



FINAL
Examination Paper
(COVER PAGE)

Session : January 2015

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

Course : **DHM1112: Supervision in the Hospitality Industry**

Date of Examination : March 11, 2015 (Wednesday)

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 : SEVEN (7) short answer questions. Answer ALL questions.

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

Materials permitted :
Nil

Materials provided :
OMR Sheets

Examiner (s) : Ms Foong Wai Kun

Moderator : Puan Umme Umaimah binti Amin

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)
DHM1112: SUPERVISION IN THE HOSPITALITY INDUSTRY
FINAL EXAMINATION: JAN 2015 SESSION

SECTION A: Multiple choice questions.(30 marks)

Instruction: Answer **ALL** the multiple choice questions in the OMR sheet provided.Each correct answer merits 1 mark.

1. Which of the following type of management does **NOT** believe in delegation?
 - A. Transformational leader
 - B. Theory Y manager
 - C. Democratic leader
 - D. Theory X manager
 - E. Executive chef

2. Which of the following below is the best way to motivate a reluctant employee to accept a delegated task?
 - A. Threaten the job security
 - B. Guarantee a monetary award
 - C. Will consider the employee for future promotion
 - D. Acknowledge the complaint and restate the assignment
 - E. Promise the job is easy and will not take much time

3. Successful delegation requires a supervisor to _____.
 - A. plan in advance
 - B. have a positive attitude towards the workers
 - C. trust the workers
 - D. practice good communication
 - E. all of the above

4. A supervisor who formulate and rank objectives, gather all the relevant facts, examine and weigh alternatives and their consequences, and choose the ones that best meets the objective is using the _____ to decision making.
- A. logical approach
 - B. intuitive approach
 - C. democratic approach
 - D. best approach
 - E. impulsive approach
5. The process which managers use to measure, evaluate, and compare results to the goals, and standards which are agreed on is known as _____.
- A. planning
 - B. controlling
 - C. strategizing
 - D. managing
 - E. delegating
6. The first essential of a successful discipline process is _____.
- A. putting up warning notices on notice boards
 - B. weekly meetings to discuss consequences of not performing
 - C. taking disciplinary action immediately without investigation
 - D. allowing first time offenders the benefit of the doubt
 - E. a complete set of rules which every employee know and understands
7. The person responsible for the training of new workers should be _____.
- A. an employee who can talk well
 - B. the most senior employee
 - C. the supervisor
 - D. the human resource executive
 - E. the training director
8. Employees learn best when _____.
- A. the training place is lively with lots of activities going on
 - B. the trainer gives a lot of theoretical information
 - C. the they are left alone to do their work without constant feedback
 - D. they are actively involved in the learning process
 - E. the trainer is a person who loves to tell jokes

9. A number of people sharing similarities, interacting together to achieve a certain objective and sharing information but remains neutral is defined as a _____.
- A. a group
 - B. a council
 - C. a team
 - D. a committee
 - E. a family
10. Which of the following below is **NOT** part of a successful team building stage?
- A. Forming
 - B. Evolving
 - C. Storming
 - D. Norming
 - E. Performing
11. A process which ensure that employees are trained to have the skills, knowledge and authority to make decisions that would otherwise be made by management is known as _____.
- A. delegating
 - B. planning
 - C. empowerment
 - D. strategizing
 - E. succession planning
12. Ahmad is a cook who have worked for 2 years in the restaurant. His performance has always been above average and he is targeted for promotion to the next level. But for the past 2 months, he was constantly late for work, make a lot of mistakes and like to argue with other workers. What action should the supervisor take?
- A. Coach him again on his duties
 - B. Conduct a counseling process
 - C. Suspend him for one week without pay
 - D. Give him a warning letter
 - E. Transfer him to another station

13. In Maslow's hierarchy of needs, the lowest level of needs are _____.
- A. self-fulfillment needs
 - B. security needs
 - C. social needs
 - D. physiological needs
 - E. ego needs
14. Which of the following are the best approaches to motivate the employees?
- A. Empower the workers and share vital information
 - B. Be a decisive boss and treat everyone fairly
 - C. Promise everyone a big increment and bonus at year end
 - D. Be a relaxed boss and not take everything so seriously
 - E. Both A and B
15. A Performance Standard is a tool used by management to _____.
- A. look at potential employees before hiring them
 - B. describe the what's, how-to's, and how-well's of a job
 - C. set standards to control an employee's performance
 - D. determine how much increment should be given to an employee
 - E. assign duties and responsibilities to employees based on their performance
16. Leadership that motivates workers by appealing to their higher-order need, and acting as a coach and mentor is called _____.
- A. transactional leadership
 - B. situational leadership
 - C. transformational leadership
 - D. the old style boss
 - E. None of the above
17. Real authority is the authority _____.
- A. that employees grant a supervisor to make the necessary decisions and carry them out
 - B. that granted by virtue of a person's position outside an organization
 - C. that a supervisor grants employees to make the necessary decisions and carry them out
 - D. that granted by virtue of a person's position within an organization
 - E. None of the above

