

FINAL
Examination Paper

(COVER PAGE)

Session : August 2018

Programme : Diploma In Culinary Arts (DCAN)
Diploma In Hotel Management (DHMN)

Course : DHM1112 : Supervision In The Hospitality Industry

Date of Examination : December 13,2018 (Thursday)

Time : 2:00 pm – 4:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Section A: THIRTY (30) Multiple Choice questions. Answer ALL the questions.

Section B : Short answer questions. Answer ALL the questions.

IMPORTANT NOTE : THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL

Materials permitted :

Nil

Materials provided :

OMR Sheets

Examiner (s) : Siti Nur Ahmad Kamaruddin and Chef Shazeel Ali Sardar Ali

Moderator : Puan Umme Umaimah binti Amin

This paper consists of 9 printed pages, including the cover page.

5. Below are the benefits of equal opportunity in workplace **EXCEPT**:
- A. Harmonious workplace.
 - B. Optimum productivity.
 - C. Conflict management.
 - D. Better teamwork.
6. In the hospitality industry, employees are exposed to gender and sexuality issue. Supervisors must play role in managing diversity by:
- A. display equal treatment to all employees.
 - B. show respect regardless of sexual orientation.
 - C. hold on to company policies about misconduct.
 - D. All of the above.
7. A manager should watch for the sign of diversity issues in workplace by:
- A. watch for signs of harassments.
 - B. allow employees to express their feelings.
 - C. observe the changes in employee attitude.
 - D. All of the above.
8. An energetic generation that focuses on 'Me' rather than 'We' and adapts to technology changes constantly.
- A. Baby Boomer.
 - B. Gen-Z.
 - C. Gen-Y.
 - D. Gen-X.
9. The Hertzberg theory recognizes all de-motivator below **EXCEPT**:
- A. Growth.
 - B. Security.
 - C. Leadership.
 - D. Work Condition.

15. Which of the following is **TRUE** about training versus buying skill in hospitality industry employment practice?
- A. Reference check is a must for experienced employees.
 - B. Training new employees are hard and there are time limitations.
 - C. Experienced employees might not have quality they are searching for.
 - D. All of the above.
16. A type of evaluation screening that is suitable for certain job position used in the hotel industry.
- A. Aptitude Test.
 - B. Mathematical Test.
 - C. Medical Examination.
 - D. All of the above.
17. Having a respectable job title satisfies which need in the Maslow's hierarchy?
- A. ego
 - B. safety
 - C. physiological
 - D. self-fulfillment
18. Working in a group may benefit an organization as below **EXCEPT**:
- A. Work can be done faster.
 - B. Potential leadership development.
 - C. Team members can learn from each other.
 - D. Team members can rely on each other to get a task done.
19. If a person folds his arms close to the body while listening to your speech, this indicates _____ behavior.
- A. happy
 - B. defensive
 - C. not-interested
 - D. argumentative

25. A disciplinary action that humiliates an employee in front of other employees.
- A. Progressive discipline
 - B. Negative discipline
 - C. Uniform discipline
 - D. Positive discipline
26. Which below is a barrier to becoming a good listener?
- A. Emotional reaction.
 - B. Diagnosing and analyzing.
 - C. Staying calm and collected.
 - D. Consoling and sympathizing.
27. According to Maslow's hierarchy of needs, in a work setting, physiological needs are the basic needs such as _____.
- A. salary
 - B. fringe benefit
 - C. friends at work
 - D. challenging job
28. Kingsley works in a restaurant in a 3-star hotel. What may limit him using motivational theories to their fullest in this work setting?
- A. It takes a longer time to motivate employees.
 - B. Motivation is not important as it is less standardized work environment.
 - C. The type of people who work with him might be from local background.
 - D. The company management might not prioritize employee as it is just a limited service hotel.
29. Which of the following are 'dissatisfier' factors according to Herzberg theory?
- i. Company policy
 - ii. Working condition
 - iii. Supervision in workplace
 - iv. Compensation and benefit
- A. i and ii only
 - B. i, ii and iii only.
 - C. i, iii, and iv only.
 - D. All of the above.

Question 3

The need for experienced supervisor in hospitality are arguably hard to find. They can either be internally or externally recruit. Distinguish internal recruitment and external recruitment.

(10 marks)

Question 4

The hospitality industry is unique in a way that it is characterized as '*variable*' which means every performance of an individual differ from one another. Therefore, they set standards to minimize the various performances.

(a) Define '*performance standards*'.

(2 marks)

(b) Describe **FOUR (4)** purpose of good performance standard in hotel industry.

(8 marks)

Question 5

Imagine that you are an Assistant Manager in a reputable casual dining restaurant. You have identified the lack of motivation in your organization. Thus, you want to create a positive working climate. Provide **FIVE (5)** ideas on how to reward employees in your restaurant.

(10 marks)

Question 6

Suppose you are a Front Office Supervisor in a hotel that relies on good staff all the time. You have to make decisions on a timely basis but you must also care for your employee welfare such as personal problems as it can disrupt a good employee performance. As a supervisor, outline **FIVE (5)** guidelines in solving one's personal problem.

(10 marks)

Question 7

The management deals with planning, organizing, leading and controlling functions daily. They can use Management by Goal (MBG) to meet or exceed certain objectives. Briefly explain **FIVE (5)** key ingredients in a MBG program.

(10 marks)

-THE END-

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