

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

DTR10183 : INTRODUCTION TO RESORT

TARIKH : 02 DISEMBER 2024

MASA : 11.30 PAGI - 1.30 PETANG (2 JAM)

Kertas ini mengandungi **ENAM BELAS (16)** halaman bercetak.

Bahagian A : Soalan Objektif (20 Soalan)

Bahagian B : Soalan Struktur (4 soalan)

Dokumen sokongan yang disertakan : Tiada

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. The descriptions below refer to “hospitality” **EXCEPT**
*Keterangan di bawah merujuk kepada “hospitality” **KECUALI***
- A. Entertain the stranger
Melayan orang yang tidak dikenali
 - B. Reflect bad impression
Mencerminkan gambaran buruk
 - C. Create warm welcoming
Mengalu-alukan kedatangan
 - D. Friendly and generous receptions
Peramah dan penerimaan yang positif
- CLO1 2. The “Bath of Neptune” existed in the
“Bath of Neptune” wujud pada zaman
- A. Edo Era
 - B. British Empire
 - C. Roman Empire
 - D. Japanese Onsen Era

CLO1

3. Which of the following resort is located in Terengganu?
Antara berikut resort manakah terletak di Terengganu?

- A. Andaman Island Resort
- B. Sematan Palm Beach Resort
- C. Royale Chulan Cherating Resort
- D. The Taaras Beach and Spa Resort

CLO1

4. The roots of the resort concept can be traced from the existence of public bath. It serves both health and social purposes.

Asal usul konsep resort ini dapat dikesan daripada kewujudan tempat mandi awam. Ia berfungsi untuk tujuan kesihatan dan sosial

The above statement refers to _____

Pernyataan di atas merujuk kepada _____

- A. Tang Dynasty
Dinasti Tang
- B. Roman Empire
Empayar Roman
- C. Renaissance Era
Era Renaissance
- D. Revolution Era
Era Revolusi

- CLO1 5. Which characteristic below refers to the resort.
Ciri di bawah yang manakah merujuk kepada resort.
- A. More rooms for guests
Lebih banyak bilik untuk tetamu
 - B. Located near popular destinations
Terletak berdekatan destinasi popular
 - C. Provide accommodation only
Menyediakan tempat tinggal sahaja
 - D. The location is usually around urban area.
Lokasi biasanya di sekitar bandar.
- CLO1 6. Which of the following first resort concepts was developed in the eighteenth century?
Antara konsep resort pertama berikut, yang manakah dibangunkan pada abad kelapan belas?
- A. Well
Perigi
 - B. Sauna
Sauna
 - C. Hot Springs
Air Panas
 - D. Public Baths
Tempat mandi awam

- CLO1 7. Choose the American Contribution towards the existence of resort's industry.
Pilih Sumbangan Amerika ke arah kewujudan industri resort.
- I. Bar Harbour
 - II. Atlantic City
 - III. Tremont House
 - IV. Saratoga Springs and Putnam
- A. I and II
B. II and III
C. I, III and IV
D. I, II, III and IV
- CLO1 8. Boutique and Mega Resort are categorized under _____.
Butik dan pusat peranginan mega dikategorikan di bawah _____.
- A. Size
Saiz
 - B. Season
Musim
 - C. Location
Lokasi
 - D. Designation
Rekabentuk

CLO1

9. Orlando plans to visit Sepang Gold Coast resort and bring his family to experience the sea view from his room. Name the type of resort that he is going to stay in.

Orlando bercadang untuk melawat Sepang Gold Coast resort dan membawa keluarganya merasai pengalaman melihat keindahan laut hanya dari bilik. Namakan jenis resort yang akan mereka duduki.

- A. Lake resort
Resort tasik
- B. Mountain Resort
Resort pantai
- C. Floating resort
Resort Terapung
- D. Seaside resort
Resort pesisir laut

CLO1

10. During a discussion, Maya informs Abdul that she agrees to visit Hawaii during a particular season as she really loves to do tanning activities. What kind of resort is suitable for them?

Semasa perbincangan, Maya memberitahu Abdul, beliau bersetuju untuk pergi ke Hawaii apabila tiba musim yang dinyatakan dimana beliau amat meminati aktiviti memerangkan warna kulit. Apakah jenis resort yang sesuai untuk mereka?

