



FINAL
Examination Paper

(COVER PAGE)

Session : April 2014

Programme : Diploma In Hotel Management (DHMN/DHM)

Course : DHM1112 : Supervision In the Hospitality Industry
HMG3102 : Human Resource Management

Date of Examination : July 24, 2014 (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) : Ms Sao Fong Ian, Mr Balbir

Moderator : Puan Umme Ummaimah binti Amin

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN/DHM)
DHM1112: SUPERVISION IN THE HOSPITALITY INDUSTRY
HMG3102 : HUMAN RESOURCE MANAGEMENT
FINAL EXAMINATION: APRIL 2014 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. A supervisor's primary obligation to the owner is to _____.
 - A. initiate improvements immediately
 - B. make their enterprise profitable
 - C. keep employee grievances from distracting them
 - D. create a fun working environment for employees
 - E. all of the above

2. Generally, supervisors focus on:
 - A. day-to-day problems and goals to be achieved in one year or less.
 - B. trying to get the entire organization to meet its goals.
 - C. long-range goals extending over several years.
 - D. themselves only and are not concerned with organizational goals.
 - E. none of the above

3. An autocratic leadership style _____.
 - A. should never be used in the hospitality industry
 - B. will improve the performance of immigrants
 - C. results in employees who constantly need instructions
 - D. will provide the business goals
 - E. helps new hires learn their jobs more quickly

4. The leadership style that delegates all authority and power to the employees is called _____.
 - A. Autocratic
 - B. Bureaucratic
 - C. Democratic
 - D. Laissez-faire
 - E. Transformational

5. Because supervisors deal directly with employees and have knowledge about an organization's customers, they emphasize a (n):
- A. task orientation.
 - B. technique orientation.
 - C. people orientation.
 - D. outcome orientation.
 - E. product orientation
6. A danger in learning about other cultures is too easy to _____.
- A. copy what others behave.
 - B. over generalize and stereotype.
 - C. become culture bound.
 - D. start spending too much time with a few particular employees.
 - E. alienate employees born and raised in the local community.
7. Even if a manager intends to send a positive message, it can be misinterpreted if he or she _____.
- A. uses negative body language.
 - B. speaks too loudly.
 - C. only writes on note.
 - D. takes too long to convey the message.
 - E. instructs trainers to distribute the message among the employees.
8. According to Abraham Maslow's hierarchical pattern of needs, the most basic needs of any human being are _____.
- A. safety needs
 - B. physiological needs
 - C. needs related to love and belonging
 - D. esteem needs
 - E. growth needs
9. The ability to see the relationship of the parts to the whole and to one another is known as _____.
- A. technical skills
 - B. human relations skills
 - C. conceptual skills
 - D. process skills
 - E. creative skills

10. When supervisors and other managers need to assign tasks, explain job responsibilities, task objectives, and performance expectations, they rely on which of the following set of managerial skills?
- A. Envisioning change
 - B. Taking risks for change
 - C. Clarifying roles
 - D. Monitoring operations
 - E. Production operations
11. When a job's units of work are broken down into specific tasks, the exercise is called a _____.
- A. job evaluation
 - B. employee review
 - C. job analysis
 - D. job specification
 - E. performance standard
12. Anne, the supervisor had to prepare a budget for her department, showing all future expenditures. The process of preparing departmental budgets is an example of which type of management function?
- A. Planning
 - B. Leading
 - C. Organizing
 - D. Controlling
 - E. Saving cost
13. Employers prefer internal recruiting to fill jobs because it _____.
- A. puts the responsibility of hiring on current employees
 - B. eliminates the need for job descriptions
 - C. makes it easier to schedule around school activities
 - D. speeds up the process
 - E. reduces risk and downtime
14. One way to screen applicants through a classified advertisement is to _____.
- A. include the company's logo in the text
 - B. have them reply to a box number
 - C. include specific instructions
 - D. require them to have a high school diploma
 - E. show the salary scale of those positions

