KEMENTERIAN PENDIDIKAN TINGGI
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI

BAHAGIAN PEPERIKSAAN DAN PENILAIAN
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI
KEMENTERIAN PENDIDIKAN TINGGI

JABATAN PELANCONGAN DAN HOSPITALITI

PEPERIKSAAN AKHIR

SESI I : 2026/2027

DTA10143 : FUNDAMENTALS OF HOSPITALITY INDUSTRY

TARIKH : 20 OKTOBER 2026
MASA : 2.30 PETANG - 4.30 PETANG (2 JAM)

Kertas soalan ini mengandungi **EMPAT BELAS (14)** halaman bercetak.
Bahagian A: Objektif (20 soalan)
Bahagian B: Struktur (4 soalan)
Dokumen sokongan yang disertakan : Tiada

JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN

(CLO yang tertera hanya sebagai rujukan)

TERBUKA

SECTION B : 80 MARKS
BAHAGIAN B : 80 MARKAH

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

ARAHAN:
*Bahagian ini mengandungi **EMPAT (4)** soalan berstruktur. Jawab semua soalan.*

QUESTION 1

SOALAN 1

CLO1 (a) Explain the meaning of hospitality industry.
Terangkan maksud industri hospitaliti.

[4 marks]
[*4 markah*]

CLO1 (b) Categorize **FOUR (4)** major importances of the hospitality industry.
*Kategorikan **EMPAT (4)** kepentingan utama industri hospitaliti.*

[8 marks]
[*8 markah*]

CLO1 (c) Discuss **FOUR (4)** characteristics of the hospitality industry.
*Bincangkan **EMPAT (4)** ciri-ciri industri hospitaliti.*

i. Product-service mix.
Campuran produk-perkhidmatan.
ii. Relationship-building.
Pembinaan hubungan.
iii. Cultural Diversity.
Kepelbagaian budaya.
iv. Labor intensive.
Industri berintensifkan buruh.

TERBUKA

[8 marks]
[*8 markah*]

QUESTION 2

SOALAN 2

CLO1 (a) Outline **TWO (2)** importance of travel and tourism industry.

*Huraikan **DUA (2)** kepentingan industri pelancongan dan pengembaraan.*

[4 marks]

[*4 markah*]

(b) Relate the duties and roles played by the following institutions in empowering the tourism and hospitality industry.

Kaitkan tugas dan peranan institusi berikut dalam memperkasakan industri pelancongan dan hospitaliti.

i. Tourist business providers.

Pembekal perkhidmatan pelancongan.

ii. Local government.

Kerajaan tempatan.

[8 marks]

[*8 markah*]

(c) Discuss **FOUR (4)** current travel trends that shape the contemporary travel and tourism industry and their impact on industry players and consumer experience.

*Bincangkan **EMPAT (4)** trend perjalanan semasa yang membentuk landskap industri pelancongan dan pengembaraan kontemporari serta kesannya terhadap pemain industri dan pengalaman pengguna.*

TERBUKA

[8 marks]

[*8 markah*]

QUESTION 3

SOALAN 3

CLO2 (a) Assign the main features and facilities of the following hotel room types.

Tentukan ciri-ciri utama dan kemudahan bagi jenis bilik hotel berikut.

i. Twin sharing room.

Bilik twin sharing

ii. Suite room.

Bilik suite.

iii. Connecting room.

Bilik bersambung.

[6 marks]

[*6 markah*]

(b). Carry out the core functions of the following hotel departments:

Terangkan fungsi utama jabatan-jabatan hotel berikut:

i. Front office department.

Jabatan kaunter hadapan.

ii. Housekeeping department.

Jabatan pengemasan.

iii. Food and beverage department.

Jabatan makanan dan minuman.

TERBUKA

[6 marks]

[*6 markah*]

(c). Initiate how special-feature hotels gain competitive advantage by meeting specific guest needs.
Ilustrasikan bagaimana hotel berciri khas memperoleh kelebihan daya dengan memenuhi keperluan tetamu.

i. Capsule hotel.
Hotel kapsul.

ii. Caves hotel.
Hotel gua.

iii. Treetop hotel.]
Hotel kanopi hutan.

iv. Green hotel.
Hotel mesra alam.

[8 marks]
[*8markah*]

QUESTION 4
SOALAN 4

CLO2 (a). Exhibit **THREE (3)** career opportunities available at Operational, Supervisory and Management Levels within the hospitality industry.
*Tunjukkan **TIGA (3)** peluang kerjaya yang sedia ada di peringkat Operasi, Penyeliaan dan Pengurusan dalam industri hospitaliti.*

TERBUKA

[6 marks]
[*6 markah*]

(b). Examine **THREE (3)** impacts of digital entrepreneurial activities such as app-based services AI and data analytics on operational efficiency and customer experience in the hospitality industry.

*Telitikan **TIGA (3)** kesan aktiviti keusahawanan digital seperti perkhidmatan berasaskan aplikasi digital AI dan analisis data terhadap kecekapan operasi dan pengalaman pelanggan dalam hospitaliti.*

[6 marks]

[*6 markah*]

(c). Expose the factors that contribute to a positive career outlook in the hospitality industry.

Huraikan faktor-faktor yang menyumbang kepada prospek kerjaya yang positif dalam industri hospitaliti.

i. Fringe benefits.
Faedah sampingan.

ii. Variety of career choices.
Kepelbagaian pilihan kerjaya.

iii. Long-term career development.
Pembangunan kerjaya jangka panjang.

iv. Opportunities to meet people with different backgrounds.
Peluang berjumpa orang dari latar belakang berbeza.

TERBUKA

[8 marks]

[*8 markah*]

SOALAN TAMAT