

FINAL
Examination Paper

(COVER PAGE)

Session : April 2018

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

Course : COM2114 : Workplace Communication

Date of Examination : July 31, 2018 (Tuesday)

Time : 2:00 pm – 4:00 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) : Siti Adibah Abdul Mutalib, Malini K.N.S. Nair & Regina Sharon Raju

Moderator : Ms. Allison Wang Mun Kuen

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

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
COM2114: WORKPLACE COMMUNICATION
FINAL EXAMINATION: APRIL 2018 SESSION

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

SECTION A: Short Case Studies

(40 marks)

Answer **ALL** questions based on the case studies below.

Case Study 1

(20 marks)

Read the following case study and answer the questions that follow.

Martin is a 24-year old who is a food service manager at a casual dining restaurant. He is responsible for supervising and managing all employees in the kitchen. Employees working in the kitchen range in age from 18 to 55 years old. In addition, the employees come from diverse cultural and ethnic backgrounds. For many, English is not their primary language.

Since food safety is one of the most important concerns in a restaurant, all employees receive “on the job training” about food safety basics (for example, appropriate hygiene and handwashing, time/temperature, and cleaning and sanitizing). Martin tries his best to ensure everyone understands the rules in the kitchen and complies with it but he admits it is not an easy task. Rules have to be repeated multiple times and there have been instances when Martin had to resort to hand signals to communicate. High employee turnover has also made it very difficult for Martin to make sure that all the employees receive the necessary training.

Martin also has taken the initiative to get employees to be safe in how they handle food. He has huge signs in English posted all over the kitchen with these words: *‘Keep Hot Food Hot and Cold Food Cold’* and *‘Wash Your Hands Always and Often’*. Hand sinks, soap, and paper towels are available for employees so that they are encouraged to wash their hands frequently.

Despite all that, there had been several cases where fresh food was not stored properly and the entire stock had to be thrown away. The restaurant owners called Martin in last week for a meeting and expressed their displeasure.

This morning, Martin comes to work and is rather upset even before he steps into the restaurant. He had just had a huge fight with his girlfriend. When he walks into the kitchen, he notices several trays of uncooked meat sitting out in the kitchen area. It appears these have been sitting at room temperature for quite some time.

Martin is frustrated and does not know what to do. He feels like he is beating his head against a brick wall when it comes to getting employees to practice food safety.

1. Identify **THREE (3)** communication barriers in the scenario above. Support your answer with appropriate explanations and examples. (12 marks)
2. What solutions could Martin consider in addressing **TWO (2)** of the barriers you have identified above. (8 marks)

Case Study 2**(20 marks)**

Six months ago, you introduced dress-down Fridays for staff in your hotel. Although popular, dressing casually on Fridays has spilled over to other days. Several department supervisors have noted that absenteeism has risen while productivity has fallen in their departments. Your supervisors have reminded staff many times about following the dress code, but with little response. Some guests and customers have also complained that the front office staff lack a professional image and don't seem to be taking their work seriously. When the supervisors raise the issue, staff complain that guests are too fussy, rude, and unreasonable.

You have decided to eliminate dress-down Fridays. The next two dress-down Fridays will be the last for the company. After that, employees who ignore the change in dress code are subject to disciplinary action, including being dismissed without pay for the day.

1. Explain **TWO (2)** reasons that hotels might introduce casual attire for staff? (8 marks)
2. Identify and explain **THREE (3)** communication barriers in this situation. (12 marks)

SECTION B: Definition of Terms**(10 marks)**

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

1. Paralanguage (2 marks)
2. Feminine Speech (2 marks)
3. Gatekeeping (2 marks)
4. Generational Gap (2 marks)
5. Fight or flight (2 marks)

SECTION C: Memo Writing

(20 marks)

Refer back to Case Study 2. You are the hotel manager, and you have to write a *memo* to the employees announcing the change in policy as communicated from the case study. Include relevant details.

SECTION D: Short Essays

(30 marks)

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

1. Why is it important for hospitality staff to be able to communicate effectively? How do their communication skills affect customers, and other levels of staff?

OR

2. Working in a team can sometimes be challenging. What are some of the challenges that teams might face? Provide **FIVE (5)** characteristics of an effective team.

-THE END-

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