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**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

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**COURSE NAME : INTRODUCTION TO HOSPITALITY  
AND TOURISM INDUSTRY**

**COURSE CODE : DHM 1013**

**EXAMINATION : OCTOBER 2019**

**DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **THREE (3)** parts :
  - PART A (20 Marks)
  - PART B (40 Marks)
  - PART C (40 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. Question Paper
  - ii. Objective Answer Paper
  - iii. Answering Booklet

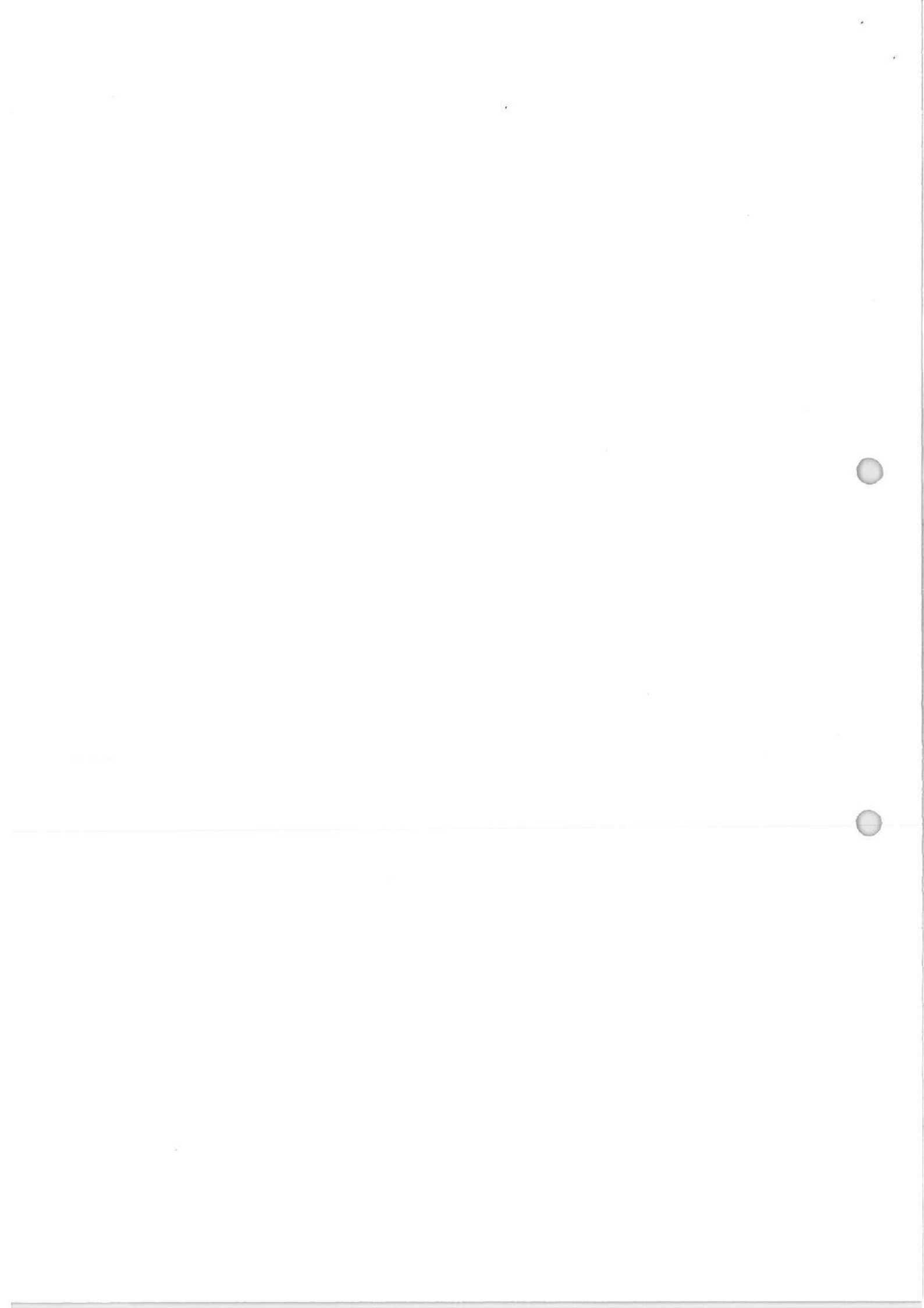
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*This examination paper consists of **10** printed pages including front page*

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**PART A**

This part contains of **TWENTY (20)** questions.

Answer ALL in Objective Answer Paper.

1. The word Hospitality derives from \_\_\_\_\_. This means as shelter for a traveller.
  - A hotel
  - B home
  - C hospice
  - D hospital
  
2. Pineapple in hospitality is recognised as a symbol of:
  - i. Travelling.
  - ii. Welcome.
  - iii. Friendship.
  - iv. Hospitality.
  - A i, ii
  - B ii, iii
  - C ii, iv
  - D i, ii, iii
  
3. MAH refers to \_\_\_\_\_.
  - A Malaysia Association of Hotel
  - B Malaysian Association of Hotel
  - C Malaysia Association of Hospitality
  - D Malaysian Association of Hospitality
  
4. Which of these is identified as hotel's location?
  - A Budget hotel.
  - B All-suite hotel.
  - C City center hotel.
  - D Convention hotel.

