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D2

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**KOLEJ YAYASAN PELAJARAN JOHOR**  
**FINAL EXAMINATION**

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<b>COURSE</b>	<b>:</b>	<b>INTRODUCTION TO HOSPITALITY&amp; TOURISM INDUSTRY</b>
<b>COURSE CODE</b>	<b>:</b>	<b>DHM 1013</b>
<b>TIME/DURATION</b>	<b>:</b>	<b>9.00 AM – 12.00 PM (3 HOURS)</b>
<b>DATE</b>	<b>:</b>	<b>11 OCTOBER 2015</b>

**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **FOUR (4)PARTS:**
  - Section A (20 Marks)
  - Section B (20 Marks)
  - Section C (25 Marks)
  - Section D (35 Marks)
  
2. Answer **ALL** questions from all parts.
  
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. OMR form
  - iii. Answering paper

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

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*This examination paper consists of 13 printed pages including front page.*



**SECTION A ( Total : 20 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 the following sentences **BEST** defining hospitality industry?  
*(Manakah jawapan **TERBAIK** dalam mendefinisikan industri hospitality?)*
  - A. A good product can lead to high profit.  
*(Produk yang bagus boleh menyebabkan keuntungan yang tinggi)*
  - B. A friendly treatment toward guest.  
*(Layanan yang mesra terhadap tetamu)*
  - C. A fine and enjoyable service that make people happy.  
*(Perkhidmatan yang baik dan menyeronokkan yang membuat orang gembira)*
  - D. A friendly reception and treatment of strangers.  
*(Penerimaan dan layanan yang mesra terhadap orang yang tidak dikenali)*
  
2. **MOMENT OF TRUTH** is describing as:  
*("Moment of truth" adalah digambarkan sebagai ):*
  - A. Operation and management.  
*(Operasi dan Pengurusan)*
  - B. Performing duties behind the scenes.  
*(Membuat tugas di belakang tabir)*
  - C. Guest expression used to describe about the firm.  
*(Tetamu digunakan untuk menggambarkan mengenai firma tersebut)*
  - D. Guest has to make sure hotel operation run smoothly.  
*(Tetamu perlu memastikan operasi hotel berjalan lancar)*

3. Which of the following fruit has been internationally recognized as a symbol of hospitality and a sign of friendliness, warmth, cheer, graciousness and conviviality (joy) in hospitality industry?

*(Manakah antara buah-buahan yang berikut telah diiktiraf di peringkat antarabangsa sebagai lambang hospitaliti dan tanda keramahan , kemesraan , bersorak, kemurahan dan keramah-tamahan ( kegembiraan ) dalam industri hospitaliti ) ?*

- A. Kiwi
- B. Apples
- C. Grapes
- D. Pineapples

4. Below are the objective of Hospitality and Tourism Industries, **EXCEPT**:

*(Berikut merupakan objektif dalam Industry Hospitaliti dan Pelancongan, **KECUALI**):*

- A. Provide lodging and accommodation for guest.  
*(Menyediakan penginapan untuk tetamu)*
- B. Prepare and make things for guest  
*(Meyediakan dan membuat pekara untuk tetamu)*
- C. Preparing food and beverage.  
*(Menyediakan makanan dan minuman)*
- D. Arranging transportation and tour.  
*(Mengatur pengangkutan dan pelancongan)*

5. Quality of services depends on who provide them, when and where it is being provided. Services are produced and consumed immediately, which limits quality control. This is one of the characteristics of services, which is:

*(Kualiti perkhidmatan adalah bergantung kepada siapa yang memberi, bila dan di mana ia disediakan. Perkhidmatan dihasilkan dan digunakan dengan serta-merta , yang menghadkan kawalan kualiti. Ini adalah salah satu ciri-ciri perkhidmatan, iaitu) :*

- A. Variability  
*(Kepelbagaian)*
- B. Perishability  
*(Tidak tahan lama)*
- C. Intangibility  
*(Ketidakbolehrasaan)*
- D. Inseparability  
*( Tidak boleh dipisah)*



6. Leisure is best described as time free from work, or discretionary time. Which activities below **BEST** describe an activity done during leisure time?

