

D3 01 02
2 4 5

**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAM**

COURSE	:	SUPERVISION IN HOSPITALITY INDUSTRY
COURSE CODE	:	DHM 2113
DATE	:	MAY 2016
TIME DURATION	:	3 HOURS

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **FOUR (4) PARTS**:
PART A (20 MARKS)
PART B (30 MARKS)
PART C (30 MARKS)
PART D (30 MARKS)
2. Answer all questions for Part A, Part B and Part C. Answer only **THREE (3)** questions for Part D.
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 foam
 - iii. Answering booklet

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

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

SECTION A (Total: 20 marks)

MATCHING SECTION

INSTRUCTION: Answer ALL questions.

Please use the answer booklet provided.

INCLUSION	AUTOCRATIC	BUREAUCRATIC	STANDING PLANS	JOB DESCRIPTION
LABOR MARKET	MATERNITY LEAVE	SYNERGY	RETRAINING	TURNOVER
OSHA'S	CONFLICT	SOCISO	TRAINING	RECRUITMENT
SELECTION	ORIENTATION	TEAM BUILDING	PATERNITY LEAVE	MISCONDUCT
PERFORMANCE STANDARD	PERFORMANCE EVALUATION	CONFLICT MANAGEMENT	JOB SPECIFICATION	COMPENSATION ACT
EQUAL OPPORTUNITY	INTERNAL RECRUITING	EMPLOYEES PROVIDENT FUND ACT	TOTAL QUALITY MANAGEMENT	EMPLOYEE ASSISTANCE PROGRAMS

1. _____ leadership styles can be identified with early, classical approach to management.
2. In _____ leadership style, a supervisor manages "by the book and they relies on the property's rules, regulations, and procedures for decisions that they makes.
3. As hospitality leader, we will be responsible for _____ in the workplace, for employing and supervising people from cultures different from our own.
4. _____ in the workplace means exactly what it says to include everyone regardless of gender, marital status, race, national origin, religion, age or disability.
5. _____ refer to one way to simplify future planning and managing is to develop plans that can be used over and over whenever the same situation occurs.
6. _____ describes what the job is as a whole, it explains what the employee is supposed to do, how to perform job duties, and how well they are to be done.

7. The term _____ refers to the supply of people looking for jobs as well as the jobs available in a given area.
8. _____ is the process of letting your own employees know about job openings so that they may apply for them.
9. The law provides that every female employee is entitled to _____ for a period of not less than 60 days for every confinement.
10. The purpose of the _____ is to ensure that every worker has sufficient funds to sustain them once he has retired.
11. _____ is the actions of two or more people to achieve outcomes that each is individually incapable of achieving.
12. _____ is a concept that works well in the hospitality industry, because its goal is to ensure continuous quality improvement of services and products for guests.
13. _____ is necessary when workers are not measuring up to standards, when a new method, menu or piece of equipment is introduced, or when a worker asks for it.
14. Training may reduce _____, but it does not eliminate it, given the easy-come, easy-go workers in the hospitality industry.
15. _____ is to provide a confidential, professional counselling and referral service to employees with problems such as family problems, stress and financial.
16. _____ main purpose is to ensure employee health and safety by working with employers and employees to establish better and safer work environments.
17. _____ form the heart of the job description and they describe the what and how-well of a job.
18. In management terms, the phrase _____ refers to a periodic review and assessment of each employee's performance during a given period.

19. _____ arises when two or more individuals, or groups, have opposing positions on the same subject.

20. _____ is the application of strategies to settle opposing ideas, goals or objectives in a positive manner.

SECTION B (Total: 20 marks)**MULTIPLE CHOICE QUESTIONS****INSTRUCTION : Answer ALL questions.****Please use the OMR sheet provided.**

1. _____ is derived from an individual's position in an organization.
 - A. Legitimate power
 - B. Reward power
 - C. Coercive power
 - D. Expert power

2. _____ leadership style also called *free – rein*.
 - A. Laissez - faire
 - B. Democratic
 - C. Autocratic
 - D. Bureaucratic

3. It is illegal to discriminate in any aspect of employment **EXCEPT** _____.
 - A. misconduct
 - B. hiring and firing
 - C. recruitment
 - D. use of company facilities

4. _____ 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. Equal opportunity
 - D. Cross - cultural