5. Among of these options, which are the administrative departments in a hotel?
- Account.
  - Purchasing.
  - Room Division.
  - Food and beverage.
- A i, ii  
B ii, iii  
C ii, iv  
D i, ii, iii
6. Which department is responsible for room selling?
- A Telephone.  
B Front Office.  
C Housekeeping.  
D Uniformed Service.
7. Which of these is the official association for tourism industry?
- A Tourism Malaysia.  
B Malaysia Truly Asia.  
C Ministry of Tourism and Cultural.  
D United Nation World Tourism Organisation.

QUESTION 8 is based on statement below.

'A responsible travel to natural areas that conserve the environment and improve the well-being of local people.'

8. The statement above is referring to the definition of a type of tourism, which is \_\_\_\_\_.
- A fun tourism  
B eco tourism  
C pink tourism  
D dark tourism

9. What are the roles of Tour Operator?
- i. Provides travel consultation.
  - ii. Sells tourism products and services.
  - iii. Tours components gained from agencies.
  - iv. Plans, organizes and mark-up tour packages.
- A i, ii  
B ii, iii  
C ii, iv  
D i, ii and iii
10. Which of the followings is **NOT** recorded as Seven Wonders of the Ancient World?
- A Statue of Zeus, Greece.  
B Universal Studio, Singapore.  
C Lighthouse of Alexandria, Egypt.  
D Hanging Garden of Babylon, Iraq.
11. A place where it houses aquatic animals and plants for public viewing is called \_\_\_\_\_.
- A zoo  
B aquarium  
C theme park  
D country clubs
12. Recreation means \_\_\_\_\_.
- A time free from work  
B a private club for alumni  
C therapeutic refreshments  
D a non-government organisation

13. Which of these is an institutional foodservice?
- A Canteen.
  - B Cafeteria.
  - C Restaurant.
  - D Food stalls.
14. Which of these is the correct sequence of kitchen brigade?
- A Executive Chef > Commis > Sous Chef.
  - B Executive Chef > Sous Chef > Commis.
  - C Executive Chef > Commis > Relief Chef.
  - D Executive Chef > Relief Chef > Sous Chef.
15. Which of the statements below is best referring to a 'quick-service restaurant'?
- A Provides elegant dining experience.
  - B Has full menu, and unique decorations.
  - C Evolves from coffee shop style of restaurant.
  - D Offers limited menu that convenient for on-the-go.

QUESTION 16 is based on diagram below.



Diagram 1

16. Diagram 1 shows a type of restaurant. Which of these statements refers the restaurant?
- A Has high skilled staffs.
  - B Menu offers are limited.
  - C Only customers over 18 are served.
  - D Attracts customers based on theme itself.

17. Choose the sustainable practices of a green restaurant.
- i. Reuses and decomposes leftover food.
  - ii. Reduces quantities chosen by customers.
  - iii. Designs a more sustainable energy usage.
  - iv. Offers an opportunity for selling customers worldwide.
- A i, ii  
 B ii, iii  
 C ii, iv  
 D i, ii and iii

QUESTION 18 is based on diagram below.



Diagram 2

18. Which of the statements below best describe **Diagram 2**?
- A Engages virtual customer experience in food service operations.
  - B Saves space in the kitchen due to the multi functions equipment.
  - C Sustainable packaging is used to promote green practices in establishment.
  - D Customer starts to care about food and is willing to pay for better quality food.
19. Which of the following best defined reliability in service quality?
- A Good conscience and have individual values.
  - B Service with smile is enough to satisfy customers.
  - C The ability to perform the service dependably and accurately.
  - D Comparing perceptions of service received with desired expectations.

20. Service delivery is deemed incomplete without the service package. Among of these options, which are **NOT** included in the service package?

- i. Location
- ii. Food cost
- iii. Organic food
- iv. Privacy and security

**A** i, ii

**B** ii, iii

**C** ii, iv

**D** i, ii and iii

**[20 MARKS]**



**PART B**

This part contains of **FIVE (5)** questions.

Answer ALL questions in Answering Booklet.

**QUESTION 1**

Identify **five (5)** different scopes of hospitality industry.

(5 marks)

**QUESTION 2**

a. List **five (5)** functions of hotel.

(5 marks)

b. Give **five (5)** different types of lodging.

(5 marks)

**QUESTION 3**

a. Identify **five (5)** individuals recognized as Very Important Persons (VIP).

(5 marks)

b. Describe the functions of uniformed service in a hotel.

(5 marks)

## QUESTION 4

- a. Identify **five (5)** external environments which influence tourism industry.  
(5 marks)
- b. Identify the followings Push or Pull Theories;

<b>Attributes</b>	<b>Motivational Theory</b>
<i>Example: Benefits</i>	<i>Push Theory</i>
Climate	i.
Escape	ii.
Interests	iii.
Scenic beauty	iv.
Social interaction	v.

(5 marks)

## QUESTION 5

Describe **five (5)** types of city clubs that are available today.

(5 marks)

**[40 MARKS]**

**PART C**

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

Answer ALL questions in Answering Booklet.

**QUESTION 1**

Different types of destinations can be developed on the basis of the types of travel experiences.

Based on the statement above, discover the different types of destination available in Malaysia.

(10 marks)

**QUESTION 2**

The food and beverage services consist of various units, and the provision of food and beverage department in a hotel includes room service.

Explain the operations of room service in a hotel.

(10 marks)

**QUESTION 3**

Different restaurant operations will determine the different types menu being offered. Classify the types of menu that can be used in a restaurant.

(10 marks)

**QUESTION 4**

With the emergence of globalization practices, food service industry has taken their part of the changes. Discuss the impacts of globalization in food service industry.

(10 marks)

**[40 MARKS]**

**END OF QUESTION PAPER**