( *Leisure paling tepat digambarkan sebagai masa lapang dari tempat kerja, atau masa mengikut budi bicara. Yang manakah antara aktiviti di bawah **TERBAIK** menerangkan aktiviti yang dilakukan pada masa lapang? )*

- A. Attending school  
(*Menghadiri sekolah*)
- B. Eating and sleeping  
(*Makan dan tidur*)
- C. Playing videogames  
(*Bermain permainan video*)
- D. Doing household chores  
(*Melakukan kerja-kerja rumah*)

7. Which of the answer below **BEST** describe food and beverage department?

(*Yang manakah antara jawapan di bawah **TERBAIK** menggambarkan Jabatan Makanan dan Minuman?*)

- A. The department of hotel charged with maintaining and repairing any defects.  
(*Jabatan yang menyelenggara dan membaiki apa-apa kecacatan*)
- B. The department of hotel charged with making and delivery of food and drinks.  
(*Jabatan yang membuat penghantaran makanan dan minuman*)
- C. The department of hotel charged with selling hotel and function rooms.  
(*Jabatan yang menjual bilik hotel dan bilik seminar*)
- D. The department of hotel charged with cleaning and maintaining rooms and public spaces.  
(*Jabatan yang mengekalkan kebersihan bilik dan ruang awam*)

8. Airline, cruise lines, motor coach companies, taxis, limousines and automobile are the sub sector of :

(*Syarikat penerbangan, pelayaran, jurulatih motor, teksi, limosin, dan kereta adalah subsector daripada :*)

- A. Automotive  
(*Automotif*)
- B. Food and Beverage  
(*Makanan dan Minuman*)
- C. Accommodation  
(*Penginapan*)
- D. Transportation  
(*Pengangkutan*)

Question 9 and 10 is base on the diagram below:  
(Soalan 9 dan 10 adalah berdasarkan gambarajah di bawah) :



9. Well known restaurant above such as Hard Rock Cafe and Planet Hollywood are:  
(Restoran yang terkenal seperti Hard Rock Cafe dan Planet Hollywood adalah):
- A. Ethnic restaurants  
(Restoran Etnik)
  - B. Theme Restaurants  
(Restoran Tema)
  - C. Family restaurants  
(Restoran Keluarga)
  - D. Casual dinner houses  
(Makan malam kasual di rumah)
10. Which of these statements supports this restaurant?  
(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)

11. Attraction provides the most important reason for leisure. Below are the types of attraction **EXCEPT**:

*(Tarikan adalah sebab yang paling penting untuk riadah. Berikut adalah jenis-jenis tarikan **KECUALI**):*

A. Events  
*(Acara)*

B. Hotel  
*(Hotel)*

C. Recreation  
*(Rekreasi)*

D. Cultural Attraction  
*(Tarikan budaya)*

12. The relationship between guest and host, or the act or practice of being hospitable refer to :

*(Hubungan antara tetamu dan tuan rumah, atau perbuatan atau amalan yang mesra merujuk kepada) :*

A. Tourism Hospitality  
*(Pelancongan Hospitaliti)*

B. Hospitality  
*(Hospitaliti)*

C. Hospitality industry  
*(Industri hospitality)*

D. Hospitality and Tourism industry  
*(Hospitaliti dan pelancongan industri)*

13. Which of the following is the scope of hospitality and tourism industry

*(Antara berikut yang manakah adalah skop hospitaliti dan industri pelancongan? )*

A. Hotel, restaurant, gaming and bookstore  
*(Hotel , restoran, permainan, dan kedai buku)*

B. Parks, spa, education, exhibition  
*(Taman, spa, pendidikan, pameran)*

C. Hospital, cruise, conventions, and railways  
*(Hospital, Pelayaran, konvensyen, dan kereta api)*

D. Entertainment, travel agency, land and attractions  
*(Hiburan, agensi pelancongan, tanah dan tarikan)*



14. Which of the following attraction is **NOT** falls under the natural attraction category in the tourism industry.  
(Yang mana satu tarikan yang berikut **TIDAK** termasuk dalam kategori tarikan semula jadi dalam industri pelancongan.)
- A. Sipadan Island
  - B. Historical Site
  - C. Lake Kenyir
  - D. Kinabalu Mountain
15. Which of the following is the distribution channel in hospitality and tourism industry?  
(Antara berikut yang manakah adalah saluran pengedaran dalam hospitaliti dan industri pelancongan?)
- A. Travel agencies  
(Agensi Pelancongan)
  - B. Tour operators  
(Operator Pelancongan)
  - C. Tour wholesaler  
(Pemborong pelancongan)
  - D. Coach retailer  
(Penyedia khidmat pengangkutan )

16. Mr. Ravi chooses to accommodate a (accommodation type) because of the price that has been given to stay including breakfast in the morning rather than staying at Four Points Hotel.  
(Encik Ravi memilih untuk menampung (jenis penginapan ) kerana harga yang telah diberikan untuk tinggal termasuk sarapan pagi dan bukannya tinggal di Four Points Hotel.)

