

FINAL
Examination Paper

(COVER PAGE)

Session : August 2015

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

Course : DHM1112: Supervision in the Hospitality Industry

Date of Examination : December 7, 2015 (Monday)

Time : 5:00 pm – 7:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

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

Section B : SEVEN (7) short answer questions.

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

Materials permitted :
Nil

Materials provided :
OMR Sheets

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Moderator : Puan Umme Umaimah binti Amin

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

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)
DHM1112: SUPERVISION IN THE HOSPITALITY INDUSTRY
FINAL EXAMINATION: AUGUST 2015 SESSION

SECTION A : Multiple choice questions.(30 marks)

Instruction: Answer **ALL** the multiple choice questions in the **OMR** sheet provided. Each correct answer merits 1 mark.

1. Scientific management is associated with:
 - A. The Hawthorne experiments.
 - B. Frederick Taylor
 - C. Participative management.
 - D. The human relations theorists.
 - E. All the above

2. A flex style of management means:
 - A. Bending the rules to get employees to work better.
 - B. Being able to do all the different tasks you supervise.
 - C. Successfully maintaining the management point of view without slipping back to the workers' point of view.
 - D. Adjusting decisions and actions to the needs of the situation.
 - E. None of the above

3. Human relations theory emphasizes:
 - A. The importance of workers as individuals.
 - B. A fair day's work.
 - C. Management by group decision.
 - D. Incentive pay.
 - E. All the above

4. Human skills needed by a manager include:
 - A. Ability to advise workers on personal matters.
 - B. Ability to organize the work and schedule personnel appropriately.
 - C. Sensitivity to workers' personal needs.
 - D. Keeping labor costs down.
 - E. All the above

5. Participative management:
 - A. Allows workers to take part in decisions affecting them.
 - B. Requires the supervisor to participate in the work alongside the workers.
 - C. Allows workers to participate in company profits.
 - D. All of the above.
 - E. None of the above

6. Management theory:
 - A. Is practically useless on the supervisory level.
 - B. Must be adapted to the situation and the people involved.
 - C. Cannot be taught but must be learned on the job.
 - D. Represents proven procedures that will work for anyone on any level.
 - E. All the above

7. A supervisor has an obligation to customers to:
 - A. See that their needs and desires are met.
 - B. Train workers in guest relations.
 - C. Represent the enterprise well.
 - D. All of the above.
 - E. None of the above

8. The supervisor's authority comes from:
 - A. Power to hire and fire, reward and punish.
 - B. Consistent disciplinary action.
 - C. Acceptance of authority by workers.
 - D. All of the above.
 - E. None of the above

9. Management by example refers to :
- A. Following in your boss's footsteps.
 - B. Setting a good example for your workers.
 - C. A method of training using show-and-tell techniques.
 - D. Making an example of a worker who breaks rules.
 - E. None of the above
10. When an employee has much commitment but little competence to do a job, the best leadership style according to situational leadership theories is :
- A. Directing.
 - B. Coaching.
 - C. Supporting.
 - D. Delegating.
 - E. Supervising
11. Leadership style refers to :
- A. Charisma.
 - B. The manner of interaction the supervisor uses with employees in directing and controlling the work.
 - C. Managerial skills - conceptual, human, and technical.
 - D. Motivation through participation.
 - E. The Time Management
12. A fear-and-punishment leadership style:
- A. Works well with people who expect it.
 - B. Breeds resentment, low morale, and personnel problems.
 - C. Causes adversary relationships to develop.
 - D. Does all of the above.
 - E. None of the above
13. The Theory X view of workers holds that:
- A. People will work productively if you make them happy.
 - B. People are all the same and must be treated the same.
 - C. Work is as natural as play, and people will work of their own accord toward objectives that fill personal needs.
 - D. People dislike work and must be coerced and threatened with punishment to get the work done.
 - E. All the above

14. The Theory Y view of workers holds that:
- A. People will work productively if you make them happy.
 - B. People are all the same and must be treated the same.
 - C. Work is as natural as play, and people will work of their own accord toward objectives that fill personal needs.
 - D. People dislike work and must be coerced and threatened with punishment to get the work done.
 - E. All the above
15. A standard approach to equal opportunity in the workplace which does not consider each employee's background will :
- A. Often create communication barriers
 - B. Work quite well
 - C. Consider culture as less important than getting the job done
 - D. All of the above
 - E. A and c
16. Culture is defined as :
- A. Our values
 - B. Our lifestyle
 - C. Being responsible for our misunderstanding
 - D. All of the above
 - E. None of the above
17. Corporate Equal Opportunity and Diversity Offices provide all of the following services except:
- A. Making complaints
 - B. Education and training about EEO and diversity
 - C. Advocacy for diversity
 - D. Conflict mediation and resolution
 - E. Reviewing compliance with state and federal regulations.

