

**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 II : 2024/2025**

**DTR10183: INTRODUCTION TO RESORT**

**TARIKH : 21 MEI 2025**

**MASA : 2.30 PETANG – 4.30 PETANG (2 JAM)**

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Kertas ini mengandungi **EMPAT BELAS (14)** halaman bercetak.

Bahagian A: Objektif (20 soalan)

Bahagian B: Struktur (4 soalan)

Dokumen sokongan yang disertakan : Tiada

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**JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN**

(CLO yang tertera hanya sebagai rujukan)

**SULIT**

**SECTION A: 20 MARKS**  
**BAHAGIAN A: 20 MARKAH**

**INSTRUCTION:**

This section consists of **TWENTY (20)** objective questions. Mark your answers in the OMR form provided.

**ARAHAN:**

*Bahagian ini mengandungi DUA PULUH (20) soalan objektif. Tandakan jawapan anda di dalam borang OMR yang disediakan.*

- CLO1 1. Which statement is **TRUE** about resort?  
*Pernyataan manakah yang **BETUL** berkenaan resort?*
- A. The best facility along the highway.  
*Kemudahan terbaik di sepanjang lebuh raya.*
  - B. The location is usually around the city centre.  
*Lokasi selalunya terletak di kawasan pusat bandar.*
  - C. Focusing on entrepreneur as their target market.  
*Fokus kepada usahawan sebagai sasaran pasaran.*
  - D. A luxury facility primarily created for vacationers.  
*Kemudahan mewah yang dicipta terutamanya untuk pelancong.*
- CLO1 2. The purpose of bathing activities during Roman Empire are for health and ...  
*Tujuan aktiviti mandi pada zaman Empayar Rom adalah bertujuan untuk kesihatan dan ...*
- A. camping.  
*berkelah.*
  - B. socializing.  
*bersosial.*
  - C. gambling.  
*berjudi.*
  - D. selling.  
*berjualan.*

- CLO1 3. What was the name of the first hotel built in Zurich that has a beautiful view of Lake Lucerne?  
*Apakah name hotel pertama yang dibina di Zurich yang mempunyai pemandangan cantik Tasik Lucerne?*
- A. Swiss Resort
  - B. The Tremont House
  - C. Hotel Baur au Lac
  - D. Atlantic City Jersey
- CLO1 4. In Europe, the resort spa concept becomes popular when a person develops shelter after being cured of a long-term illness. Who was that person?  
*Di Eropah, konsep resort spa menjadi terkenal apabila seseorang telah membina tempat perlindungan selepas sembuh daripada penyakit yang telah lama dihidapi. Siapakah orang itu?*
- A. Colin Le Loup
  - B. Colin De Souza
  - C. Colin D Prague
  - D. King Colin IV
- CLO1 5. The following are the characteristics of a diving resort **EXCEPT**:  
*Berikut merupakan ciri-ciri resort selaman **KECUALI**:*
- A. General reservation procedure.  
*Prosedur tempahan umum.*
  - B. Located near an island or a beach.  
*Terletak berdekatan pulau atau pantai.*
  - C. Scuba diving activities only runs during a certain period of time.  
*Aktiviti skuba hanya dijalankan mengikut tempoh masa tertentu.*
  - D. Comprises of marine activities such as preserving the coral reef.  
*Terdiri daripada aktiviti marin seperti memelihara terumbu karang.*

