

**FINAL**  
Examination Paper  
(COVER PAGE)

Session : April 2016

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

Course : COM2114 : Workplace Communication

Date of Examination : July 26, 2016 (Tuesday)

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

Duration : 2 hours

Special Instructions :

Section A : Short Case Studies

Section B : Define the following terms.

Section C : Editing

Section D : Short Essays

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms. Malini K.N.S. Nair, Ms. Archanaa Maniappen

Moderator : Ms. Allison Wang Mun Kuen

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

DIPLOMA IN HOSPITALITY MANAGEMENT PROGRAMME (DHMN)  
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)  
COM2114: WORKPLACE COMMUNICATION  
FINAL EXAMINATION: APRIL 2016 SESSION

**Instructions:** This paper consists of **FOUR (4)** sections. Read the instructions carefully and answer the questions in the answer booklet provided.

Answer **ALL** questions.

**SECTION A- SHORT CASE STUDIES (40 marks)**

**Question 1 : Case Study (20 marks)**

Nick Mills had worked hard to become the top sales representative of the IT company he worked for. When the company received an invitation from an Argentinean firm to make a marketing presentation for them, Nick was chosen to go to Buenos Aires. Nick had set up an appointment to make his presentation the afternoon he arrived. Upon arrival he was met by the host firm who told him the presentation was postponed for two days to give Nick a chance to rest and see the sites. Nick insisted he was fit and ready for the presentation and pressed to have it that afternoon. Eventually it was put back to the original slot but Nick noticed that none of the executives at the meeting seemed interested. At the end of the meeting the Vice President suggested they all meet again in two days.

Answer the following questions:

1. Explain why Nick got this reaction?  
(4 marks)
2. Explain **THREE (3)** communication barriers in this situation. Provide clear explanations based on the case study given.  
(12 marks)
3. Describe how this incident will affect their future interactions  
(4 marks)

**Case Study 2 (20 marks)**

Jason, was hired as a cook at the Good Food Cafe. He had just finished high school and he was looking for a summer job, but he had no experience working in kitchens. The supervisor who hired him explained that it wasn't necessary because they would train him. On Jason's first day, he was paired with a Senior Line Cook by the name of Tyler. Tyler wasn't especially thrilled with the idea of having to train a new guy on the busiest night of the week, and expressed his concerns to the manager. He always preferred to hire kitchen staff with some experience. "You're our most senior employee, so that makes you the most qualified person to do the training." A frustrated Tyler didn't say much after that – and aside from giving Jason a nod of acknowledgement, his only words to him were "watch, and stay out of my way." By the time the main dinner rush hit, the entire kitchen line was bustling with activity and Tyler was doing his best to call orders, time out bills, and cook all at the same time. As more and more orders came in, the stress level in the kitchen had increased dramatically. It was at this point Tyler turned to Jason and barked, "I need you to run to the fridge and get me more hamburger meat!" Afraid to ask any questions, Jason quickly turned to look for the fridge, and as instructed, "ran" through the kitchen line to get more meat. A cook, unaware that Jason was coming through, turned to put up a dish, and collided with Jason. He never heard him coming.

Answer the following questions:

1. Identify and list down **THREE (3)** things that went wrong on Jason's first day. (6 marks)
2. Explain **THREE (3)** problems the kitchen staff had in this restaurant. Provide relevant examples from the case study. (9 marks)
3. Was Tyler a good leader? What are the top **FOUR (4)** traits you would look for in a leader in Tyler's position? (5 marks)

**SECTION B – DEFINING COMMUNICATION TERMINOLOGY:** (10 marks)

Define and provide **ONE (1)** appropriate example for the following terms.

1. Psychological noise (2 marks)
2. Consensus (2 marks)
3. Polychronic culture (2 marks)
4. Ambiguous messages (2 marks)
5. Active listening (2 marks)

**SECTION C - EDITING OR WRITING A MEMO** (20 marks)

Refer to Case Study 2.

You are the supervisor of Good Food Café. The above accident has been one of many in the kitchen at the café. It has become a health and safety hazard to work in the kitchen. Write a memo to all your service and kitchen staff providing safety guidelines they would need to follow to avoid any more incidences.

**SECTION D – SHORT ESSAY-** (30 marks)

Choose **ONE (1)** of the questions below and write an essay of about 250 words.

1. How does **CULTURE** influence communication patterns at the workplace? Provide at least **FIVE (5)** known differences in communication amongst various cultures. Also provide suggestions on how we can work effectively with these differences in a multicultural environment.
2. Identify your listening style(s), and describe how you would use them to better understand others. Explain how effective listening can contribute to your career success.

**-THE END-**