



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

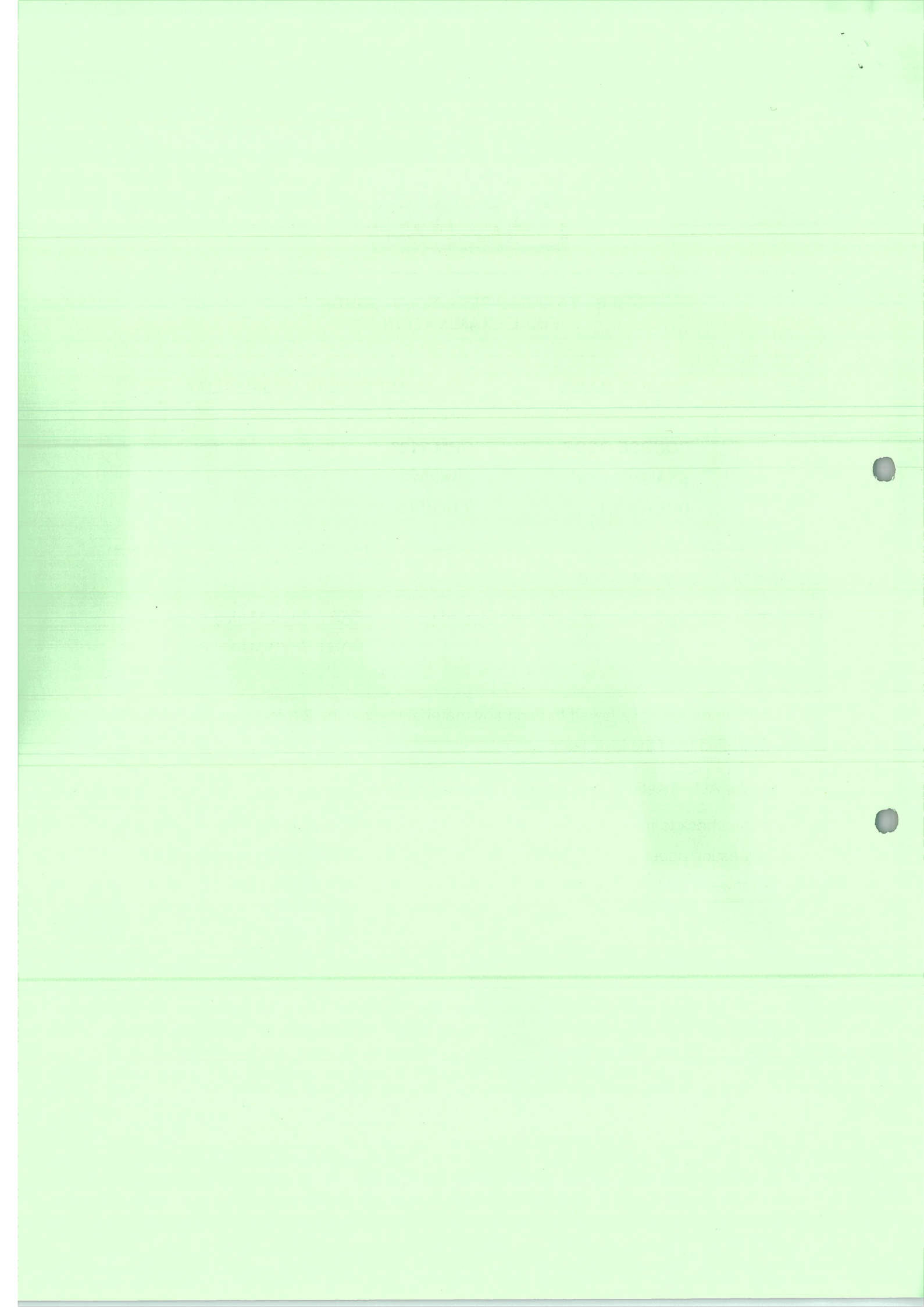
COURSE NAME : LEGAL ASPECTS IN HOSPITALITY
INDUSTRY
COURSE CODE : DHM 3123
EXAMINATION : JAN2024
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **TWO (2)** parts: PART A (30 Marks)
PART B (70 Marks)
2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
3. Answer ALL questions in the answer booklet provided.
4. Please check to make sure that this examination pack consists of:
 - i. Question paper
 - ii. Answer booklet

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

This examination paper consists of 4 printed pages including the front page



PART A

This part consists of **SIX (6)** questions.

Answer **ALL** questions in the answer booklet.

QUESTION 1

Razak bought a 4 day-3 night holiday to Medan from Bling Tours for himself, his wife and 2 children. The whole family suffered from food poisoning after eating at the hotel's restaurant. Bling Tours had put them in a hotel with poor hygiene standard and this was evident even upon casual inspection. Razak intends to sue Bling Tours.

(5 marks)

QUESTION 2

Explain the disciplinary procedure laid down by the MATTA Code on any member who fails to comply with its Code of Ethics.

(5 marks)

QUESTION 3

Should a hotel front office staff be entitled to query a guest concerning the content of his baggage? Justify your answer.

(5 marks)

QUESTION 4

Identify **two (2)** measures that an Innkeeper can take to minimize his liability in respect of loss or damage to a guest's valuables.

(5 marks)

QUESTION 5

Should an Innkeeper be entitled to refuse accommodation to the traveler when there is no room to spare? Justify your answer.

(5 marks)

QUESTION 6

Explain the offence as regards to certification of halal food under Paragraph 4 of the Trade Description (Definition of Halal Order 2011).

(5 marks)

[30 MARKS]

PART B

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

Answer **ALL** questions in the answer booklet.

QUESTION 1

A contract is an agreement between 2 or more parties that is legally enforceable. In order to form a valid contract, certain elements must be present. Explain the element of offer that form integral part of a valid contract.

(15 Marks)

QUESTION 2

An inn is a place that offers accommodation for reward. An innkeeper is a person/company who owns or manages such an establishment.

Explain **three (3)** rights of innkeeper.

(15 Marks)

QUESTION 3

A guest at a hotel trip and falls and sustains serious injuries when he fails to notice a step in his path due to poor lighting. Upon deciding to take action against the hotel, he learns that several guests have suffered the same fate in the past and nothing was done to rectify the problem. Different colored carpeting or a notice to warn of the step may have helped to avoid the problem. The guest who is 82 years old wants to know whether his action against the management of the hotel would be successful.

(15 marks)

QUESTION 4

Adam and his family arrived at Wonderland Inn at Saturday lunchtime. The waiter informed them that the inn would not serve anyone who had not made a reservation. At the time, the restaurant was not full and there were vacant tables. Adam was not satisfied and wanted to take action against the inn. Advise Adam.

(15 marks)

QUESTION 5

Identify any **two (2)** factors that can cause the food to be unfit for human consumption under Section 13A Food Act 1983.

(10 marks)

[70 MARKS]

END OF QUESTIONS PAPER

