



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Course Code & Name : **BHM2301 Consumer Behaviour in Hospitality**
Trimester & Year : January – April 2018
Lecturer/Examiner : Joseph Choe Kin Hwa
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (25 marks) : TWENTY FIVE (25) multiple choice questions. Shade your answers in the Multiple Choice Answer sheet in the Answer Booklet provided. You are advised to use a 2B pencil.
PART B (75 marks) : FIVE (5) essay questions. Answer ALL of the questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorized 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 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.

Total Number of pages = 8 (Including the cover page)

PART B : ESSAY QUESTIONS (75 MARKS)

INSTRUCTION(S) : Answer all **FIVE (5)** questions. Write your answers in the Answer Booklet(s) provided.

Question 1

Explain **FIVE (5)** commonly used qualitative data collection methods in consumer research.

(15 marks)

Question 2

Motivation is a process that does not happen in an instant, but takes place over a period of time. Marketer can influence a consumer to buy the marketer's product at any point in time during the process. Illustrate how marketer influences a customer in the process of motivation by using any relevant product as example.

(15 marks)

Question 3

The famous psychoanalyst Sigmund Freud proposed that personality is formed as a result of the conflict of three interacting psychological systems in human beings. Examine the **THREE (3)** systems in Freudian Theory that influence customer personality.

(15 marks)

Question 4

Discuss how marketers design their marketing strategies that can appeal to the characteristics of consumer sensory systems.

(15 marks)

Question 5

Explain the **FIVE (5)** major steps in decision-making process for a customer who intent to purchase a tour package.

(15 marks)

END OF QUESTION PAPER