

FINAL
Examination Paper

(COVER PAGE)

Session : April 2016

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

Course : DHM1112: Supervision In The Hospitality Industry

Date of Examination : July 24, 2016 (Sunday)

Time : 11:00 am – 1:00 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. Answer ALL the questions.

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

Materialspermitted :
Nil

Materials provided :
OMR Sheets

Examiner (s) : Chef Shazeel Ali Sardar Ali, Ms Siti Nur Ahmad Kamaruddin

Moderator : Puan Umme Umaimah binti Amin

This paper consists of 8 printed pages, including the cover page.

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA/DCAN)
DHM1112: SUPERVISION IN THE HOSPITALITY
FINAL EXAMINATION : APRIL 2016 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. A supervisor is a person who:
 - A. Manage stock
 - B. Control employees
 - C. Disciplining employees
 - D. Manage people who perform service

2. An organizational chart may be used to show
 - A. Staff functions
 - B. Line Functions
 - C. Line of Authority
 - D. All of the above

3. Characteristics of Leaders will be:
 - A. Desire to influence others
 - B. Honesty
 - C. Relevant Knowledge
 - D. All of the above

4. Leadership style for an Autocratic will be:
 - A. Needs of employee comes second
 - B. Make decision without any input from staff
 - C. Gives Orders
 - D. All of the above

5. Functions of management are as below **EXCEPT**:
 - A. Planning
 - B. Controlling
 - C. Organizing
 - D. Funding

6. Leadership style for a Laissez Faire will be:
- A. The hands of approach
 - B. Delegates all power to employee
 - C. Supervisor has a little leading as possible
 - D. All the above
7. What are the main challenges of supervisors in hospitality industry?
- A. high turnover
 - B. incentives
 - C. diversity
 - D. All of the above
8. Employees can be best motivated by below factors **EXCEPT**:
- A. salary
 - B. work load
 - C. number of public holidays
 - D. medical and insurance entitlement
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9. Poor supervision can cost companies dearly in the following ways:
- A. Discrimination of lawsuits
 - B. Litigation time and money
 - C. High turnover rate
 - D. All the above
10. Increasing awareness in workplace can be done by:
- A. learn other cultures
 - B. consistently learn new languages
 - C. doing all the tasks given by supervisor
 - D. concentrating in own job and ignore others
11. Diversity in workplace often led by factors such as:
- A. Marital status and gender
 - B. Sexual Orientation
 - C. Culture
 - D. All of the above

12. Main reason for high turnover rate in hotel industry include:
- A. inability to communicate with each other
 - B. poor relationship in the organization
 - C. the attire not well taken care of
 - D. the food in cafeteria is lousy
13. If you develop a full set of performance standard for each job classification, you:
- A. Have the basis for a management system for your people and the work they do
 - B. Can use them as a basis for rewarding achievement
 - C. Both the above
 - D. None of the above
14. The benefits of performance appraisal may result helps to maintain performance standards and improve of:
- A. Employee morale and motivation
 - B. Employee ability to make their own decision
 - C. Employee problem solving skill with the guests
 - D. Employee self-esteem and self-confidence
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15. Internal recruiting is:
- A. Seeking applicants from outside the operation
 - B. Can be done via company website
 - C. Advertise in your own operation
 - D. None 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. How does training plans represent a learnable, teachable segment of the job **EXCEPT**:
- A. Establish performance standards
 - B. Write a training objective
 - C. Production, recognition and standards
 - D. Develop standard procedures (list tasks & spell them out)
20. Advantages of a Positive Approach will be:
- A. Keeps discipline problems from developing
 - B. Lower costs: less turnover, fewer problems, better work, no chronic problems
 - C. Both the above
 - D. None of the above
21. TQM stands for:
- A. Total Quantity Management
 - B. Total Quality Management
 - C. Top Quantity Measurable
 - D. Top Quality Measurement
22. Factors to be considered when firing is:
- A. Need for worker's skills, worker's need for job
 - B. Cost of keeping vs. cost of terminating
 - C. Your authority
 - D. All of the above
23. Below are the steps for the termination interview **EXCEPT**:
- A. Listen to and accept responses of the employee
 - B. Improve of employee morale
 - C. Say something positive to them
 - D. Avoid small talk, tell the employee that they are being dismissed

24. Following are some specific actions that you can take to deal effectively with the issue of sexual harassment:
- A. Be familiar with your company's sexual harassment policy
 - B. Educate your employees on how to recognize sexual harassment
 - C. Provide follow-up after instances of sexual harassment
 - D. All the above
25. What do you understand by "Empowerment"?
- A. Ensuring that employees have the skills
 - B. Knowledgeable.
 - C. Authority to make decisions
 - 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. Critical component in Emotional Intelligence is:
- A. Motivation
 - B. Empathy
 - C. Social Skills
 - D. All the above
28. Why is empowerment of staff is important in the Hospitality Industry:
- 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
29. When a supervisor conducting a meeting it must be effective **EXCEPT**:
- A. Be prepared: use an agenda
 - B. The employee will get reward
 - C. Have some rules of order
 - D. Summarize and move on

30. Why some associates won't accept responsibilities:

- A. Fear failure
- B. Fear rejection by other workers
- C. Fear the consequences of making
- D. All of the above.

Section B : Answer ALL questions. (70 marks)

Question 1

What is "Boomerang Effect" management and how does it affect the working culture in the hospitality industry?

(10 marks)

Question 2

Describe **FIVE (5)** steps that can be taken by a supervisor to overcome cultural issue in a hotel environment.

(10 marks)

Question 3

Distinguish at least **FIVE (5)** points each between Generation X and Generation Y.

(10 marks)

Question 4

Identify **FOUR (4)** theories of motivation that is widely used in leadership skill mainly in hospitality industry.

(8 marks)

Question 5

Total Quality Management (TQM) is a method used in hotel industry to ensure continuous quality improvement of services and products for all guests. Identify **TEN (10)** steps to achieve total quality in a workplace.

(10 marks)

Question 6

Training and Development is important to enhance potentials in individuals and as a tool for career growth in the future. Rewards are used to intrigue employees interests.

- (a) Highlight **FOUR (4)** most common method of training used in hospitality industry. (4 marks)
- (b) Differentiate between Extrinsic and Intrinsic Rewards. (8 marks)

Question 7

In a huge hotel structure, it is crucial for superiors to delegate tasks according to employee best ability. Somehow, there are still leaders fail to delegate tasks resulting to failure of operation.

- (a) Explain **FIVE (5)** reasons why supervisor fail to delegate tasks.
- (b) Provide **FIVE (5)** benefits of delegation. (10 marks)

-THE END-

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