- A. Spring resort
Resort musim luruh
- B. Summer resort
Resort musim panas
- C. Winter resort
Resort musim sejuk
- D. Year-round resort
Resort sepanjang tahun

CLO1

11. The following are the characteristics of Marina Resort, **EXCEPT**
*Berikut adalah ciri-ciri Marina Resort, **KECUALI***
- A. Equipped with port or harbour for yacht and luxury ship.
Dilengkapi dengan pelabuhan untuk kapal layar dan kapal mewah.
 - B. More serene and peaceful view of the sea hidden away from the road.
Pemandangan laut yang lebih tenang dan damai tersembunyi dari jalan raya.
 - C. Requires beachfront views and easy access to the waterfront terraces.
Pemandangan pantai dan akses mudah ke teres tepi pantai.
 - D. It consists of entertainment such as theater, show, luxurious dining and concerts.
Ia terdiri daripada hiburan seperti teater, pertunjukan, mewah makan dan konsert.

CLO1

12. Choose the characteristics below that related to the Theme Park Resort.
Pilih ciri-ciri di bawah yang berkaitan dengan Resort Taman Tema.
- I. Mainly located in rural area
Selalunya terletak di kawasan luar bandar
 - II. Luxury family-oriented Resort
Resort mewah berorientasikan keluarga
 - III. Purposely built for family vacation
Dibina dengan tujuan untuk percutian keluarga.
 - IV. The various type of themes differentiates the resort.
Pelbagai jenis tema membezakan resort.
- A. I, II and III
 - B. I, II and IV
 - C. II, III and IV
 - D. I, II, III and IV

CLO1

13.

- Coastal Resort
- Urban Resort
- Countryside Resort

Based on the types of resort listed above, choose the **CORRECT** category.
*Berdasarkan jenis resort yang disenaraikan di atas, pilih kategori yang **BETUL**.*

- A. Resort by size.
Resort berdasarkan saiz.
- B. Resort by season.
Resort berdasarkan musim.
- C. Resort by location.
Resort berdasarkan lokasi.
- D. Resort by designation.
Resort berdasarkan rekabentuk.

CLO1

14. What type of resort focuses on preserving the natural environment and teach the guests on how to coexist with nature.

Apakah jenis resort yang memberi tumpuan kepada memelihara alam sekitar semula jadi dan mengajar tetamu tentang cara hidup bersama dengan alam semula jadi.

- A. Eco Resort
Eco Resort
- B. Summer Resort
Resort Musim Panas
- C. Guest-Ranch Resort
Resort Ladang tetamu
- D. Camp-site Resort
Resort Tapak Perkhemahan

- CLO1 15. The term “no show” used in Front Office department refers to _____
- Terma “no show” digunakan dalam Jabatan Kaunter Hadapan merujuk kepada _____*
- A. A guest who arrives at a hotel without a reservation
Tetamu yang tiba di hotel tanpa tempahan
 - B. The date of the reservation was manually cancelled
Tarikh tempahan dibatalkan secara manual
 - C. Guest who is check out earlier from their expected check out date
Tetamu yang mendaftar keluar lebih awal dari jangkaan tarikh daftar keluar
 - D. A guest who made a room reservation but did not register or check in
Tetamu yang membuat tempahan bilik tetapi tidak mendaftar atau mendaftar masuk
- CLO1 16. Choose the right job description for a Restaurant Manager in a Resort.
Pilih deskripsi tugas yang betul untuk Pengurus Restoran di resort.
- A. Scheduling, payroll, hiring, training and purchasing supplies
Penjadualan, senarai gaji, pengambilan pekerja, latihan dan pembelian bekalan
 - B. Reports directly to director or assistant director of catering.
Melaporkan terus kepada pengarah atau penolong pengarah catering.
 - C. Responsible for booking and planning banquet foodservice events
Bertanggungjawab untuk menempah dan merancang acara perkhidmatan makanan jamuan
 - D. Works alone to set an annual budget, forecast sales and develop special promotions.
Bekerjasama untuk menetapkan belanjawan tahunan, meramalkan jualan dan membangunkan promosi istimewa

CLO1

17.

Resort Manager is responsible to ensure that the hotel is adequately staffed and that the staff is properly trained, motivated, and supervised.

Pengurus Resort bertanggungjawab untuk memastikan hotel mempunyai kakitangan yang mencukupi dan kakitangan dilatih, bermotivasi dan diawasi dengan betul

Based on this statement, choose the suitable department for managing staff and recruitment?

Berdasarkan pernyataan ini, pilih jabatan yang sesuai untuk menguruskan staf dan pengambilan?