- CLO1 6. In the twentieth century, the concept and activities of a resort have expanded to...  
*Pada abad ke-20, konsep dan aktiviti resort telah berkembang kepada...*
- I. conference and meeting the business clientele's need  
*persidangan dan memenuhi keperluan pelanggan perniagaan*
  - II. larger size of resort and in-place facilities  
*saiz resort yang besar dan kemudahan setempat*
  - III. social tourism which supported by employer and union  
*pelancongan sosial yang disokong majikan dan kesatuan*
  - IV. development in railways transportation  
*pembangunan di dalam pengangkutan keretapi*
- A. I, II and III  
B. I, III and IV  
C. II, III and IV  
D. I, II, III and IV
- CLO1 7. Which of the following is **NOT** a criteria that distinguish a hotel and a resort?  
*Manakah antara berikut **BUKAN** kriteria yang membezakan antara hotel dan resort?*
- A. Location  
*Lokasi*
  - B. Size of land  
*Keluasan tanah*
  - C. Type of guest  
*Jenis tetamu*
  - D. Marketing strategies  
*Strategi pemasaran*
- CLO1 8. Which of the following is an example of casino resort?  
*Manakah antara berikut merupakan contoh sebuah resort kasino?*
- A. The Datai Langkawi, Kedah
  - B. Resort Worlds Genting, Pahang
  - C. The Hilton Hotel, Kuala Lumpur
  - D. Nexus Resort and Spa Kota Kinabalu, Sabah

CLO1

9. This resort attracts visitors during a specific season, offering guests a range of activities including surfing, sunbathing, and kayaking.

*Tempat peranginan ini menarik pengunjung pada musim tertentu, menawarkan tetamu pelbagai aktiviti termasuk meluncur, berjemur dan berkayak.*

Choose the type of resort that meets these criteria.

*Pilih jenis resort yang memenuhi ciri-ciri ini.*

- A. Year-round resort  
*Resort sepanjang tahun*
- B. Winter resort  
*Resort musim sejuk*
- C. Summer resort  
*Resort musim panas*
- D. Seasonal resort  
*Resort bermusim*

CLO1

10. What recreational activities that is suitable for an island resort?  
*Apakah aktiviti rekreasi yang sesuai untuk resort pulau?*

- A. River cruise  
*Pelayaran sungai*
- B. Scuba diving  
*Menyelam skuba*
- C. Ice skating  
*Meluncur ais*
- D. Paragliding  
*Paragliding*

CLO1

11.

- Provide accommodations in the farm.  
*Menyediakan penginapan di ladang.*
- Activities that can be implemented such as horse riding and camping.  
*Aktiviti yang boleh dilaksanakan seperti menunggang kuda dan berkhemah.*

The above characteristics refer to ...

*Ciri-ciri di atas merujuk kepada ...*

- A. eco-resort  
*eco-resort*
- B. casino resort  
*resort kasino*
- C. guest ranch resort  
*resort ladang*
- D. conference resort  
*resort persidangan*

CLO1

12.

Malik purchased an accommodation package that covers everything for a single price. This package includes lodging, meals, entertainment, and more. Identify the type of resort he will be staying at.

*Malik membeli pakej penginapan yang merangkumi semua dengan satu harga. Pakej ini termasuk penginapan, makan, hiburan dan banyak lagi. Kenal pasti jenis resort yang akan diinap oleh Malik.*

- A. Mixed-use resort  
*Resort campuran*
- B. Boutique resort  
*Resort kasino*
- C. Mega resort  
*Resort skala besar*
- D. All-inclusive eco-resort  
*Eko-resort serba lengkap*

CLO1

13.

- Snowmobiling  
*Kereta salji*
- Ice-skating  
*Meluncur ais*

Which type of resort should be selected based on the activities above?  
*Manakah jenis resort yang harus dipilih berdasarkan aktiviti di atas?*

- A. Ski Resort  
*Resort Ski*
- B. Diving Resort  
*Resort Selaman*
- C. Guest Ranch Resort  
*Resort Ladang*
- D. Fishing Resort  
*Resort Memancing*

CLO1

14.

A type of accommodation designed to minimize its impact on the local environment.  
*Sejenis penginapan yang direka bentuk untuk meminimumkan kesannya terhadap persekitaran setempat.*

The statement above matches the description of a ...  
*Pernyataan di atas sepadan dengan penerangan sebuah ...*

- A. Eco-resort  
*Eko-resort*
- B. Marina resort  
*Resort marina*
- C. Theme park resort  
*Resort taman tema*
- D. Camp site resort  
*Resort tapak perkhemahan*

CLO1 15. What are the primary roles and functions of the Sales and Marketing Department?

