which of the followings are the basic cores of food service?

(Manakah antara berikut merupakan teras asas perkhidmatan makanan?)

- A. Menu and facilities
- B. Menu and amenities
- C. Menu and stuff
- D. Menu and staff

22. Roles of chef in the kitchen including _____.
(Peranan chef di dapur termasuklah)
- A. Teach and inspire others.
 - B. Teach and scold others
 - C. Teach and observe others
 - D. Teach and do nothing
23. Which of the followings are **NOT** the characteristics of fine dining restaurant?
(Manakah antara berikut **BUKAN** ciri-ciri restoran fine dining?)
- A. Food are cooked prior to order
(makanan dimasak sewaktu dipesan)
 - B. Food can be made based on preferences
(makanan boleh dibuat mengikut permintaan)
 - C. High priced menu
(harga menu yang tinggi)
 - D. None of the above
(tiada di atas)
24. The following matched each other, **EXCEPT**
(Pasangan berikut sesuai antara satu sama lain, **KECUALI**)
- | | | |
|----|-------------|---|
| A. | Pastry Chef | Responsible for all baked item and sweets |
| B. | Sauce Chef | Responsible in the making of sauces. |
| C. | Grill Chef | Responsible for sauté. |
| D. | Pantry Chef | Responsible for cold appetizers. |
25. The top level of chef in the kitchen is _____.
(Tahap tertinggi chef di dalam dapur adalah)
- A. Executive chef
 - B. Executive sous chef
 - C. Chef de partie
 - D. Demi chef

26. Below is commercial food service operation **EXCEPT**:

(Di bawah adalah perkhidmatan makanan komersial, KECUALI)

- A. Old folks home
- B. Restaurant
- C. Food stall
- D. Commercial catering

27. Which of these are referring to fast food restaurant?

(Manakah antara berikut merujuk kepada restoran fast food?)

- A. Food is made prior to service.
(Makanan dibuat sewaktu dihantar)
- B. Cheap priced food
(Harga makanan yang murah)
- C. Highly skilled staff
(Staf yang berkemahiran tinggi)
- D. Mainly serve beverage items.
(Secara utamanya menyediakan minuman)

28. **X** is chef's right hand. **X** refers to _____.

(X adalah tangan kanan chef. X merujuk kepada)

- A. Sous Chef
- B. Commis
- C. Chef De Partie
- D. Kitchen Helper

29. Which of the followings **NOT** referring to cycle menu?

(Manakah antara berikut BUKAN merujuk kepada menu pusingan?)

- A. Limited choices.
(Pilihan yang terhad)
- B. Help standardize food production.
(Membantu menstandardkan pengeluaran makanan)
- C. The menus are individually priced.
(Menu dicaj harga berasingan)
- D. Usually is practiced in school canteen.
(Selalunya dipraktikkan di kantin sekolah)

QUESTION 30 is based on diagram below.

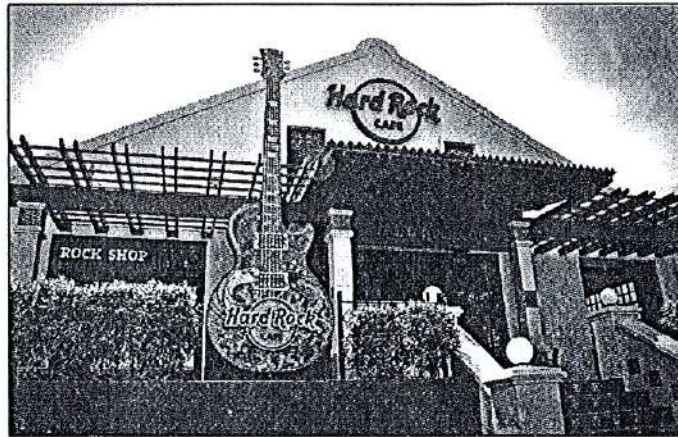


Diagram 4

30. Diagram 4 shows a type of restaurant. Which of these statements supports this restaurant?

(Gambarajah 4 menunjukkan sejenis restoran. Kenyataan manakah yang menyokong restoran tersebut?)

- A. Highly skilled staff.
(Staf yang berkemahiran tinggi)
- B. Menu offers are limited.
(Tawaran menu yang terhad)
- C. Only customers over 18 are served.
(Hanya pelanggan berumur lebih 18 tahun yang dilayan)
- D. Attract customers based on theme itself.
(Menarik pelanggan berdasarkan tema sendiri)

PART B [Total : 20 Marks]

INSTRUCTION : Fill In The Blank Based On The Answers Given.
(Arahan : Isikan tempat kosong berdasarkan jawapan yang diberi)

Please use the answering booklet provided

Front Office Department	Full House	Airport Restaurant	Theme Restaurant	Account
Brunch	Front Of The House	Bed And Breakfast Plan	Housekeeping Department	Guest
Resorts	Packages	Open Kitchen	Convention Or Conference Centre	Overbooking
No-Show	Reliability	Specialty Resort	Prepare Night Audit	Sell Room