- A. Financial Department
Jabatan Kewangan
- B. Housekeeping Department
Jabatan Pengemasan
- C. Human Resource Department
Jabatan Sumber Manusia
- D. Sales and Marketing Department
Jabatan Jualan dan Pemasaran

CLO2

18.

Usually this club is in a suburban area with a clubhouse, golf house, tennis court and also a swimming pool.

Kebiasaannya kelab ini merujuk kepada kawasan pinggir bandar dengan rumah kelab, padang golf, gelanggang tenis dan juga kolam renang.

This statement refers to ...

Kenyataan ini merujuk kepada

- A. Sport club
Kelab sukan
- B. Country club
Kelab desa
- C. Private club
Kelab Persendirian
- D. Recreational club
Kelab Rekreasi

CLO2

19.

Certain club needs permit to provide alcoholic beverage service to club members.
Ada antara kelab yang perlu mempunyai permit dalam memberikan perkhidmatan memberi minuman beralkohol kepada ahli.

Figure out the appropriate club that can be implemented according to the statement above.

Tentukan kelab yang sesuai yang boleh dilaksanakan mengikut pernyataan diatas

- A. Sports club
Kelab sukan
- B. Private club
Kelab persendirian
- C. Public club
Kelab umum
- D. Semi-private club
Kelab separa persendirian

CLO2

20.

A club management system in a resort is essential for efficiently managing various aspect of the resort's club facilities and services.
Sistem pengurusan kelab di resort adalah penting untuk menguruskan pelbagai aspek kemudahan dan perkhidmatan kelab dengan cekap.

Which of the following statement is **NOT** the function of Club Management in a Resort?

*Manakah antara pernyataan berikut **BUKAN** fungsi Pengurusan Kelab di Resort?*

- A. To improve relationship with customer.
Untuk meningkatkan hubungan dengan pelanggan.
- B. To appreciate customer on their hard work by using the system.
Untuk menghargai pelanggan atas kerja keras mereka dengan menggunakan sistem.
- C. To gain profit and increase sales only.
Untuk meningkatkan keuntungan dan jualan sahaja.
- D. To keep customer happy by appreciating them as valued member.
Memastikan pelanggan gembira dengan menghargai mereka sebagai ahli yang dihargai.

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) Compare the resort and hotel based on their purpose and location.
Bandingkan antara resort dan hotel berdasarkan tujuan dan lokasi.
- [4 marks]
[4 markah]
- CLO1 (b) Elaborate **FOUR (4)** types of resort by designation.
Huraikan EMPAT (4) jenis resort berdasarkan rekabentuk.
- [8 marks]
[8 markah]
- CLO1 (c) Explain **FOUR (4)** responsibilities of the Housekeeping Department in a resort.
Terangkan EMPAT (4) tanggungjawab Jabatan Pengemasan di sesebuah resort.
- [8 marks]
[8 markah]

QUESTION 2**SOALAN 2**

- CLO1 (a) Front Office Department plays an important role in giving the best first impression to guest. Explain **THREE (3)** main functions of Front Office Department.
- Jabatan Kaunter Hadapan memainkan peranan penting dalam memberikan tanggapan pertama yang terbaik kepada tetamu. Terangkan **TIGA (3)** fungsi utama Jabatan Pejabat Hadapan.*
- [6 marks]
[6 markah]
- CLO1 (b) Discuss **THREE (3)** types of cost that may incur during the development of a golf-course.
- Bincangkan **TIGA (3)** jenis kos yang terlibat semasa pembangunan padang golf.*
- [6 marks]
[6 markah]
- CLO2 (c) Draw an organizational chart covering the top **FOUR (4)** positions in the Club Management with **ONE (1)** role or responsibility of each position.
- Lukis carta organisasi yang meliputi **EMPAT (4)** jawatan teratas dalam Pengurusan Kelab dengan **SATU (1)** peranan atau tanggungjawab bagi setiap jawatan.*
- [8 marks]
[8 markah]

QUESTION 3

SOALAN 3

- CLO2 (a) Explain **TWO (2)** types of club membership in resort industry.
Terangkan DUA (2) jenis keahlian kelab dalam industri resort.
- [4 marks]
[4 markah]
- CLO2 (b) Indoor recreational activities refer to an establishment that provides amusement, entertainment or physical fitness services that typically occur indoors with a fee or admission charge. As a Recreational Manager in The Westin Resort & Spa, implement **FOUR (4)** indoor recreational activities for your guest.
- Aktiviti rekreasi dalaman merujuk kepada pertubuhan yang menyediakan perkhidmatan hiburan, hiburan atau kecergasan fizikal yang biasanya berlaku di dalam rumah dengan bayaran atau bayaran masuk. Sebagai Pengurus Rekreasi di The Westin Resort & Spa, laksanakan EMPAT (4) aktiviti rekreasi dalaman untuk tetamu anda.*
- [8 marks]
[8 markah]
- CLO2 (c) Golf is one of the recreational activities in resort. Write **FOUR (4)** benefits of playing golf.
Golf merupakan salah satu aktiviti riadah di resort. Tuliskan EMPAT (4) faedah bermain golf.
- [8 marks]
[8 markah]

