

FINAL
Examination Paper

(COVER PAGE)

Session : April 2017

Programme : Diploma In Hotel Management (DHMN)

Course : **DHM1112: Supervision In The Hospitality**

Date of Examination : August 3, 2017 (Thursday)

Time : 8:00 am – 10:00 am 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

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Moderator : Puan Umme Umaimah binti Amin

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DHM1112: SUPERVISION IN HOSPITALITY
FINAL EXAMINATION: APRIL 2017 SESSION

Section A: Multiple Choice Question (30 marks)

Instructions: This section consists of **THIRTY (30)** questions. Answer **ALL** questions in the **OMR** sheet provided.

1. Progressive disciplinary involves four-stage formula. They are:
 - A. oral, written, punishment and termination
 - B. first warning, second warning, third warning and termination
 - C. verbal warning, first warning, written warning and termination
 - D. None of the above

2. Why do people join teams?
 - A. To accomplish tasks as efficiently & swiftly as possible.
 - B. To feel like they are part of a whole.
 - C. To feel like they contribute something to the overall success of the team.
 - D. All the above

3. The abbreviation of TQM stands for:
 - A. Total Quantity Management
 - B. Total Quality Management
 - C. Top Quantity Measurable
 - D. Top Quality Measurement

4. If the hotel is running busy and there is no time to ask your employee how they are doing, you would observe them on their work. This is also known as:
 - A. feedforward control
 - B. concurrent control
 - C. auto control
 - D. feedback

5. A supervisor must decide best solutions in a demanding critical situation. He or she must consider criteria such as:
- A. risk
 - B. expenses
 - C. effect of decision
 - D. All of the above
6. Empowerment of employees is important to:
- A. delegate the job
 - B. trusting your employee with their ability
 - C. allow employees to be responsible on their actions
 - D. All of the above
7. Supervisor are not confident to delegate job because they are afraid that:
- A. the job will be not done right
 - B. the employee will get reward
 - C. the subordinate will be promoted
 - D. the supervisor will have competition
8. Which of the following factor has connections to Maslow Hierarchy of needs?
- A. meaning of work
 - B. belongings with people around you
 - C. self-empowerment
 - D. recognition from supervisor
9. Conditions for success when delegating jobs by:
- A. have a meeting
 - B. conduct morning briefing
 - C. trusting employee with abilities
 - D. what they have contribute before

15. Obstacle in leaning can be overcome by:
- A. fear and punishment method.
 - B. telling employees to just perform their job.
 - C. motivating through incentives and rewards.
 - D. all of the above.
16. The common mistakes from superior during a performance interview is:
- A. being autocratic
 - B. listen to excuses
 - C. failing to criticize
 - D. showing emotions
17. A good leader must possess knowledge on technical skill on the job and vast experience. This is because employees:
- A. tend to trust experience leader
 - B. tend to ask the leader to prove their skill
 - C. like to challenge their leader to do their job
 - D. like to socialize with the knowledgeable leader
18. According to a theory advanced by Bruce Tuckman, there are five stages of building a team. They are forming, storming, norming, performing and _____.
- A. adjourning
 - B. cancelling
 - C. achieving
 - D. breaking
19. A team effectiveness is defined by criteria such as:
- A. production, creativity and commitment
 - B. production, execution and achievement
 - C. production, recognition and standards
 - D. None of the above

20. In hospitality industry, supervisors tend to buddy new employees to pair up with the senior ones. This is to allow the senior employee to coach them. Somehow, some existing employees avoid coaching because:
- A. they do not like to answer inappropriate questions
 - B. they refuse to expose their knowledge
 - C. they do not like new employees
 - D. they rather do their job alone
21. Level of Supervision on an organization chart may be used to show on:
- A. staff function
 - B. line function
 - C. line authority
 - D. all the above
22. Employee training and development is important to new and existing employees. The kinds of training used in hospitality industry are orientation, retraining and _____.
- A. job instruction
 - B. multitasking
 - C. retention
 - D. All of the above
23. A company with well-trained employees will result in improved business. Effective training benefits the organization by:
- A. having less time to manage other job
 - B. improve of employee morale
 - C. produce happy superiors
 - D. lesser productivity
24. A logical approach to decision making allows supervisor solve issues by:
- A. follow their heart
 - B. not taking consideration of options
 - C. think of the causes and consequences
 - D. allowing subordinate to make the decision

25. A best way on writing a business letter is by:
- A. use simple words
 - B. be positive
 - C. get to the point quickly
 - D. All of the above
26. If you face a situation when you are in charge of the kitchen in a restaurant and there are not enough ingredients at the busiest moment, you would:
- A. improvise the menu
 - B. stop selling the menu
 - C. go out and buy the ingredients
 - D. just let the cooks do what they want
27. Several studies have shown that effective leaders have their characteristics of:
- A. drive
 - B. good moral character
 - C. self confidence
 - D. all the above
28. Supervisors have different approach on decision making such as:
- A. Logical approach
 - B. Intuitive approach
 - C. Impulsive approach
 - D. All of the above
29. Aspect of delegations will be:
- A. responsibility
 - B. authority
 - C. accountability
 - D. all the above

30. Some employees refuse to accept responsibilities passed down from their supervisors because:
- (i) No time
 - (ii) Rejection from other employee
 - (iii) Fear of consequences of mistakes
 - (iv) The job is not challenging enough
- A. (i) and (iii) only
 - B. (i), (ii) and (iii) only
 - C. (ii), (iii) and iv only
 - D. All of the above

SECTION B : Answer all questions in the answer booklet provided. (70 marks)

Question 1

The Hierarchy of Needs theory was coined by psychologist Abraham Maslow in his 1943 paper "A Theory of Human Motivation". The crux of the theory is that individuals' most basic needs must be met before they become motivated to achieve higher-level needs. Briefly explain **FIVE (5)** Maslow's Hierarchy of Needs that need to be applied in hospitality industry.

(10 marks)

Question 2

A job offer is an invitation for a potential employee, whether he or she has applied for a job, or not, to become an employee in your organization. The job offer contains the details of your employment offer. Identify **TEN (10)** important information needed in an offer letter.

(10 marks)

Question 3

Supervisor's training will help your company to get your management staff in the best possible shape and ready to lead your company. A strong management staff means your employees will be led and directed to be the best workers possible. Effective and efficient management is the main goal of supervisor training. Elaborate **FIVE (5)** benefits of training for Supervisors.

(10 marks)

Question 4

Sexual harassment is bullying or coercion of a sexual nature, or the unwelcome or inappropriate promise of rewards in exchange for sexual favors. Employers are responsible for changing the environment by warning, reprimanding, or firing the harasser. Explain **TWO (2)** types of sexual harassment below:

- (a) Quid pro quo harassment
- (b) Hostile work environment (10 marks)

Question 5

Many people are simultaneously fearful and fascinated by the prospect of undergoing counselling or psychotherapy session. It's the combination of ignorance and those over-dramatic interpretations of the therapeutic process. Briefly explain the **FIVE (5)** steps used in counseling sessions conducted by counselors.

(10 marks)

Question 6

Define the **FIVE (5)** characteristics of good planning for a training in the hotel industry.

(10 marks)

Question 7

Delegating is a great way to ensure that more tasks are done in less time, and it builds team capacity in a hotel. What are the **FIVE (5)** ways on how delegation can be done successfully in hotel industry?

(10 marks)

-THE END-

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