*Apakah peranan dan fungsi utama Jabatan Jualan dan Pemasaran?*

- A. Receive and register guest.  
*Menerima dan mendaftar tetamu.*
- B. Setting room rates and designing packages.  
*Menetapkan kadar bilik dan mereka bentuk pakej.*
- C. Check cleanliness of the rooms and public areas.  
*Memeriksa kebersihan bilik dan kawasan awam.*
- D. Purchase, prepare and sales of food and beverage.  
*Membeli, persediaan dan jualan makanan serta minuman.*

CLO1 16. Who is in charge of overseeing the entire food production process in the kitchen?

*Siapa yang bertanggungjawab mengawasi keseluruhan proses pengeluaran makanan di dapur?*

- A. Executive Chef.  
*Chef Eksekutif.*
- B. General Manager.  
*Pengurus Besar.*
- C. Revenue Manager.  
*Pengurus Hasil.*
- D. Front Office Manager.  
*Pengurus Pejabat Hadapan.*

- CLO1 17. Which department is responsible for overseeing guest services and ensuring smooth operations at the reception counter?
- Jabatan manakah yang bertanggungjawab untuk menyelia perkhidmatan tetamu dan memastikan operasi lancar di kaunter penerimaan tetamu?*
- A. Front Office Department.  
*Jabatan Pejabat Hadapan.*
  - B. Maintenance Department.  
*Jabatan Penyelenggaraan.*
  - C. Housekeeping Department.  
*Jabatan Pengemasan.*
  - D. Sales and Marketing Department.  
*Jabatan Jualan dan Pemasaran.*
- CLO1 18. A group of individuals with shared objectives, typically supported together, that convenes periodically. This definition refers to...
- Sekumpulan individu dengan objektif yang dikongsi, biasanya disokong bersama, yang bersidang secara berkala. Definisi ini merujuk kepada...*
- A. club  
*kelab*
  - B. hotel  
*hotel*
  - C. resort  
*resort*
  - D. hostel  
*asrama*

CLO1

19. Which of the following is **NOT** the function of the club management system?  
*Antara berikut, yang manakah **BUKAN** fungsi sistem pengurusan kelab?*
- A. A club management system is to control membership management.  
*Sistem pengurusan kelab berfungsi untuk mengawal pengurusan keahlian.*
  - B. To improve customer's relationships by enabling virtual communication with customer.  
*Untuk meningkatkan hubungan pelanggan dengan membolehkan komunikasi secara maya dengan pelanggan.*
  - C. Allow non-members to join the activities provided in the club without selling membership.  
*Membenarkan bukan ahli untuk menyertai aktiviti kelab tanpa menjual keahlian kelab.*
  - D. The management system could extend appreciation to customers and make the members feel valued.  
*Sistem pengurusan boleh memberikan penghargaan kepada pelanggan dan membuat ahli berasa dihargai.*

CLO1

20. \_\_\_\_\_ refers to a suburban facility featuring a clubhouse, golf course, tennis courts, swimming pools, and various recreational activities.

\_\_\_\_\_ merujuk kepada kemudahan pinggir bandar yang menampilkan rumah kelab, padang golf, gelanggang tenis, kolam renang dan pelbagai aktiviti rekreasi.

- A. City Club  
*Kelab Bandar*
- B. Yacht Club  
*Kelab Kapal Layar*
- C. Country Club  
*Kelab Desa*
- D. City Athletic Club  
*Kelab Atlet Bandar*

**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 struktur. Jawab **SEMUA** soalan.*

**QUESTION 1****SOALAN 1**

CLO1

- (a) Explain **TWO (2)** characteristics of a resort and hotel in terms of purpose and duration of stay based on the table below:

*Terangkan **DUA (2)** ciri-ciri resort dan hotel dari segi tujuan dan jangka penginapan berdasarkan jadual di bawah:*

Characteristics	Resort	Hotel
Purpose		
Duration of stay		

[4 marks]

[4 markah]

CLO1

- (b) Discuss **FOUR (4)** categories of a resort based on location.