15. Supervisors' responsibilities toward employees EXCLUDE _____.
- A. giving employees clear instructions
 - B. looking for problems and trying to correct them before employees' performances deteriorate further
 - C. speaking up for employees' interests to top management
 - D. being inaccessible to subordinates
 - E. a, b and c
16. Employee learn best when _____.
- A. corporate videos are visually interesting
 - B. training material is written in their native language
 - C. the work environment is at its busiest
 - D. supervisor makes use of game activities
 - E. they participate in their own training
17. Performance reviews help supervisors chart the future of the organization by using them to _____.
- A. fire poor performers and knowing who to fire
 - B. lower the level of technical skills
 - C. set improvement goals for employees
 - D. practice for their own interviewing skills
 - E. defend their management style to their employees
18. The best time to tell employees about the performance review process is _____.
- A. during retraining
 - B. the day of the review
 - C. a week before the review
 - D. after the orientation
 - E. during orientation
19. When a supervisor spots an employee breaking a rule, it is best to _____.
- A. immediately confront the offender
 - B. take the offender aside promptly
 - C. react only if the offense continues
 - D. terminate the offender immediately
 - E. tell the offender's trainer to take care of the problem

20. The fear and punishment discipline approach is _____.
- A. a proven method of management in the hospitality industry
 - B. helping the company to earn more profit
 - C. a demotivator
 - D. preferred by entry-level employees
 - E. fast, efficient, and fair
21. Which of the following will help managers reduce risk?
- A. Standing plan.
 - B. Organizational chart
 - C. Strategic plan
 - D. Effective plan
 - E. Contingency plan
22. One key to an effective plan is its _____.
- A. flexibility
 - B. originality
 - C. innovation
 - D. predictability
 - E. discipline
23. Supervisors who know their operation and people well are often asked make which type of decision?
- A. Impulsive.
 - B. Intuitive.
 - C. Logical.
 - D. Compulsive
 - E. Decisive
24. Which of the following is one of the most critical success factors in decision making?
- A. Follow up.
 - B. Timing.
 - C. Commitment.
 - D. Loyalty.
 - E. Communication.

25. Which of the following does not believe in delegation?
- A. Transformational leader
 - B. Theory X manager
 - C. Theory Y manager
 - D. High-achieving employee
 - E. Trainers
26. What is the best way to motivate a reluctant employee to accept a delegated task?
- A. Coerce the employee
 - B. Add an incentive
 - C. Threaten job security
 - D. Promise a promotion
 - E. Acknowledge the complaint and restate the assignment
27. Supervisors must learn to motivate employees to do their jobs properly because _____.
- A. the hospitality industry depends on hourly workers
 - B. the hospitality industry hires a large number of immigrants and minorities
 - C. today's employees no longer automatically give commitment to their supervisors
 - D. today's employees refuse to accept authority from their superiors
 - E. today's employees obtain academic diploma qualification
28. An employee's obligation to complete certain duties and activities is called _____.
- A. authority
 - B. responsibility
 - C. job specifications
 - D. job analysis
 - E. Job description
29. The success of a supervisor is measured by _____.
- A. annual gross sales
 - B. customer comments
 - C. the performance of the employees supervised
 - D. employee turnover
 - E. the repetition

30. The supervisor's ability to do the tasks of his/her employees is important because it _____.
- A. builds credibility in the supervisor's management skills
 - B. might be necessary to do the job if an employee is absent
 - C. eliminates an employee's chances of testing the superior
 - D. would not hurt
 - E. creates better relationship with the customers

SECTION B: Short answers question. (70 marks)

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

Question 1

Explain how a supervisor builds the relationship with their colleagues.

(8 marks)

Question 2

Explain the **FOUR (4)** primary sources of power.

(8 marks)

Question 3

Describe the **SEVEN (7)** patterns for problem solving with an example in hotel industry.

(14 marks)

Question 4

What are the obligations and responsibilities of a supervisor to the owner, guest, employee and community?

(8 marks)

Question 5

Name any **FIVE (5)** pitfalls in performance evaluation and the way to overcome them?

(10 marks)

Question 6

Differentiate between the Formal and Informal groups in hotel industry.

(12 marks)

Question 7

List TEN (10) ways which can remove the obstacles of communication.

(10 marks)

-THE END-

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