



FINAL
Examination Paper

(COVER PAGE)

Session : August 2017

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

Course : DHM1112: Supervision In The Hospitality Industry

Date of Examination : December 9, 2017 (Saturday)

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)
DIPLOMA IN CULINARY PROGRAMME (DCA)
DHM1112: SUPERVISION IN THE HOSPITALITY
FINAL EXAMINATION: AUGUST 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. Exempted employee is also known as a:
 - A. part timer
 - B. full timer
 - C. supervisor
 - D. assistant manager

2. Besides controlling quality and service performance, a supervisor's duty include:
 - A. advising employee on personal matter
 - B. coaching other managers from other departments
 - C. conducting scheduling and budgeting for the department
 - D. All of the above

3. Managerial skill include technical, human and _____ skill.
 - A. training
 - B. conceptual
 - C. financial management
 - D. None of the above

4. An excellent supervisor possesses strong self-image and _____.
 - A. flexibility
 - B. creativity
 - C. high energy
 - D. All of the above

5. Functions of management are as below **EXCEPT**:
- A. Planning
 - B. Controlling
 - C. Organizing
 - D. Funding
6. Personal qualities of a good hotel supervisor include:
- A. judgmental
 - B. able to work under pressure
 - C. do not believe in employees
 - D. None of the above
7. Main challenges of supervisors in hospitality industry are:
- 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
9. Gender and diversity issues can be avoided when a supervisor:
- A. demonstrate favoritism
 - B. consistently learn new languages
 - C. concentrating in own job and ignore others
 - D. display mutual respect regardless sexual orientation
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. The purpose of performance evaluation is:
- A. to give feedback on performance
 - B. to appreciate and give recognition
 - C. to set improvement goals
 - D. All of the above
14. Training blueprint is a _____.
- A. blue color sheet of paper
 - B. training program detail outline
 - C. a construct of training schedule
 - D. training guidance timetable for department
15. During performance appraisal, the superior must avoid:
- A. halo effect
 - B. unbiased statement
 - C. taking concern of the employee
 - D. persuading employee to improve performance
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. The abbreviation of TQM stands for:
- A. Total Quantity Management
 - B. Total Quality Management
 - C. Top Quantity Measurable
 - D. Top Quality Measurement

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 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
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. If the hotel is running busy and there is no time to ask your employee how are they doing, you would observe them on their work. This is also known as :
- A. Feedforward control
 - B. Concurrent control
 - C. Auto control
 - D. Feedback
28. 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
29. Potential troubles of delegating jobs may result damage to the company. 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
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

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

(10 marks)

Question 2

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

(8 marks)

(b) Highlight **TWO (2)** most common method of training used in hospitality industry.

(2 marks)

Question 3

As a supervisor, highlight **FIVE (5)** limitations of applying theories of motivation in your leadership skill.

(10 marks)

Question 4

Describe **FIVE (5)** reasons why coaching is often avoided by supervisors in hospitality industry.

(10 marks)

Question 5

In order to communicate with employees effectively, we rely on verbal communication to disseminate messages or instruction. However, as a good hospitality personnel, we must be able to read non-verbal cues to understand hidden messages. How would you evaluate non-verbal signals while communicating with employee and guests?

(10 marks)

Question 6

Explain the importance of having a good Performance Standard System:

(10 marks)

Question 7

Explain the different levels of supervision, and identify first-line supervisors on an organizational chart.

(10 marks)

-THE END-

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