5. The _____ spells out the qualifications that a person must have in order to get the job.
- A. job specification
 - B. job description
 - C. job analysis
 - D. job evaluation
6. Although there is no standard format for a job description, it usually includes the following **EXCEPT** _____.
- A. list of benefits
 - B. job title
 - C. social environment
 - D. job summary
7. Some companies use _____ as an additional method of evaluating applicants
- A. interview
 - B. test
 - C. training
 - D. orientation
8. Why is it important to check reference?
- A. Minimize employment cost.
 - B. Avoid negligence hiring.
 - C. Improve an industrial relation.
 - D. Protect employee welfare.
9. Attract, retain and motivate the best employees is the basic goals of _____.
- A. training philosophy
 - B. compensation philosophy
 - C. top management philosophy
 - D. performance leadership philosophy

10. _____ entitles all workers covered by the Employment Act to a minimum of 10 paid gazetted public holidays per year.
- A. Section 59
 - B. Section 60
 - C. Section 61
 - D. Section 62
11. _____ are defined as implicit, in addition to explicit rules of behaviour.
- A. Group
 - B. Team norms
 - C. Building teams
 - D. Synergy
12. _____ is process involving observation of employee performance and conversation focusing on job performance between the manager and the employee.
- A. Training
 - B. Coaching
 - C. Team building
 - D. Total Quality Management
13. The following answer is a problem in training **EXCEPT** _____.
- A. Training time
 - B. Complexity
 - C. Methods
 - D. Turnover
14. How employees learn best?
- A. Management by Objectives
 - B. Employee Assistance Programs
 - C. Adult Learning Theory
 - D. Total Quality Management

15. Many people suggest the _____ as the perfect model of administering discipline.
- A. positive approach
 - B. negative approach
 - C. hot stove
 - D. progressive disciplinary
16. OSHA conducts safety audits in all industries. Audits include the following, **EXCEPT** _____.
- A. review of work procedure
 - B. review of the emergency action plan
 - C. review of staff performance
 - D. review of the emergency action plan
17. What a good performance standard can do?
- A. increase morale amongst remaining workers
 - B. avoiding psychological stress
 - C. increase of public confidence
 - D. in recruiting and hiring
18. Superior performance, near-perfection refers to _____.
- A. level of performance
 - B. minimum level
 - C. realistic level
 - D. optimistic level
19. *Alternative dispute resolution (ADR)* is a term for problem solving and grievance resolution approaches to address employee relations and disputes outside the courtroom. _____ refers to, a panel of employees and managers, work together to resolve the employee complaints.
- A. Open door policy
 - B. Arbitration
 - C. Mediation
 - D. Peer review

20. In _____, a neutral third-party person or team from outside the organization examines the facts of the complaint and presents them in a report.
- A. arbitration
 - B. mediation
 - C. third-party investigations
 - D. fact finding

SECTION C (Total: 30 marks)

SHORT ESSAY

INSTRUCTION: Answer ALL questions. This section consists of TEN (10) questions.

Please use the answer booklet provided.

QUESTION 1

List down **THREE (3)** necessary things that transformational leaders should do.

(3 marks)

QUESTION 2

List down **THREE (3)** services of The Equal Opportunity and Diversity Office.

(3 marks)

QUESTION 3

List down **THREE (3)** types of plan.

(3 marks)

QUESTION 4

List down **THREE (3)** types of external recruiting.

(3 marks)

QUESTION 5

List down **THREE (3)** types of employee benefits required by law (statutory benefits).

(3 marks)

QUESTION 6

List down **THREE (3)** elements of a successful team.

(3 marks)

QUESTION 7

List down **THREE (3)** benefits of training

(3 marks)

QUESTION 8

List down **FOUR (4)** important things usually include in safety programs.

(4 marks)

QUESTION 9

List down **TWO (2)** common mistakes in appraisal interviews.

(2 marks)

QUESTION 10

List down **THREE (3)** common causes of conflict in the workplace.

(3 marks)

PART D (Total: 30 marks)**LONG ESSAY****INSTRUCTION : Answer THREE (3) questions only from this section.****Please use the answer booklet provided.****QUESTION 1**Explain **TEN (10)** steps to maximize the effectiveness of Total Quality Management.**(10 marks)****QUESTION 2**Explain the **FIVE (5)** problems in training.**(10 marks)****QUESTION 3**

Explain the formal steps to enforce compliance.

(10 marks)**QUESTION 4**

Describe in detail an essential of performance evaluation (purpose and benefits).

(10 marks)**QUESTION 5**Explain **SIX (6)** methods of conflict resolution (how to handle conflict).**(10 marks)****END OF QUESTION PAPER**

