



**KOLEJ YAYASAN PELAJARAN JOHOR
ONLINE FINAL EXAMINATION**

**COURSE NAME : SUPERVISION IN THE HOSPITALITY
INDUSTRY**

COURSE CODE : DHM 2113

EXAMINATION : NOVEMBER 2020

DURATION : 6 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **FOUR (4)** parts :
 - PART A (20 Marks)
 - PART B (20 Marks)
 - PART C (20 Marks)
 - PART D (40 Marks)
2. Please refer to the detailed instructions in this question paper.
3. Students are allowed to refer to resources such as lecture notes, books, internet or any other relevant resources.
4. Answer ALL questions in the answer sheet which is A4 size paper (or other paper with the consent of the relevant lecturer).
5. Write your details as follows in the upper left corner for each answer sheet:
 - I. Student Full Name
 - II. Identification Card (I/C) No.
 - III. Class Section
 - IV. Course Code
 - V. Course Name
 - VI. Lecturer Name
6. Each answer sheet must have a page number written at the bottom right corner.
7. Answers should be handwritten, neat and clear.

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

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

PART A

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

Answer ALL questions.

1. According to the theory of Situational Leadership, the types of behaviors are_____.
 - A carrot and stick
 - B theory X and theory Y
 - C directed and supportive
 - D authority and leadership

2. The power derived from an individual's personal charisma is called_____.
 - A expert power
 - B reward power
 - C coercive power
 - D legitimate power

3. Which of the following services is Equal Opportunity and Diversity Offices provide?
 - A Making complaints.
 - B Advocacy for diversity.
 - C Conflict mediation and resolution.
 - D Education and training about EEO and diversity.

4.

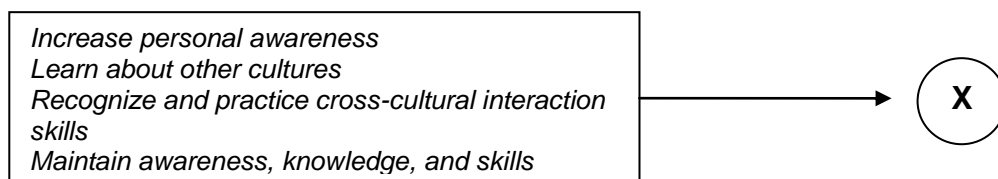


Figure 1

According to Figure 1, 'X' is helping a leader to_____.

- A value of cultural diversity
- B leading diversity issues positively
- C developing cross-cultural interaction skills
- D establishing a diversity and inclusion program

5. Long-range planning to set corporate goals and develop strategies for achieving them is called_____.
- A forecasting
 - B strategic planning
 - C contingency planning
 - D management by exception
6. A list of the qualifications needed to perform a given job is known as_____.
- A job statement.
 - B job evaluation.
 - C job description.
 - D job specification.
7. Job fairs, in-house job referrals and online resumes are some of the top methods of_____.
- A recruiting
 - B resourcing
 - C collecting information
 - D delivering information
8. New employees adapt to an organization through the process called_____.
- A turnover
 - B retention
 - C selection
 - D orientation
9. Which one of the following is a time-off payments that stipulated under Section 59 by the Employment Act 1955?
- A Sick leave.
 - B Annual leave.
 - C Public holiday.
 - D Weekly rest day.

10. The purpose of the _____ is to provide protection to workers who may be involved in an accident at work or who contract some occupational disease.
- A time-off payment
 - B maternity protection
 - C Employee Social Security Act
 - D Employee Provident Fund Act
11. A group is referred as _____.
- A people working toward different goals
 - B a number of people working independently
 - C people working together because they are dissimilar
 - D people working together to achieve a certain objective
12. Which of the following is the **best** statement about teamwork?
- A A team that involves on its own.
 - B The cooperative actions that a team performs.
 - C The action of two or more people to achieve outcomes that each is individually incapable of achieving.
 - D A team that has a formally appointed leader who may have more influence and decision making authority than other team members.
- 13.
- ✓ *Situation arises when changes are made that affect the job*
 - ✓ *Second kind of training need arises when an employee's performance drops below par*
 - ✓ *Staff themselves may ask for further training*

Figure 2

Training is not a stand-alone entity; it is one of the several elements that make for organizational effectiveness. Based on Figure 2, the statements relate to_____.

- A training
- B learning
- C retraining
- D development

14. Which statement is correct about retention?
- A Conflict resolution among employees.
 - B Keeping employees from “jumping ship”.
 - C Rate of employee separations in a company.
 - D Acquisition of knowledge or skill to employee.
15. Establishing and communicating ground rules for performance and conduct is according to the_____.
- A training process
 - B coaching process
 - C discipline process
 - D communicating process
16. It is a mistake to _____.
- A start out by enforcing all rules strictly
 - B enforce rules everyone thinks are unfair
 - C take disciplinary action when you are angry
 - D take immediate action when a worker has broken a rule
17. What is the first step in developing a performance standard system?
- A Analyze the job.
 - B Define the purpose.
 - C Write performance standard.
 - D Develop standard procedure.
18. The dimensions of job performance chosen for an evaluation form should be _____.
- A repetitive
 - B too general
 - C simple and specific
 - D related to the job being evaluated

19. _____ is where employees have the opportunity to meet with managers to discuss issues.

