



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

COURSE NAME : INTRODUCTION TO HOSPITALITY
INDUSTRY AND TOURISM

COURSE CODE : DHM1013

EXAMINATION : DECEMBER 2022

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 14 printed pages including front page

PART A

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

Answer ALL in Objective Answer Paper.

1. Hospitality comes from the word hospice, which means _____ .
 - A friendly reception.
 - B giving care or shelter.
 - C delivering food service.
 - D entertain strangers as guests.

2. Below is the scope of hospitality and tourism industry **EXCEPT**
 - A Travel.
 - B College.
 - C Lodging.
 - D Recreation.

3. What is the significant of pineapple in the hospitality?
 - A Customer satisfaction.
 - B Warmth and welcome.
 - C The diversity of culture.
 - D Friendly treatment of the guest.

4. What is the name of the first hotel that was built at 16th century during French Revolution?
 - A Savoy Hotel.
 - B Marriot Hotel.
 - C Hotel de Henry.
 - D Koshu Nishiyama Hotel.

5. Which of these show a characteristic of hospitality industry?
- A Consistent service delivery.
 - B 8 am to 5 pm working hours.
 - C Heavily depend on customer satisfaction.
 - D The service is able to be delay to the next day.

-The customer is never wrong-

6. Whose statement is this which shows the importance of customer satisfaction in hospitality industry?
- A Cesar Ritz.
 - B J. Willard Marriot.
 - C Conrad N. Hilton.
 - D Auguste Escoffier.
7. Who is the American businessman and founder of one the world's largest hotel organization which also known as "King of Innkeepers"?
- A Cesar Ritz.
 - B J. Willard Marriot.
 - C Conrad N. Hilton.
 - D Auguste Escoffier.
8. Below is the trending that happen in hospitality industry **EXCEPT**
- A Globalization.
 - B Diversity of guest.
 - C Safety and security.
 - D Greening of hotels and guest rooms.

For both employees and visitors, hospitality and tourism offer a unique opportunity to learn about various cultures. To improve the nature of their contacts with tourist of various cultures, faiths, ethnicities, creeds, colors, ages, genders and sexual orientation, it is critical for workers to understand and appreciate different cultures. As a result, organization in this area must make an effort to train their employees to appreciate and accommodate people from all origin around the world.

9. What is the trend in hospitality related to the statement above?
- A Diversity.
 - B Sanitation.
 - C Price-value.
 - D Social media.

It is an establishment that offering sleeping accommodation to any person who are willing to pay a reasonable sum for the service and facilities provided.

10. The statement above is referring to?
- A Hotel.
 - B House.
 - C Hospital.
 - D Convention Center.
11. The following below is the Malaysian Association of Hotel (MAH) objective EXCEPT
- A Financing.
 - B Promotion.
 - C Cooperation.
 - D Representative.

12. State three detailed classification of hotel.

- i. Location.
- ii. Function.
- iii. Star-rating.
- iv. Number of staff.

- A i, ii, iii.
- B i, ii, iv.
- C i, iii, iv.
- D ii, iii, iv.

13. _____ is lodging to guest who is not intended to be used as primary residence and it is usually located at downtown areas.

- A Convention hotel
- B Commercial hotel
- C Extended stay hotel
- D Bed and breakfast inns

The guest rooms in these hotels are larger than normal hotel rooms, with separate areas for working, sleeping and relaxing. The living area is typically separated from the bedroom, and some properties offer a kitchen set-up in the rooms

14. The statement above belongs to which hotel?

- A Spa hotel.
- B Casino hotel.
- C All-suite hotel.
- D Boutique hotel.

- This type of hotel can be found at Turkey
- Originated for people in the old times to avoid disturbance and attack of wild animals
- These hotel also preferred by visitors who look for environmental friendly accommodation and can provide a 'close-to-nature' experience.

15. The statement above best referred to

- A Ice hotel.
- B Cave hotel.
- C Treetop hotel.
- D Capsule hotel.

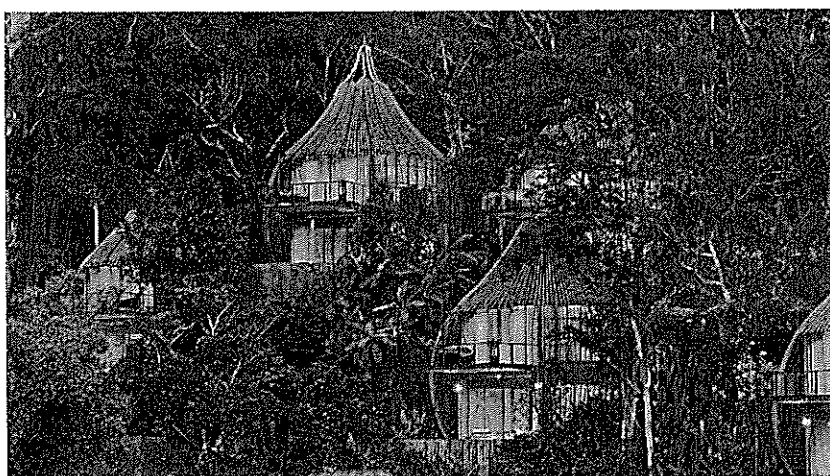


Figure 1

16. Figure 1 shows an example of a treetop hotel. This type of hotel can be found at these country **EXCEPT**

- A Brazil.
- B Kenya.
- C Japan.
- D Costa Rica

17. International group is a group of hotel which is part of international chain of hotel.

Which of the hotel below is belonging to international group?