*Bincangkan **EMPAT (4)** kategori resort berdasarkan lokasi.*

[8 marks]

[8 markah]

- CLO1 (c) Elaborate **FOUR (4)** key responsibilities of personnel working in the Food and Beverage Department.

*Huraikan EMPAT (4) tanggungjawab utama kakitangan yang bekerja di Jabatan Makanan dan Minuman.*

[8 marks]

[8 markah]

## QUESTION 2

### SOALAN 2

- CLO1 (a) Explain **THREE (3)** functions of the Housekeeping Department in resort.

*Terangkan TIGA (3) fungsi Jabatan Pengemasan di resort.*

[6 marks]

[6 markah]

- CLO1 (b) Discuss **THREE (3)** guest demand and preferences for MICE.

*Bincangkan TIGA (3) permintaan dan keutamaan tetamu untuk MICE.*

[6 marks]

[6 markah]

- CLO2 (c) Provide **FOUR (4)** benefits as a club member.

*Sediakan EMPAT (4) faedah sebagai ahli kelab.*

[ 8 marks]

[8 markah]

## QUESTION 3

### SOALAN 3

- CLO2 (a) Discuss **TWO (2)** types of club that are usually found in a resort.

*Bincangkan DUA (2) jenis kelab yang biasanya terdapat di dalam sebuah - resort.*

[4 marks]

[4 markah]

CLO2

(b)

Pelangi Beach Resort and Spa, Langkawi is a timeless tropical island sanctuary nestled between award winning landscape gardens and the famed Cenang beach, designed based on the concept of Malay Village.

*Pelangi Beach Resort and Spa, Langkawi ialah kawasan perlindungan pulau tropika abadi yang terletak di antara taman landskap yang memenangi anugerah dan pantai Cenang yang terkenal, direka berdasarkan konsep Kampung Melayu.*

Berdasarkan penerangan tentang resort, telitikan **EMPAT (4)** aktiviti rekreasi luar yang sesuai untuk ditawarkan di resort tersebut?

[8 marks]

[8 markah]

CLO2

(c) Examine **FOUR (4)** costs associated with developing a golf course with explanation.

*Telitikan **EMPAT (4)** kos yang berkaitan dengan pembangunan padang golf dengan penjelasan.*

[8 marks]

[8 markah]

CLO2

**QUESTION 4****SOALAN 4**

(a) The term 'security' is used in reference to the freedom from fear, anxiety and doubts concerning humans as well as protection against terrorism and thefts of guest, employees or resort property. Write **FOUR (4)** security measures to ensure safety and security in a resort.

*Istilah 'sekuriti' merujuk kepada kebebasan daripada ketakutan, kebimbangan dan keraguan mengenai manusia serta perlindungan terhadap keganasan dan kecurian oleh tetamu atau pekerja. Tuliskan **EMPAT (4)** kawalan keselamatan untuk memastikan sekuriti di sesebuah resort.*

[4 marks]

[4 markah]

- CLO2 (b) As a resort security manager, provide **FOUR (4)** standard operating procedures in controlling people's access to the resort.  
*Sebagai pengurus keselamatan, sediakan EMPAT (4) prosedur operasi standard untuk mengawal akses orang di resort.*

[8 marks]

[8 markah]

- CLO2 (c) Provide **FOUR (4)** potential risks that could impact on the safety and security of a resort.  
*Sediakan EMPAT (4) potensi risiko yang boleh memberi kesan kepada keselamatan dan sekuriti resort.*

[8 marks]

[8 markah]

### SOALAN TAMAT