- _____ is a combination of breakfast and lunch.
(_____ adalah kombinasi sarapan dan makan tengah hari)
- A hotel is sold out called as _____.
(Hotel yang telah habis dijual dipanggil sebagai _____.)
- _____ department is handling guest directly.
(Bahagian _____ adalah menguruskan tetamu secara terus)
- _____ is a client who stayed in a hotel.
(_____ adalah klien yang tinggal di dalam hotel)
- _____ is combining of travel services, such as air transportation, lodging, car rental and etc.
(_____ adalah menggabungkan perkhidmatan mengembara, seperti pengangkutan udara, penginapan, sewa kereta, dan sebagainya)
- _____ is the ability to perform the promised service both dependably and accurately.
(_____ adalah kebolehan untuk melaksanakan perkhidmatan yang dijanjikan secara tepat dan boleh dipercayai)
- A room rate that included full breakfast is called as _____.
(Kadar harga termasuk sarapan pagi digelar sebagai _____)
- When the guest fails to show up after they booking the room are known as _____.
(Apabila tetamu gagal untuk datang apabila telah menempah bilik dikenali sebagai _____)
- _____ is a type of restaurant which creating atmosphere through decoration.
(_____ adalah sejenis restoran yang mencipta suasana melalui hiasan)

10. Airlines are decreasing the food on board and replace it with _____.
(Syarikat kapal terbang mengurangkan penyediaan makanan atas kapal dan menggantikan dengan _____.)
11. There are three kind of hotel that classified by market segment which are _____, _____ and _____.
(Terdapat tiga jenis hotel yang diklasifikasikan berdasarkan segmen pasaran, iaitu _____, _____ dan _____.)
12. Room division department can be divided into two departments which are _____ and _____.
(Bahagian pembahagian bilik boleh dibahagikan kepada dua bahagian, iaitu _____ dan _____.)
13. The front office department is responsible for _____, _____ and _____.
(Bahagian kaunter hadapan bertanggungjawab untuk _____, _____ dan _____.)
14. _____ is a type of kitchen which allows customer to watch the entire chef in the kitchen.
(_____ adalah sejenis dapur yang membenarkan pelanggan melihat kesemua chef di dalam dapur)
15. _____ occurs when hotel takes more reservation than rooms available.
(_____ berlaku apabila hotel mengambil lebih penempahan daripada bilangan bilik yang ada)

PART C (Total : 30 Marks)**SUBJECTIVE QUESTION****INSTRUCTION : Answer ALL Question Given.****Please use the answering booklet provided**

1. State **FOUR (4)** type of trends in hospitality and tourism industry.
(Berikan EMPAT(4) jenis trend dalam industry hospitaliti dan pelancongan) (4 marks)

2. Name **SIX (6)** categories of tourism nowadays.
(Namakan ENAM (6) kategori pelancongan masa kini) (6 marks)

3. General Managers need to have a broad range of personal qualities.
List **FOUR (4)** types of General Manager's personality.
(Pengurus besar perlu ada kualiti peribadi yang meluas. Senaraikan EMPAT (4) jenis personaliti pengurus besar) (4 marks)

4. There are hundreds of career options in hospitality industry.
List down a complete room division career ladder.
(Terdapat beratus pilihan kerjaya dalam industri hospitaliti. Senaraikan tangga kerjaya bahagian pembahagian bilik yang lengkap) (6 marks)

5. Lodging properties can be categorized according to varied criteria.
Give **FOUR (4)** classification of hotel.
(Penginapan boleh dikategorikan berdasarkan kriteria yang berbeza. Berikan EMPAT(4) pengelasan hotel.) (4 marks)

6. Push and pull factors generate the person desire to travel.
Give **SIX (6)** factors that push people to travel.
(Faktor menolak dan menarik membuatkan orang ingin mengembara. Berikan ENAM faktor yang menolak orang untuk mengembara) (6 marks)

PART D (Total : 20 Marks)**ESSAY QUESTION****INSTRUCTION** : Answer **ALL** Question Given**Please use the answering booklet provided****QUESTION 1**

Foodservice industry is one of the largest industries in Malaysia. The foodservice industry is defined in its broadest sense to mean all establishments where food is regularly served outside the home.

- a) Discuss **FIVE (5)** different markets of food and beverages services in market today.

(Bincangkan LIMA(5) pasaran perkhidmatan makanan dan minuman yang berbeza di pasaran hari ini)

(10 marks)

- b) Relate food and beverage department with **FIVE (5)** other departments in a hotel.

(Kaitkan bahagian makanan dan minuman dengan LIMA(5) bahagian lain dalam satu-satu hotel.)

(10 marks)

END OF QUESTION PAPER

