

FINAL

ALTERNATIVE ASSESSMENT

Examination Paper

(COVER PAGE)

Session : August 2020

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

Course : DHM1112 : Supervision In The Hospitality Industry

Date of Examination : December 17, 2020 (Thursday)

Time : 12:00 pm – 4:00 pm Reading Time : Nil

Duration : 4 Hours

Note: 30 minutes is added into the duration of the examination to factor in any connectivity matters and for you to scan and upload your scripts.

Special Instructions :

Answer **ALL** the questions. Write **ALL your answers** in Word Document and submit your answers in Safe Assign for plagiarism check.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : Oh Kim Yong and Shazeel Ali Sardar Ali

Chief Moderator : Ms Siti Nur Kamaruddin

This paper consists of 4 printed pages, including the cover page

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
DHM1112 SUPERVISION IN THE HOSPITALITY INDUSTRY
FINAL ALTERNATIVE ASSESSMENT: AUGUST 2020 SESSION

Section A: Answer all questions (50 marks)

Question 1

Recruitment refers to the process of identifying, attracting, interviewing, selecting, hiring and onboarding employees.

- (a) List **FOUR (4)** types of evaluation applied in recruitment process (8 marks)
- (b) Describe **THREE (3)** type of recruitment process applied in Hotels today. (12 marks)

Question 2

Collective Bargaining is a process by which labour and management negotiate conditions of employment for union-represented workers and draft on a labour contract. As a Human Resources Manager, briefly explain **FIVE (5)** possible outcome when collective bargaining failed in an organization.

(10 marks)

Question 3

Training is a program that helps employees learn specific knowledge or skills to improve performance in their current roles. Development is more expansive and focuses on employee growth and future performance, rather than an immediate job role. As an Assistant Manager of a hotel department, describe **FIVE (5)** benefits of training to your Supervisors

(10 marks)

Question 4

Leadership is the art of motivating a group of people to act toward achieving a common goal. In a business setting, this means directing workers and colleagues with a strategy to meet the company's needs. As a leader, choose **ONE (1)** and elaborate on your ideal leadership style.

(10 marks)

Section B : Answer all questions (50 marks)

Genting Malaysia Bhd to undertake VSS for 3000 employees in Covid-19 restructuring exercise

Monday, 25 May 2020 09:25 PM MYT

BY KENNETH TEE

Genting Malaysia Bhd (GENM) announced today it will undertake mutual and voluntary separation schemes for its employees to further mitigate the adverse financial impact from the ongoing Covid-19 pandemic.

KUALA LUMPUR, May 25 — Genting Malaysia Bhd (GENM) announced today it will undertake mutual and voluntary separation schemes for its employees to further mitigate the adverse financial impact from the ongoing Covid-19 pandemic.

In an internal memo circulated to its employees sighted by *Malay Mail*, Genting Malaysia Bhd senior vice-president of human resources Quan Cher Siong said the company had to assess and recalibrate its cost structure, including staffing needs, based on both current and anticipated future operating capacity.

Therefore, Quan said the company had to make the very difficult decision to restructure its Malaysian operations and rightsize the workforce.

The restructuring exercise would also mean retrenching surplus labour, offering voluntary separation and mutual separation schemes, Quan said.

“During this prolonged closure, our company continues to incur significant losses and the outlook remains uncertain as the pandemic evolves resulting in lower personal disposable income, change in customer behaviour, restrictions on mass gatherings, social distancing requirements and strict operating protocols to protect our customers and employees.

“For these reasons, we foresee our business recovery to be very challenging,” he said in the memo.

Besides Resorts World Genting (RWG), Genting Malaysia owns and operates Resorts World Awana, Resorts World Kijal and Resorts World Langkawi.

For the first time in its 55-year history, RWG has been closed since March 18 this year pursuant to the movement control order (MCO) issued by the government.

Last week, Genting Malaysia said it suffered a net loss of RM417.96 million in the first quarter of 2020 due to the temporary disruptions in its worldwide operations from the pandemic.

Subsequently, GENM management team then announced it will be taking a 20 per cent pay cut in accordance with austerity measures introduced amid the ongoing Covid-19 pandemic.

Quan pointed out that the tourism, leisure, hospitality and gaming industries were the hardest hit by the worldwide pandemic, with RWG adversely impacted by the unprecedented challenges posed by these difficult times.

“When business operations resume, we will face challenges to regain the level of business our company saw prior to the pandemic,” he said.

Quan said employees affected by this decision will be subsequently notified and assistance extended to them accordingly to help them prepare for a career change.

Scenario:

You are appointed as a consultant by Genting Malaysia Berhad to assist the company on the following objectives during the retrenchment exercise:

- (a) To enhance the motivational level of the remaining employees and prepare them for the reopening after the pandemic.
- (b) To create harmony working environment and teamwork among employees.
- (c) To ensure that the retrenchment process done for the 3000 employees is fair.

Question 1

Discuss the importance of performance standard, performance evaluation and employee discipline toward the selection of employees for retrenchment. You must answer in 150 - 200 words.

(10 marks)

Question 2

Apply **THREE (3)** different ways to develop a group of employees into a team. Explain the characteristics of a successful team to the owner of Genting Malaysia Berhad. You must answer in 250 – 300 words.

(20 marks)

Question 3

Analyze the effect of different types of rewards or ways that help to motivate the existing employees when the business for Genting Malaysia Berhad is back to glory. You must answer in 300 words.

(20 marks)

~THE END~

DHM1112 (F)/ August 2020 Session/ formatted