



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

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

COURSE CODE : DHM 2113

EXAMINATION : APRIL 2019

DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **FOUR (4)** parts :
 - PART A (20 Marks)
 - PART B (20 Marks)
 - PART C (30 Marks)
 - PART D (30 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. Answer Booklet

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

*This examination paper consists of **11** printed pages including the front page*

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PART A

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

Answer ALL in Objective Answer Paper.

1. Which of the following characteristics is needed by managers in order to understand the various operations and tasks for which they are responsible for?
 - A Patience
 - B Leadership
 - C Participative
 - D Desire to influence their subordinates.

2. When a supervisor is giving their staff more control over their decision, resources and work, she/he actually implementing
 - A team work.
 - B empowerment.
 - C delegating task.
 - D total quality management.

3. Anything that makes people different from each other such as gender, race, income, religion and disabilities is considered as
 - A diversity.
 - B inclusion.
 - C cross-cultural.
 - D equal opportunity.

4.

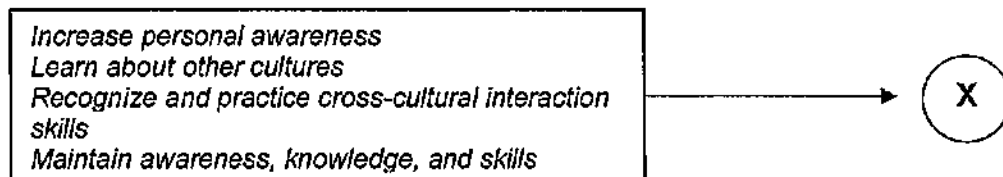


Figure 1

X is referring 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. The human resource activity that is concerned largely with the future staffing demands upon the organization is
- A corporate planning.
 - B compensation policy.
 - C training and development.
 - D human resource planning.
6. A written statement that explains the duties, responsibilities, working conditions and other aspect of a job is a
- A job statement.
 - B job evaluation.
 - C job description.
 - D job specification.
7. An internal recruitment process consists the following approaches
- A walk-ins and open house.
 - B job posting and promoting from within.
 - C job posting programs and employee referrals.
 - D departing employees and government programs.
8. New employee adapt to an organization through the process called
- A orientation.
 - B retention.
 - C selection.
 - D turnover.
9. Which one of the following is a time-off payments that stipulated under Section 60 by the Employment Act 1955?
- A Sick leave.
 - B Annual leave.
 - C Public holiday.
 - D Weekly rest day.

10. The law provides that every female employee is entitled to _____ for a period of not less than 60 days for every confinement.
- A sick leave
 - B paternity leave
 - C maternity leave
 - D emergency leave
11. A _____ communicates well with each other and has well-defined norms, unity, respect, and trust among its members.
- A synergy
 - B team building
 - C cohesive teams
 - D formally appointed teams
12. How to influence an informal team?
- A Synergy, team member and team building.
 - B Team objective and company's policy implementation.
 - C Delegation, motivating and influence in decision making.
 - D Feedback, key players within the group and communication.
- 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

These statements relate to

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

14. What is 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. How negative approach can assist a supervisor?

- A Confusion instead of getting rid of it.
- B No challenge or reward in the system.
- C Punishment-free formula disciplinary action.
- D Maintaining discipline through fear and punishment.

16. Counseling programs called _____ are designed to assist employees with personal problems.

- A training program
- B development program
- C safety and health program
- D employee assistance program

17. Desires, needs, perceptions, power, values and feelings are the main ingredients of

- A conflict.
- B disputes.
- C grievances.
- D problems.

18. Which one of the following is true about alternative dispute resolution (ADR)?

- A Lock-out.
- B Arbitration.
- C Conciliation.
- D Picket and strike.

19. Employee dissatisfaction and other problems are more likely to be revealed through

- A exit interviews.
- B record analysis.
- C training evaluation.
- D performance appraisal.

20. What is the first step in setting up performance standard system?

- A Analyzing the job.
- B Defining the purpose.
- C Writing performance standard.
- D Defining levels of performance.

[20 MARKS]

PART B

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

Answer **ALL** questions in Answering Booklet.

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 sharing their responsibilities and invites staff's idea when decision making they actual excuting a _____ leadership style.
3. Conflict mediation & resolution and processing & resolving complaints are service that provide in _____ office.
4. To include everyone regardless of gender, marital status, race, national origin, religion, age, weight or looks are referring to _____.
5. Gantt chart and PERT diagram are _____ technique used by hospitality supervisor to help accomplish the goals.

6. With _____ 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 the and how of a 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 contains of **FIVE (5)** questions. Answer **ALL** questions.

Answer the questions in Answer Booklet.

QUESTION 1

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

(2 Marks)

QUESTION 2

Total Quality Management is applied in all areas of the business at every level. Outline how to install a Total Quality Management process in the Hospitality Industry.

(10 Marks)

QUESTION 3

Safety programs are common in hospitality operations as a way to increase safety awareness and to prevent accidents. State **five (5)** things that must provide for a Safety Programmes.

(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. Identify **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. Explain how Ali can handle conflict (conflict resolution).

(10 Marks)

[30MARKS]

PART D

This part contains of **THREE(3)** questions. Answer **ALL** question.

Answer the questions in Answer Booklet.

Ahmad is assistant manager of a Gulai House Restaurant having about 40 people on the payroll. He reports to Mustaffa, the manager. Ahmad has full charge of the restaurant on the 7.00 A.M to 3.00 PM shift, figures the weekly payroll, takes care of all the ordering and receiving, and carries out special assignments for Mustaffa. He couldn't be any busier. Then this morning Mustaffa handed him the biggest headache yet.

"Mustaffa", said Ahmad, "things are going downhill here and we've got to do something. Sales are off, profits are down, our employee turnover is high and getting higher, and customer complaints are going up. They complain about the food, the service, the drinks, the prices, everything. I really don't think any of our people are doing the best they could, and maybe some more training would help."

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

You are required to:

1. Determine the benefits of training programme. (10 marks)
2. Apply an adult learning theory in order to assist his employees learned. (10 marks)
3. Prepare how the hotel can prevent turnover and improve employee retention (10 marks)

[30 MARKS]

END OF QUESTION PAPER