- A Shamrock Hotel
- B JW Marriott Hotel
- C The Kowloon Hotel
- D Harbour Plaza Resort City

18. Hotel can be operated in of the following ways

- i. Privacy
- ii. Franchising
- iii. Management contract
- iv. Independent owned and operated

- A i, ii, iii.
- B i, ii, iv.
- C i, iii, iv.
- D ii, iii, iv.

19. Different types of guest who stay in a hotel depend on their purpose EXCEPT

- A Origin
- B Numbers
- C Trip purpose
- D Accommodation

20. _____ is an individual who travel to engage outdoor recreation, relaxation, visiting friends and relatives.

- A Domestic Tourist
- B Leisure Travelers
- C Corporate Business
- D Free Independent Travelers (FITs)

21. They are sometimes referred to as "foreign independent traveler". Who are they?
- A Domestic Tourist
 - B Leisure Travelers
 - C Corporate Business
 - D Free Independent Travelers (FITs)
22. Below are the roles of Hotel's General Manager **EXCEPT**
- A Coordinating the work of all departments.
 - B Providing leadership to the management team.
 - C Providing services and information to the customers.
 - D Leading the hotel staff in meeting the financial, environmental and community responsibilities.
23. A typical structure of the room division is divided into sub-units such as
- i. Front Office
 - ii. Reservation
 - iii. Housekeeping
 - iv. Human Resource
- A i, ii, iii
 - B i, ii, iv
 - C i, iii, iv
 - D ii, iii, iv
24. Which of the following is **TRUE** regarding the main function of the front office department?
- A Selling rooms and maintaining balanced guest accounts.
 - B Place international calls, morning calls and wake-up calls as required by the guests.
 - C Leading the hotel staff in meeting the financial, environmental and community responsibilities.
 - D Responsible for informing guests of community service, reservation and guided tours.

25. Housekeeping cleaning areas responsibilities in a hotel consist of **EXCEPT**
- A Guest room.
 - B Dining room.
 - C Pool and bar.
 - D Sales and administration office.
26. Tourism can be categorised into two sections which are
- i. Eco tourist.
 - ii. Cultural tourist.
 - iii. Domestic tourism.
 - iv. International tourism.
- A i, ii
 - B i, iv
 - C iii, iv
 - D i, ii, iii
27. _____ is a tourist that want to relax and have a break from their usual routine. This statement is best referred to?
- A Leisure tourist.
 - B Religious tourist.
 - C Adventure tourist.
 - D Special interest tourist.



Figure 2

28. What type of tourist is shown in Figure 2?

- A Eco tourist.
- B Leisure tourist.
- C Adventure tourist.
- D Sport and recreation tourist.

29. Tourism product may need protection as well as development through government aid. Many core tourist attractions are public properties as shown as below **EXCEPT**

- A natural
- B landscape
- C built heritage.
- D public service.

30. Push factors are socio-psychological factors that motivate or create desire to satisfy a need to travel. They do not necessarily have specific, clear choice of destination.

Which factors below shows a push factor why people go on holiday?

- i. Novelty
 - ii. Education
 - iii. Relaxation
 - iv. Relationship.
- A i, ii
 - B i, iv
 - C iii, iv
 - D i, ii, iii

(30 MARKS)

PART B

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

Answer ALL questions in Answering Booklet.

QUESTION 1

a. Define and explain:

- I. travel agent
- II. tour wholesaler

(4 marks)

b. Discover **three (3)** types of destination.

(3 marks)

c. Identify **three (3)** sites that been visited and recorded history as the Seven Wonders of the Ancient World.

(3 marks)

d. Write **three (3)** core tourism industries.

(3 marks)

QUESTION 2

a. Define

- i. recreation
- ii. leisure

(2 marks)

b. List **four (4)** categories of city club.

(4 marks)

- c. Animal attraction is one of commercial provides residents and visitor with access to areas' spectacular wilderness through variety of guided outdoor activities.

State **two (2)** of them and explain.

(4 marks)

- d. Classify **three (3)** trends in recreation and leisure

(3 marks)

QUESTION 3

- a. List out the **three (3)** basic core of food services industry.

(3 marks)

- b. Justify **three (3)** relationships between food service industry and hospitality.

(3 marks)

- c. To help maintaining effective and efficiency of the F&B department, there are set of skills needed as a food and beverage director. Give **three (3)** of them.

(3 marks)

- d. In a large hotel, there are several kinds of bars. List **three (3)** of them.

(3 marks)

QUESTION 4

a. Define the following terms:

- i. Fine dining
- ii. Casual restaurant
- iii. Quick-service restaurant

(3 marks)

b. Justify **three (3)** types of menus.

(3 marks)

c. In planning a menu, the need and desire of the guest is important. Name **three (3)** factors to considerate when planning a menu.

(3 marks)

d. Indicate **three (3)** trends in the restaurant business.

(3 marks)

(50 MARKS)

PART C

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

Answer ALL questions in Answering Booklet.

QUESTION 1

Tourism and hospitality brings with it huge economic potential for destination that wishes to develop their tourism industry. Employment currency exchange, import and taxes are just a few of the ways that tourism can bring money into destination. Most destinations choose to invest their time and money into tourism because of positive economic impacts that they hope to achieve.

Based on the statement above, recognize **four (4)** positive economic impacts in tourism and hospitality industry.

(8 marks)

QUESTION 2

Hospitality industry is one of the famous industries in giving service to the customer. To get a good compliment from the customer we need to give a good service to them. This way will help to maintain the good name of our company. As the employee, we need to learn on how to give a good service quality to our customer.

Explain any **four (4)** dimensions in service quality.

(12 marks)

[20 marks]

END OF QUESTION PAPER