- A Mediation
- B Peer review
- C Fact finding
- D Open door policy

20. What is arbitration?

- A Neutral third party.
- B Disputes are settled by a law advisor.
- C Voluntary and confidential process mediation techniques.
- D Employees and managers work together to resolve employee complaints.

[20 MARKS]

PART B

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

Answer ALL questions.

inclusion	weekly rest day	magic apron	buddy system	retention
single use plans	progressive discipline	rating scale	autocratic	democratic
coaching	performance standard	synergy	orientation	training
medical leave	scheduling	laissez-faire	safety program	hazard
job posting	promoting from within	selection	empowerment	turnover
equal opportunity & diversity	conflict management	alternative dispute resolution	employees provident fund	management by objectives

1. Hands-off approach and delegates authority is a form of _____ leadership style.
2. When a supervisor shares their responsibilities and invites staff's ideas for decision making, they are actually executing a _____ leadership style.
3. Conflict mediation & resolution and processing & resolving complaints are services that is provided in _____ office.
4. To include everyone regardless of gender, marital status, race, national origin, religion, age, weight or looks is referring to _____.
5. Gantt chart and PERT diagram are _____ techniques used by hospitality supervisor to help accomplish the goals.

6. _____ employees jointly set goals for their departments and then plan strategies as to how to meet or exceed the goals.
7. Internal recruiting often results in _____, a practice in which current employees are given preference for promotions.
8. The primary purpose of _____ is to tell new staff members what they want to know and what the company want them to know.
9. Section 59 of the Employment Act stipulates that all employees are entitled to a _____.
10. The purpose of the _____ is to ensure that every worker has sufficient funds to sustain him once he has retired.
11. Ensuring that staff have the skills, knowledge & authority to make decisions that would otherwise be made by management is referring to _____.
12. Individual, corrective, on-the-job training that is focused on improving performance is referring to _____.
13. Training method in which an old hand shows a new worker the ropes is known as _____.
14. The rate of employee separations in a company usually expressed as a percentage is referring to _____.
15. A multistage formula for disciplinary action is considered as _____.
16. A common way to increase safety awareness and to prevent accidents in hospitality operation is a _____.

17. Many evaluation forms use a _____ ranging from outstanding to unsatisfactory performance.
18. Describe about the job and how to do the job, and explain what an employee is to do, how is to be done and to what extent is referring to_____.
19. The application of strategies to settle opposing ideas / goals is known as _____.
20. The meaning of _____ is a problem solving and grievance resolution approaches to address disputes.

[20 MARKS]

PART C

This part consists of **FIVE (5)** questions. Answer **ALL** questions.

QUESTION 1

One vital factor necessary in order to be successful in the hospitality industry is having an effective team. Explain what a team is.

(2 marks)

QUESTION 2

Total Quality Management is applied in all areas of the business at every level. Illustrate **five (5)** steps on how to install a Total Quality Management process in the Hospitality Industry.

(5 marks)

QUESTION 3

Safety programs are common in hospitality operations as a way to increase safety awareness and to prevent accidents. Justify **five (5)** things that must be provided for a Safety Program.

(5 marks)

QUESTION 4

In management terms, the phrase performance evaluation refers to a periodic review and assessment of each employee's performance during a given period. Indicate **three (3)** purposes and benefits of performance evaluation.

(3 marks)

QUESTION 5

Ali is the closing manager. He observes two of the kitchen staff having a loud verbal interaction with two of the servers. Stepping in to stop the argument, he tells them all to report to the office after their shift. Clarify **five (5)** steps how Ali can handle conflict (conflict resolution).

(5 marks)

[20MARKS]

PART D

This part consists of **FOUR(4)** questions. Answer **ALL** questions.

In hospitality business, training simply means teaching people how to do their jobs. A small mistake or oversight made by a poorly trained employee can have a large impact to the business. Therefore, in order to create value for customer satisfaction and employee motivation, a training program is a must for hotel or resort operation.

The resort's owner of Awana Puri, Tan Sri Zafran has approached you to advise him on some issues pertaining to his resort's training and career development plan.

You are required to:

1. Interpret the benefits of training programme.
(10 marks)
 2. Apply an adult learning theory in order to assist his employees' learning.
(10 marks)
 3. Prepare how the hotel can prevent turnover and improve employee retention.
(10 marks)
 4. Discover the problems in training.
(10 marks)
- [40 MARKS]**

END OF QUESTION PAPER