18. Equal opportunity in the workplace is important for these reasons with the exception of :
- A. It helps supervisors do the right thing
 - B. Minimize a company's potential liability
 - C. Realize the potential of the HR department
 - D. A and c
 - E. A and b
19. In general EEO laws make it unlawful to discriminate against applicants with respect to:
- A. Recruiting, hiring, firing, demotions, compensation
 - B. Recruiting, hiring, firing, commotions, compensation
 - C. Recruiting, hiring, firing, promotions, and compensation
 - D. All of the above
 - E. A and c
20. Discrimination in the workplace can be thought of as:
- A. Making unemployment decisions based on factors like a person's ability to do the job
 - B. Making employment decisions based on a person's ability to do the job
 - C. Making employment decisions based on other people's abilities to do the job
 - D. Making employment decisions based on factors that have nothing to do with a person's ability to do the job.
 - E. A and C
21. A performance standard tells workers:
- A. How to do what they are supposed to do.
 - B. How well they are supposed to do it.
 - C. What they are supposed to do.
 - D. All of the above.
 - E. None of the above
22. A unit of work is :
- A. A distinct segment of the work, one of several making up the job.
 - B. One task in a work sequence.
 - C. A job classification.
 - D. One department in an operation or one store in a chain.
 - E. Job specification

23. A task is:
- A. Unit of work or a work sequence.
 - B. One step or procedure in a unit of work.
 - C. Series of steps in a unit of work.
 - D. An objective.
 - E. All the above
24. Job analysis is:
- A. A job description.
 - B. Determining what jobs are suitable for performance standards.
 - C. Identifying tasks in a given job and breaking them down into units.
 - D. Identifying distinctive units in a given job and listing the tasks in each unit.
 - E. None of the above
25. The job description lists the :
- A. Starting hourly wage.
 - B. Work units and tasks involved in the job.
 - C. Performance standards for the job.
 - D. Qualifications a person must have in order to get the job.
 - E. Identify of types of discipline
26. Besides a listing of job activities, a job description includes :
- A. A job title.
 - B. A description of the job setting.
 - C. A description of the social environment.
 - D. All of the above.
 - E. None of the above
27. A job specification includes which of the following?
- A. Knowledge.
 - B. Skills and abilities.
 - C. Work experience.
 - D. Salary
 - E. All of the above.

28. A team with high morale will have all of the below except.
- A. Work well together
 - B. Communicate effectively
 - C. Trust each other
 - D. A lack of harmony
 - E. Have teamwork and team players
29. Orientation includes:
- A. Creating a favorable response to the company and the job.
 - B. Explaining company rules and policies.
 - C. Giving essential information such as hours of work, pay rate, overtime, work station, supervisor, and so on.
 - D. All of the above.
 - E. None of the above
30. Which of the following evaluation systems requires comparing people and/or their work?
- A. Informal day-by-day evaluation.
 - B. Merit rating.
 - C. A performance standard system.
 - D. Appraisal for improvement.
 - E. All the above

SECTION B: Short answer questions. (70 marks)

Instructions : This section consists of **SEVEN (7)** questions. Answer **ALL** questions in the answer booklet.

Question 1

Describe the primary role of a supervisor in the hospitality industry.

(10 marks)

Question 2

Explain the different levels of supervision, and identify first-line supervisors on an organizational chart.

(10 marks)

Question 3

Explain common employee expectations of their supervisors.

(10 marks)

Question 4

Define the term motivation and explain the supervisor's responsibility to motivate his or her employees.

(10 marks)

Question 5

Briefly explain what are the functions of OSHA?

(10 marks)

Question 6

Briefly explain what is a Good Performance Standard System?

(10 marks)

Question 7

What are **TEN (10)** steps to a Total Quality Management?

(10 marks)

