

FINAL
Examination Paper

(COVER PAGE)

Session : January 2017

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

Course : DHM1112: Supervision In the Hospitality Industry

Date of Examination : March 7, 2017 (Tuesday)

Time : 2:00 pm – 4:00 pm 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

Examiner (s) : Shazeel Ali Sardar Ali, Ms Sabrina Mohd Hashim

Moderator : Puan Umme Umaimah

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHM)
DIPLOMA IN CULINARY PROGRAMME (DCA)
DHM1112: SUPERVISION IN THE HOSPITALITY
FINAL EXAMINATION: JANUARY 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. A supervisor is a person who:
 - A. manage stock
 - B. control employees
 - C. disciplining employees
 - D. manage people who perform service

2. The supervisory role involves:
 - A. service output or product
 - B. control of quantity and quality
 - C. meeting employee and manager needs
 - D. All of the above

3. An organization chart used to show:
 - A. span of authority
 - B. functions of employee
 - C. the design of the department
 - D. All of the above

4. Boomerang effect refers to supervisors inability to solve the issue due to other departments or higher authority orders. Which of the statement below is an example of boomerang effect in a hotel?
 - A. Unsatisfactory of workload
 - B. Late payment issue of salary
 - C. Employees refuse to multitask in department
 - 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 includes:
- 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. Which below sociologist created Hygiene and Motivator Theory?
- A. Manz
 - B. Maslow
 - C. Herzberg
 - D. McGregor
10. Increasing awareness in workplace can be done by:
- A. learning other cultures
 - B. consistently learning new languages
 - C. completing the tasks given by the 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 to:
 - A. to give feedback on performance
 - B. to appreciate and give recognition
 - C. to set improvement goals
 - D. All 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

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 on the 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 of a restaurant and there are insufficient 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.

Question 1

Define “**Organization Chart**” and explain what are the **FOUR (4)** level supervision needed in an Organization Chart?

(10 marks)

Question 2

Strong leaders emphasize quality over quantity in their own work and take initiative. Each day, they look for ways to improve in all areas, from human resources to front-line food and beverage service. Describe **FIVE (5)** characteristics of leaders applied in a hotel?

(10 marks)

Question 3

A performance standard is a management-approved expression of the performance thresholds, requirements, or expectations that must be met to be appraised at a particular level of performance. A Fully Successful standard must be established for each critical element and included in the employee performance plan. If other levels of performance are used by the appraisal program, writing standards for those levels and including them in the performance plan is not required but is encouraged so that employees will know what they have to do to meet standards. As a Supervisor in a hotel, elaborate **FIVE (5)** reasons why performance standard failed during staff evaluations?

(10 marks)

Question 4

Identify **TEN (10)** characteristics of a Good Trainer in a hotel.

(10 marks)

Question 5

As Supervisor, what are the **FIVE (5)** factors to be considered when firing an employee in a hotel?

(10 marks)

Question 6

Decision making is a key skill in the workplace, and is particularly important if you want to be an effective leader.

Highlight **FIVE (5)** decision making skills used in hospitality industry.

(10 marks)

Question 7

Delegation skill is the ability to effectively assign task responsibility and authority to others. Or, in other words, delegation skill is your ability to get things done by using work and time of other people.

Explain **FIVE (5)** ways on how delegation can be done successfully in a Hotel Operations.

(10 marks)

-THE END-

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