

**DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)  
DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
DHM1112: SUPERVISION IN THE HOSPITALITY INDUSTRY  
FINAL EXAMINATION: JAN 2020 SESSION**

**Section A: Assignment Questions**

**(100 marks)**

**Instructions:** This section consists of **FOUR (4)** questions. Answer **ALL** questions.

Hotel Puri Melaka is a boutique hotel in the heart of the old city of Melaka. It is a 30-minute drive from the North-South Highway (Melaka/Ayer Keroh exit), and 10-minute drive from the bus station (Sentral). Surrounded by antique and bric-a-brac shops, it is only a stroll away from Melaka's historical precinct.

The hotel is a carefully restored Peranakan house which once belonged to the descendants of an eminent philanthropist and rubber plantation owner, Tan Kim Seng. Extending 100 meters long, its distinct characteristics are its beautiful and intricately decorated façade and the impressive length of the house. Retaining its old charm, Hotel Puri Melaka provides modern amenities to its hotel guests.

There are a total of 83 uniquely decorated guest rooms and 10 exclusive suites and 2 food and beverage outlets which can accommodate up to 120 guests.

There are a total of 30 employees from Malaysia, Myanmar, Bangladesh Indonesia and trainees from China working in various departments in Hotel Puri Melaka. The owner of this hotel is working at his very best to fulfill the following objectives:

- a.) To create people-friendly accommodation, dining experience and various services to customers.
- b.) To create harmony and employee-friendly working environment for all staffs.

( Excerpt and modified from Hotel Puri official website: [http://www.hotelpuri.com/about\\_us.html](http://www.hotelpuri.com/about_us.html))

You are a Consultant that is hired by the hotel owner to explore into different areas of supervision for the new hotel. Please write a detailed report on the areas below:

1. Propose effective ways to build a positive work environment in the hotel departments, write a minimum of 200 words.

2. Identify the few types of recruitment method to acquire the right employees for the hotel and discuss the advantages and disadvantages of the proposed recruitment methods, write a minimum of 200 words
  
3. Identify effective training methods applied for a fresh graduate who does not have any hotel experience. Explain why this fresh graduate needs an orientation? What are the important factors applied in the orientation to enhance the understanding of the entire operation? Minimum words requirement 500 words.
  
4. Discuss the best way on handling staff problem solving in the hotel. What are the problem solving pattern that you will apply to ensure that the problem is solved?  
Answer with a minimum of 500 words.

End of Questions