18. In a culturally diverse workforce, an effective supervisor must be _____.
- A. able to recognize the different ways that people communicate
 - B. able to adapt to his/her supervisory style
 - C. sensitive to the team's cultural values
 - D. All the above
 - E. None of the above
19. In order to consistently treat employees equitably but not uniformly, there must be same set of _____.
- A. rules and regulations
 - B. objectives and terms
 - C. goals and values
 - D. All the above
 - E. None of the above
20. There are several expectations the employees expect from the supervisor when communication is in place, which are _____.
- A. listen to them
 - B. expectation from supervisor
 - C. feedback on their performance
 - D. All the above
 - E. None of the above
21. Developing employees is one of the ways to maintain a positive work climate, if there are people with high potential, a supervisor should _____.
- A. utilize the talents
 - B. develop their skills
 - C. give them responsibilities
 - D. challenge them by giving a platform for them to input on the work
 - E. All the above
22. The process of examining the responsibilities and difficulties of a series of jobs to determine which are worth the most and should therefore should be paid more is called _____.
- A. employee review
 - B. job evaluation
 - C. job analysis
 - D. job specification
 - E. None of the above

23. The **FIVE(5)** key ingredients of Management by Objectives (MBO) are _____.
- A. goal specificity, participation, time limits, who will do what, performance feedback
 - B. vision, mission, values, objectives, measurement
 - C. participation, time limits, objectives, measurement, who will do what
 - D. goal specificity, vision, mission, values, performance feedback
 - E. None of the above
24. Communicating information and creating a positive response to company and job are the **TWO(2)** goals for _____.
- A. recruiting
 - B. interview
 - C. reference check
 - D. orientation
 - E. None of the above
25. Internal recruiting to fill jobs is preferred by employers because it _____.
- A. reduce risk and downtime
 - B. eliminates the need for job description
 - C. speeds up process
 - D. All above
 - E. None of the above
26. One key to an effective plan is its _____.
- A. innovation
 - B. flexibility
 - C. originality
 - D. predictability
 - E. None of the above
27. Strategic planning comes first because _____.
- A. it provides a common framework for the plans and decisions of all managers and supervisors throughout an organization
 - B. it carries forward the strategies, tactics, and programs within a manager's own functional area
 - C. it translates specific supervisory duties and responsibilities
 - D. All the above
 - E. None of the above

28. In listening techniques, the objective of mirroring statements is to _____.
- A. show interest
 - B. keep the speaker talking
 - C. clarify and/or confirm a message
 - D. encourage an employee
 - E. None of the above
29. A clear message is one that is _____.
- A. specific
 - B. explicit
 - C. complete
 - D. All of the above
 - E. None of the above
30. A good business writing practice should not be _____.
- A. too vague
 - B. too negative
 - C. poorly organized
 - D. purpose not clear
 - E. All the above

SECTION B: Short answers question. (70 marks)

Instruction: This section consists of **SEVEN(7)** questions. Answer **ALL** questions in the answer booklet.

Question 1

Describe the **THREE (3)** kinds of training which are needed in the food and lodging industry?

(6 marks)

Question 2

Identify the **THREE(3)** stage punishment-free positive approach to disciplinary action and **FOUR(4)** advantages of using this approach.

(14 marks)

Question 3

List the **SEVEN (7)** steps you would need to take to solve a recurring problem.

(14 marks)

Question 4

Name **FIVE (5)** control techniques supervisors could use to help them to improve profits.

(10marks)

Question 5

Identify **FIVE (5)** reasons why managers are **NOT** willing to practice delegation.

(10 marks)

Question 6

Describe any **FOUR (4)** coaching behaviors which a supervisor should focus on.

(8 marks)

Question 7

List any **FOUR(4)** different ways in which obstacles to communication can be removed.

(8 marks)

-THE END-