Based on the statement above, what is the type of accommodation which Mr.Ravi chooses?

(Berdasarkan kenyataan di atas , apakah jenis tempat penginapan yang Mr.Ravi pilih?)

- A. Motel
- B. Chalet
- C. Homestay
- D. Bed and Breakfast



17. Which of the following are the positive impact of hospitality and tourism to global and local tourism industries.

*(Yang manakah antara berikut adalah kesan positif hospitaliti dan pelancongan ke global dalam industri pelancongan tempatan.)*

- I. It conserves and maintain of natural resources, culture and historical places.  
*(la memelihara dan mengekalkan sumber semula jadi, budaya dan tempat-tempat bersejarah)*
- II. It create leisure of a period of time to spent out of work and essential domestic activities.  
*(la mewujudkan masa yang lapang untuk menghabiskan sebahagian kerjadan melakukan aktiviti dalam negara.)*
- III. Increase numbers of jobs among direct service providers, such as hotels, restaurants, travel agencies, tour operators, guide and tour escort.  
*(Meningkatkan bilangan pekerjaan di kalangan pembekal perkhidmatan secara langsung, seperti hotel, restoran, agensi pelancongan, pengusaha pelancongan, panduan dan pengiring pelancongan.)*
- IV. It causes to consume a large amount of money on accommodation, transportation, sightseeing and shopping  
*(la menyebabkan mengambil sejumlah besar wang di penginapan, pengangkutan, bersiar-siar dan membeli-belah.)*

- A. I, II and III only
- B. I, II and IV only
- C. II, III and IV only
- D. All of the above

18. 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.

19. 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)

20. 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

**SECTION B (Total : 20 Marks)****INSTRUCTION : Answer ALL Question Given****Please use the answer booklet provided.**

With an example. Briefly explain the terms below.

*(Dengan contoh, Terangkan secara ringkas terma di bawah)*

1. Hospitality
2. Franchising
3. Travel agent
4. Travel wholesalers
5. Brunch
6. Bed and Breakfast
7. Leisure
8. Recreation
9. Mocktail
10. Theme Restaurant

**SECTION C(Total : 25Marks)****INSTRUCTION : Answer ALL Question Given****Please use the answer booklet provided.****Question 1**State **FOUR(4)** type of trends in hospitality and tourism industry.*(Berikan **EMPAT(4)** jenis trend dalam industry hospitaliti dan pelancongan)*

(4 marks)

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

(6 marks)

**Question 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)

**Question 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)

**Question 5**Lodging properties can be categorized according to varied criteria. Give **FIVE (5)** classification of hotel.*(Penginapan boleh dikategorikan berdasarkan kriteria yang berbeza. Berikan **LIMA(5)** pengelasan hotel.)*

(5 marks)



**SECTION D Total : 35 Marks)****ESSAY QUESTION****INSTRUCTION : Answer ALL Question Given**

Please use the answer booklet provided.

**Question 1**

Tourism attracts people for various reasons depend on individual purpose of traveling. The types of attraction of one's seeking are also different from one another.

*(Pelancongan menarik orang untuk pelbagai sebab bergantung kepada tujuan perjalanan individu. Jenis-jenis tarikan seeking seseorang juga berbeza antara satu sama lain.)*

- a) By referring the statement above , briefly explain the term below:

*(Dengan merujuk kenyataan di atas, terangkan secara ringkas istilah di bawah)*

- i. Tourism (2 marks)
- ii. Eco tourism (2 marks)

- b) Attraction at the tourism destination is very important to sustain tourist arrival, define the following categories of tourism in order to identify the uniqueness of each category from one to another.

*(Tarikan di destinasi pelancongan yang sangat penting untuk mengekalkan ketibaan pelancong, menentukan kategori berikut pelanlimicongan untuk mengenal pasti keunikan setiap kategori dari satu kepada yang lain. )*

- i. Cultural tourism
- ii. Ethnic tourism
- iii. Historical tourism
- iv. Environmental tourism
- v. Recreational tourism
- vi. Business tourism (12 marks)

- c) State PULL factors in Tourism. Support your answer with relevant example.

*(Nyatakan faktor **PULL** dalam pelancongan. Sokong jawapan anda dengan contoh yang berkaitan)*

(4 marks)

**Question 2**

With an example, discuss types of restaurant that mention below:

*(Dengan contoh, bincangkan jenis restoran dibawah:)*

- i. Fast food
- ii. Fine dining
- iii. Theme restaurant
- iv. Ethnic restaurant
- v. Airport restaurant

(15 marks)

**END OF QUESTION PAPER**



