

SULIT



**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: 2024/2025

DTA10143: FUNDAMENTAL OF HOSPITALITY INDUSTRY

TARIKH : 26 NOVEMBER 2024

MASA : 11.30 PAGI – 1.30 PETANG (2 JAM)

Kertas ini mengandungi **DUA PULUH SATU (21)** halaman bercetak.

Bahagian A: Objektif (20 soalan)

Bahagian B: Struktur (4 soalan)

JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN

(CLO yang tertera hanya sebagai rujukan)

SULIT

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 definition of hospitality industry according to your point of view.
Terangkan definisi industri hospitaliti mengikut pandangan anda.
[4 marks]
[4 markah]
- CLO1 (b) In Malaysia, the tourism industry has contributed the second largest national income. Outline **FOUR (4)** importance of the hospitality industry.
*Di Malaysia industri pelancongan telah menyumbang kepada kedua terbesar pendapatan negara. Gariskan **EMPAT (4)** kepentingan industri hospitaliti ini.*
[8 marks]
[8 markah]
- CLO1 (c) The hospitality industry includes hotels and restaurants, as well as many other types of organization or institutions that offer food, drink, shelter and other related services. Discuss the interactions between hospitality and tourism industry.
Industri hospitaliti termasuk hotel dan restoran, serta pelbagai jenis organisasi atau institusi lain yang menawarkan makanan, minuman, tempat tinggal dan perkhidmatan-perkhidmatan lain yang berkaitan. Bincangkan interaksi diantara industri hospitaliti dan pelancongan.
[8 marks]
[8 markah]

QUESTION 2**SOALAN 2**

- CLO1 (a) The travel and tourism industry is one of the biggest and fastest-growing industries in the world. Explain **TWO (2)** of the importance of travel and tourism industry.

*Industri pengembaraan dan pelancongan adalah salah satu industri terbesar dan pesat berkembang di serata dunia. Terangkan **DUA (2)** kepentingan industri pengembaraan dan pelancongan.*

[4 marks]

[4 markah]

- CLO1 (b) Adventure is one of the activities for tourists where they are directly involved in traveling to a destination where they want to experience recreational activities, fill their free time and most of the time take advantage of accommodation, food and drinks at the visited area. Explain **FOUR (4)** relationship between the hospitality industry and the tourism sector.

*Pengembaraan merupakan salah satu aktiviti pelancongan di mana mereka terlibat secara langsung dalam pegembaraan ke destinasi di mana mereka ingin menikmati aktiviti riadah, mengisi masa lapang dan kebanyakan masa mereka memanfaatkan tempat tinggal, makan dan minum yang dilawati. Jelaskan **EMPAT (4)** hubungan antara industri perhotelan dengan sektor pelancongan*

[8 marks]

[8 markah]

- CLO1 (c) The tourism and travel sector is made up of various industries for domestic and international visitors. It starts from the sector of businesses that are motivated by leisure, accommodation, transport, food, drinks, retail, culture, sports and recreation. Briefly discuss **FOUR (4)** characteristics of travel and tourism industry.

*Sektor pegembaraan dan pelancongan terdiri daripada pelbagai industri untuk pelawat domestik dan antarabangsa. Ianya bermula daripada perniagaan yang didorong oleh sektor penginapan, pengangkutan, makanan, minuman, peruncitan, budaya, sukan dan rekreasi. Bincangkan secara ringkas **EMPAT (4)** ciri-ciri industri pelancongan dan pegembaraan.*

[8 marks]

[8 markah]

QUESTION 3

SOALAN 3

- CLO2 (a) There are various types of rooms offered in a hotel. The price and type of rooms provided should meet the need of customer's choices. Share **THREE (3)** type of rooms which are suitable for a five-star hotel resort that may have 200 rooms along with a brief explanation for each type of room.

*Terdapat pelbagai jenis bilik-bilik yang ditawarkan di sesebuah hotel. Harga dan jenis-jenis bilik yang disediakan hendaklah memenuhi keperluan pilihan pelanggan. Kongsikan **TIGA (3)** jenis-jenis bilik yang bersesuaian dengan resort hotel bertaraf lima bintang yang mempunyai 200 buah bilik berserta penerangan ringkas bagi setiap jenis bilik.*

[6 marks]

[6 markah]

- CLO2 (b) Based on the five-star hotel resort in question 3 (a). Draw an appropriate organization chart. The chart should contain functions of departments that must exist to create a competitive institution.

Berdasarkan resort hotel bertaraf lima bintang di atas (3.a). Lakarkan carta organisasi yang bersesuaian. Carta tersebut haruslah mengandungi fungsi jabatan-jabatan yang wajib ada bagi mewujudkan sebuah institusi yang berdaya saing.

[6 marks]

[6 markah]

- CLO2 (c) Briefly explain the functions of the main departments in a hotel.

Terangkan dengan ringkas fungsi-fungsi jabatan utama di sesebuah hotel

- i. Revenue-centered Department

Jabatan Pengurusan Hasil

- ii. Cost-centered Department

Jabatan Pengurusan Kos

- iii. Front-of-the-House Department (Customer Centered Department)

Jabatan Pengurusan Perkhidmatan Pelanggan

- iv. Back-of-the-House Department (Organizational Centered Department)

Jabatan Pengurusan Perkhidmatan Organisasi

[8 marks]

[8 markah]

QUESTION 4

SOALAN 4

CLO2

- (a) There are several positions that may be available at the four-star rating hotel at Kuala Lumpur. Write **THREE (3)** career opportunities in operational level along with a short elaboration for each career opportunity.

*Terdapat beberapa jawatan yang ditawarkan di sesebuah hotel bertaraf empat bintang di Kuala Lumpur. Tulis **TIGA (3)** peluang kerjaya di peringkat operasi, bersama dengan penjelasan ringkas untuk setiap peluang kerjaya.*

[6 marks]

[6 markah]

CLO2

- (b) Safety at work is the most crucial factor to ensure effectiveness of any operations especially in service industries. Demonstrate workplace safety ethic of workers in hospitality industry in these departments.

Keselamatan di tempat kerja adalah faktor paling penting untuk memastikan keberkesanan sesuatu operasi terutamanya dalam industri perkhidmatan. Nyatakan etika keselamatan di tempat kerja di sesebuah jabatan didalam industri hospitaliti.

- i. Kitchen

Dapur

- ii. Housekeeping

Housekeeping

- iii. Restaurant

Restoran

[6 marks]

[6 markah]

- CLO2 (c) Starting a career in hospitality today is very challenging. But there are opportunities that can be explored by every employee. Share the positive views of career prospects in hospitality industry.

Memulakan kerjaya didalam bidang hospitaliti pada hari ini amatlah mencabar. Namun terdapat peluang-peluang boleh diterokai oleh setiap pekerja. Kongsikan pandangan positif prospek kerjaya dalam industri hospitaliti seperti berikut

- i. Variety of career choices
Pelbagai pilihan kerjaya
- ii. Opportunities to meet people with different backgrounds
Peluang bertemu individu yang berbeza latar belakang
- iii. Long-term career development
Pembangunan kerjaya jangka panjang
- iv. Fringe benefits
Faedah sampingan

[8 marks]

[8 markah]

SOALAN TAMAT