QUESTION 4**SOALAN 4**

Resort security refers to the measures or actions taken by a resort to ensure the safety and security of its guests, employees, and property.

Keselamatan resort merujuk kepada langkah atau tindakan yang diambil oleh resort untuk memastikan keselamatan dan keselamatan tetamu, pekerja dan harta bendanya.

- CLO2 (a) Based on the above statement, write **TWO (2)** types of security measures in resort.

Berdasarkan pernyataan di atas, tuliskan DUA (2) jenis langkah keselamatan di resort.

[4 marks]

[4 markah]

- CLO2 (b) Resort security refers to guest's responsibility in bringing valuables and important belongings to the resort, with the safety protection assured physically by the resort. Determine **FOUR (4)** Standard Operating Procedures for People Access Control in maintaining resort safety and security.

Keselamatan resort merujuk kepada tetamu bertanggungjawab untuk membawa barang-barang berharga dan barang-barang penting ke resort, dengan perlindungan yang terjamin diberikan oleh resort secara fizikal dan keselamatan mereka. Tentukan EMPAT (4) Prosedur Operasi Standard untuk Kawalan Akses Orang dalam mengekalkan keselamatan dan keselamatan resort.

[8 marks]

[8 markah]

CLO2

- (c) Risks can happen anywhere including inside the resort. As a Security Manager in Marriot Perhentian Resort, share **FOUR (4)** possible risks that compromise resort's safety and security.

*Risiko boleh berlaku di mana-mana sahaja termasuk di dalam resort. Sebagai Pengurus Keselamatan di Marriot Perhentian Resort, Kongsi **EMPAT (4)** kemungkinan risiko yang menjejaskan keselamatan di resort*

[8 marks]

[8 markah]

SOALAN TAMAT

SECTION A : 20 MARKS
BAHAGIAN A : 20 MARKAH

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CLO1

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Resort Tapak Perkhemahan

CLO1

17. Resort Manager is responsible to ensure that the hotel is adequately staffed and that the staff is properly trained, motivated, and supervised.

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Jabatan Sumber Manusia
- D. Sales and Marketing Department
Jabatan Jualan dan Pemasaran

CLO2

18. Usually this club is in a suburban area with a clubhouse, golf house, tennis court and also a swimming pool.

Kebiasaannya kelab ini merujuk kepada kawasan pinggir bandar dengan rumah kelab, padang golf, gelanggang tenis dan juga kolam renang.

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Kelab Persendirian
- D. Recreational club
Kelab Rekreasi

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- CLO1 (c) Explain **FOUR (4)** responsibilities of the Housekeeping Department in a resort.
Terangkan EMPAT (4) tanggungjawab Jabatan Pengemasan di sesebuah resort.
- [8 marks]
[8 markah]

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SOALAN 3

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- Aktiviti rekreasi dalaman merujuk kepada pertubuhan yang menyediakan perkhidmatan hiburan, hiburan atau kecergasan fizikal yang biasanya berlaku di dalam rumah dengan bayaran atau bayaran masuk. Sebagai Pengurus Rekreasi di The Westin Resort & Spa, laksanakan EMPAT (4) aktiviti rekreasi dalaman untuk tetamu anda.*
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- CLO2 (c) Golf is one of the recreational activities in resort. Write **FOUR (4)** benefits of playing golf.
Golf merupakan salah satu aktiviti riadah di resort. Tuliskan EMPAT (4) faedah bermain golf.
- [8 marks]
[8 markah]

CLO2

- (c) Risks can happen anywhere including inside the resort. As a Security Manager in Marriot Perhentian Resort, share **FOUR (4)** possible risks that compromise resort's safety and security.

*Risiko boleh berlaku di mana-mana sahaja termasuk di dalam resort. Sebagai Pengurus Keselamatan di Marriot Perhentian Resort, Kongsi **EMPAT (4)** kemungkinan risiko yang menjejaskan keselamatan di resort*

[8 marks]

[8 markah]

SOALAN TAMAT