



FINAL
Examination Paper

(COVER PAGE)

Session : August 2014

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

Course : COM2114 : Workplace Communication

Date of Examination : December 5, 2014 (Friday)

Time : 11:00 am – 1:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Answer ALL questions.

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms Malini K.N.S. Nair, Mr Matthew Kang Li Wei

Moderator : Ms Allison Wang Mun Kuen

This paper consists of 5 printed pages, including the cover page.

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DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)
COM2114 : WORKPLACE COMMUNICATION/BUSINESS COMMUNICATION &
TECHNOLOGY
FINAL EXAMINATION: AUGUST 2014 SESSION

Instructions : This paper consists of **FOUR (4)** questions. Answer **ALL** questions.
Write your answers in the answer booklet provided.

Section A : Short Case Studies (40 marks)

Answer **BOTH** Case Studies

Case study 1 (20 marks)

Barry is a 27-year old food service manager at a casual dining restaurant. Barry is responsible for supervising and managing all employees in the back of the house. Employees working in the back of the house range in age from 16 years old to 55 years old. In addition, the employees come from diverse cultural and ethnic backgrounds. For many, English is not their primary language.

Barry is ServSafe® certified and tries his best to keep up with food safety issues in the kitchen but he admits it is not easy. Employees receive “on the job training” about food safety basics (for example, appropriate hygiene and hand washing, time/temperature, and cleaning and sanitizing). But with high turnover of employees, training is often rushed and some new employees are put right into the job without training if it is a busy day. Eventually, most employees get some kind of food safety training. The owners of the restaurant are supportive of Barry in his food safety efforts because they know if a food safety outbreak were ever linked to their restaurant; it would likely put them out of business. Still, the owners note there are additional costs for training and making sure food is handled safely.

One day, Barry comes to work and is rather upset even before he steps into the restaurant. Things haven't been going well at home and he was lucky to rummage through some of the dirty laundry and find a relatively clean outfit to wear for work. He admits he needs a haircut and a good hand scrubbing, especially after working on his car last evening. When he walks into the kitchen he notices several trays of uncooked meat sitting out in the kitchen area. It appears these have been sitting at room temperature for quite some time. Barry is frustrated and doesn't know what to do. He feels like he is beating his head against a brick wall when it comes to getting employees to practice food safety.

Barry has taken many efforts to get employees to be safe in how they handle food. He has huge signs posted all over the kitchen with these words: KEEP HOT FOOD HOT AND COLD FOOD COLD and WASH YOUR HANDS ALWAYS AND OFTEN. All employees are given a thermometer when they start so that they can temp food. Hand sinks, soap, and paper towels are available for employees so that they are encouraged to wash their hands frequently.

Given the scenario above, answer the following questions.

1. List and briefly explain the **THREE (3)** communication barriers Barry faces? (7 marks)
2. Suggest **THREE (3)** solutions that Barry might consider in addressing these barriers? (7 marks)
3. Suggest and briefly explain **TWO (2)** ways Barry might use effective communication as a motivator for employees to follow safe food handling practices? (6 marks)

Case Study 2 (20 marks)

The House Keeper

Julie works at the Sheraton Towers in Melbourne. At the Sheraton she works in the Housekeeping department. Her role within the department is to train all new staff in general housekeeping skills.

Today she is training a new staff member Anna, on how to clean and maintain the mini bar in guestrooms. Anna, who has just recently arrived from Fiji finds that Julie's Australian accent is quite difficult to understand. Moreover, Julie speaks fast but softly. She has asked Julie to repeat her instructions for cleaning and restocking the mini bar, and she is still unable to understand her. So she decides to complete the task her way before moving on to another room where she repeats the same task.

After Anna has completed cleaning and restocking all the mini bars that she was assigned, Julie checks to see that the tasks were completed to job specification. Julie quickly discovers that Anna has not completed the task as she was instructed to. She wonders how this could happen when she has instructed Anna over and over again.

As Anna is about to go home Julie catches up with her and asks Anna to redo the minibars. Anna can't understand why Julie wants her to do this again, when the afternoon housekeeping staff is now on duty. Anna tells Julie that she has to go home now, and is unable to stay back tonight. Julie can't believe what she's hearing and tells Anna that she must finish her job before she goes home, and if she doesn't do this, she will report her to the House Keeping Manager and Human Resource Manager.

Given the scenario above, answer the following questions:

4. Why has communication failed here? Identify 3 main communication barriers between Julie and Anna. (10 marks)
5. What should Julie have done to avoid any misunderstanding? (5 marks)
6. Explain active listening steps that Julie could have taken to avoid misunderstandings. (5 marks)

Section B (10 marks)

Define the following terms:

- (a) feedback (1 mark)
- (b) communication process (1.5 marks)
- (c) negotiation (1.5 marks)
- (d) active listening (1.5 marks)
- (e) body language (1.5 marks)
- (f) win-win orientation (1.5 marks)
- (g) empathy (1.5 marks)

Section C (20 marks)

Refer to Case Study 2

You are the Manager of Sheraton Towers. You have received complaints that Housekeeping staff are not able to understand basic requests from clients. Write a **memo** to Julie, the House Keeping Trainer, to look into this problem. Provide at least 2-3 possible solutions to overcome this problem so that the hotel can achieve zero complaints in future.

Section D : Short Essays (30 marks)

Answer **BOTH** questions.

1. Describe **FOUR (4)** methods you would use to encourage a positive work environment in a culturally diverse workforce. (15 marks)

2. Explain **FOUR (4)** factors that affect our perception. (15 marks)

-THE END -

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