



FINAL EXAMINATION

Student ID :

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Student Name : _____

Subject Code : **BGN2305 Managing People in the Service Industry**
 Semester & Year : May-August 2017
 Lecturer/Examiner : Dr. Christine Chow
 Duration : 3 hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of **TWO (2)** parts:
PART A (30 marks) : THIRTY (30) multiple choice questions. Answer all THIRTY (30) questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
PART B (70 marks) : FOUR (4) Short Answer Questions. Answer all (FOUR) 4 questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorised materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are **NOT** allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College of Hospitality.

Total Number of pages = 7 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS (70 MARKS)
INSTRUCTION(S) : Answer ALL FOUR (4) questions below.
Write your answers in the Answer Booklet(s) provided.

QUESTION 1

Discuss why good communication within an organisation is crucial? **(15 marks)**

QUESTION 2

Explain the importance of ensuring proper processing is done when a disciplinary action is to be taken and what you need to do to assure the employee that the disciplinary process has been done in a fair and efficient manner. **(15 marks)**

QUESTION 3

a) List the differences regarding Diversity. **(10 marks)**

b) Explain workforce diversity and its benefits **(10 marks)**
(Total: 20 marks)

QUESTION 4

Describe the differences between Leadership and Management. **(20 marks)**

END OF EXAM