



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

COURSE NAME	:	SUPERVISION IN HOSPITALITY INDUSTRY
COURSE CODE	:	DHM2113
EXAMINATION	:	JUNE 2023
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

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



PART A

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

Answer ALL in Objective Answer Paper.

1. One of the leading human resources that has evolved from the early days is _____.
 - A maintaining employee activity
 - B maintaining employee records
 - C maintaining employer schedule
 - D arranging employee go to vacation

2. What is the relationship between the human resources director and human resources department?
 - A Executive employee.
 - B Employer and employee.
 - C Strategic team's member.
 - D Strategic business partner.

3. The human resources director is an _____ position and carries with it the enormous responsibilities of running an efficient and effective Human resources department?
 - A executive director
 - B executive employer
 - C executive employee
 - D executive committee

4. Which of the following is **NOT** the way of learning about other culture?
 - A Hearing from people singing.
 - B Attending cultural fair and festival.
 - C Reading cultural book or magazine.
 - D Interact with people from other cultural.

5. How to become an effective supervisor in culture diverse workforce?
 - A Be sensitive to your own culture and not others.
 - B Make people from other culture feel uncomfortable.
 - C Tendency to ignore on what other people is saying.
 - D Be able to recognize the way people communicate.

6. Make sure that you are not showing favoritism to your employee by giving time off or allowing certain employee to come in late or leave early. This suggestion may refer to _____.
 - A cultural issues
 - B gender issues
 - C physical issues
 - D general guidelines

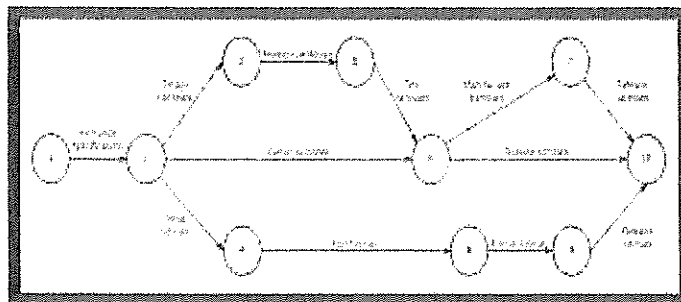


Figure 1

7. What is the image on Figure 1?
 - A Pie chart.
 - B Bar chart.
 - C Pert chart.
 - D Gantt chart.

8. Which of the following below is **NOT** the key ingredient of goals?
- A Goals should not have time limit.
 - B Goals should be specific and measurable.
 - C Setting goals should be required participation.
 - D Feedback should be given based on the performance.
9. Identify the planning that supervisor uses to make departmental budget?
- A Standing plan.
 - B Schedule plan.
 - C Single-use plan.
 - D Day-by-day plan.
10. Which of the following refers to sources of work?
- A School operation is on Monday to Friday pattern.
 - B The majority of new workers entering the hospitality workforce are women.
 - C Operator's job may offer starting position those who have English communication skills.
 - D human resources professional and supervisor spend much time dealing with difficult employees.
11. _____ is introducing each new employee to the job and workplace as soon as they come to reports to work.
- A Hiring.
 - B Training.
 - C Recruiting.
 - D Orientation
12. What is the test that measures the ability to learn a particular job or skill?
- 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 they pays the worker a sum equal is the amount of wages that they would receive during the notice period. What Act suitable for 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 Sarawak Labour Ordinance.
14. For overtime, no worker is required by their employer to do work more than _____.
- A 8 hours per day or 24 hour per week
 - B 8 hours per day or 4 months per year
 - C 8 hours per day or 30 days per month
 - D 8 hours per day or 48 hours per week
15. Liza already works with Go Auto Company for about five years and six month. How many days per year are entitled for him to apply annual leave?
- A 8 days leave per year.
 - B 12 days leave per year.
 - C 16 days leave per year.
 - D not entitled for annual leave.
16. What is the meaning of group?
- A The number of people working together.
 - B The number of people working by individual.
 - C The number of individual who share a common goal and the responsibility of achieving it.
 - D The number of group of individuals who share a common goal and the responsibility of achieving it.

17. Which of the following below show the correct meaning of synergy?
- A The cooperative effort by a group of people acting together as a team.
 - B When one gives a portion of their responsibility and authority to a subordinate.
 - C Individual that participate in a collective effort and cooperation to get the job done efficiently.
 - D Action of two or more people to achieve outcomes that each is individually incapable of achieving.
18. As a supervisor, there are many ways to change a group into a team. Arrange the steps accordingly.
- i. Stress communication.
 - ii. Allow some team decision making
 - iii. Have collaboration among team members
 - iv. Want to get the team's input toward establishing team goals.
- A i, ii, iii, iv
 - B iv, ii, i, iii
 - C iv, i, ii, iii
 - D iv, iii, I, ii
19. The term is given to keep the employees from 'jumping ship' to go and work for a competitor or another industry, or letting go due to a variety of reason. The term refers to _____.
- A training
 - B turnover
 - C retention
 - D recruitment
20. What is the second step of learning flow in job instruction training method?
- A Following through actual job.
 - B Prepare the association for training.
 - C Demonstrate on what the associate needs to do.
 - D Have the associate to do task as shown, repeating until the performance is satisfactory.

21. How much fine can be imposed by magistrate court if the employee refused to implement safety rules in the company?
- A RM1,000.
 - B RM2,000.
 - C RM3,000.
 - D RM4,000.
22. What is the third essential of successful discipline?
- A A complete set of rules.
 - B Enforce the rules promptly, consistently and impersonally
 - C Recognize and reinforce your employee's positive actions.
 - D Make the consequences of going beyond the limit very clear.
23. Dina have to handle termination interview before his employee's last day of work with the company. The employee is crying during the interview session. How can Dina do and react when she see the emotional response?
- A Scold the employee not to crying.
 - B Ignore the reaction just continue the interview.
 - C Use normal tone of voice and do not show irritation.
 - D Staying calm and think about the next step in the interview.
24. Riana caught her employee using abusive language to the hotel guest during work time. What action can be taken to her employee?
- A Termination
 - B Suspension
 - C Written writing
 - D Not entitled for annual leave.

- If people did any less, they will be fired.
- Simply set a standard on what worker can get away with and some of them will
- Appropriate for trainees or new employees during their first days on the job.

Figure 2

25. Describe the level of performance standard that state in Figure 2?
- A Realistic level.
 - B Minimum level.
 - C Maximum level.
 - D Optimistic level.
26. Performance standards form the heart of the _____ and they describe what's, how to and how-wells of a job.
- A job posting
 - B job analysis
 - C job description
 - D job specification
27. What is the serious mistake that can happen during appraisal interview ?
- A Failing to listen
 - B Make people feel bad
 - C Change standard without telling people.
 - D Let discussion turn into emotional argument.
28. Which of the following ADR process involve team from outside the organization to examine the facts of the complaint and present them in a report?
- A Mediation.
 - B Fact finding.
 - C Peer review.
 - D Open door policy.

29. Identify the resolution strategy that will cause an increase in conflict?
- A Competition.
 - B Compromise.
 - C Collaboration.
 - D Accomodation.
30. When the result is a high concern for own's interest and moderate to high interest for the other parties, the outcome result could be a _____.
- A win-win
 - B lose-win
 - C win evaluation
 - D win-win or lose-lose

[30 MARKS]

PART B

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

Answer ALL questions in Answering Booklet.

QUESTION 1

Every organization goes through big and little changes all the time to adapt new circumstances. However, most of associates resist change.

In your opinion, determine **five (5)** reasons associates resist changes?

(5 marks)

QUESTION 2

Recruiting is looking actively for people to fill the job. The organization needs to know which platform to use in order to attract people to join their company.

Identify **five (5)** types of recruiting that can be used by company to recruit people.

(5 marks)

QUESTION 3

Making offer is one of the procedures in selecting the right person for company. Offer for all jobs should be made in writing. The offer letter typically is sent or given to the new hire after an offer had been made and accepted over the phone.

Analyze **five (5)** points should appear in the offer letter.

(5 marks)

QUESTION 4

Compensation is a direct payment for the work an employee performs at a company. Benefits are an indirect payment for their work. Human resources need to decide on the goals for any compensation program.

Find **five (5)** goals in providing compensation program.

(5 marks)

QUESTION 5

All employees are entitled to have other types of leave, especially to unionized workers and management under time-off payment benefit.

Examine **five (5)** leaves that companies offer under time-off payment benefit.

(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) Discover the meaning of formally appointed group.

(1 marks)

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

(5 marks)

QUESTION 7

In a hospitality industry, keeping employees from leaving work for another company or industry is important.

Produce **five (5)** importances of retention in the hospitality industry.

(5 marks)

QUESTION 8

They are strong links to other elements of human resources in the formulation of a retention plan.

Illustrate **five (5)** steps in improving retention that can be used by human resources.

(5 marks)

[40 MARKS]

PART C

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

Answer ALL questions in Answering Booklet.

QUESTION 1

- (a) Putting your rating of each person's work over the period since hiring or since the last performance review on paper.

Break down **seven (7)** pitfalls in rating employee performances.

(7 marks)

- (b) Performance standard will help the organization manage their operation well.

Construct **four (4)** benefits of good performance standard system to the organization.

(8 marks)

QUESTION 2

- (a) To create the performance standard is not an easy job. Developing a complete performance standard is not something that can be done overnight. We also need to ensure that the requirement we want to include in the performance standard must be workable by employee.

Classify **five (5)** requirements that need to be written in the final performance standard.

(10 marks)

- (b) An award or incentive system is one of the alternatives to make the performance standard pay off.

Identify **five (5)** examples of incentives that can be used by employer.

(5 marks)

[30 MARKS]

END OF QUESTION PAPER

