**Orientation Assessment**

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Department |  |
| ID Number |  | Date |  |

You are to read the questions carefully before attempting to answer. You must obtain a minimum score of 75 marks to pass this paper.

*Sila baca soalan dengan teliti sebelum memberikan jawapan. Anda memerlukan 75 markah untuk lulus ujian ini.*

Section A - Objective Questions (2 marks per correct answer)

Q1 The Hotel practice an \_\_\_\_\_\_\_\_policy?

*Hotel ini mengamalkan dasar\_\_\_\_\_\_\_\_\_?*

|  |  |  |  |
| --- | --- | --- | --- |
| Close Door / *Pintu tertutup* |  | Open Door / *Pintu terbuka* |  |
| Multi-racial / *Berbilang kaum* |  | One To One / *Satu dengan satu* |  |

Q2 The Hotel has \_\_\_\_\_\_rooms.

*Hotel ini mempunyai \_\_\_\_\_\_bilik tetamu.*

|  |  |  |  |
| --- | --- | --- | --- |
| 388 |  | 408 |  |
| 442 |  | 391 |  |

Q3 What system is used by associate when applying for any leave?

*Sistem apakah yang boleh pekerja gunakan untuk memohon cuti?*

|  |  |  |  |
| --- | --- | --- | --- |
| Employee Self Service (ESS) |  | SMS & E-Mail |  |
| Annual Leave System /  *Sistem Cuti Tahunan* |  | Employee Leave Roaster (ELR) /  *Jadual Cuti Pekerja* |  |

Q4 Sexual harassment is a \_\_\_\_\_\_\_misconduct.

*Gangguan seksual adalah kesalahan\_\_\_\_\_\_\_\_\_\_.*

|  |  |  |  |
| --- | --- | --- | --- |
| Minor / *Kecil* |  | Gross / *Besar* |  |

Q5 What is the maximum number of hospitalization leave an associate is entitled to (including sick leave)?

*Berapa hari maksima pekerja berhak mengambil cuti masuk hospital (termasuk cuti sakit)?*

|  |  |  |  |
| --- | --- | --- | --- |
| 60 days |  | 65 days |  |
| 70 days |  | 75 days |  |

Q6 What is the minimum payable overtime rate?

*Berapakah kadar bayaran minima kerja lebih masa (Overtime)?*

|  |  |  |  |
| --- | --- | --- | --- |
| RM3.50 per hour/jam |  | RM4.00 per hour/jam |  |
| RM4.50 per hour/jam |  | RM5.00 per hour/jam |  |

Q7 What is the maximum overtime hours permissible on a normal working day (8 hours)?

*Berapa jam maksima dibenarkan untuk bekerja lebih masa pada hari kerja biasa (8 jam)?*

|  |  |  |  |
| --- | --- | --- | --- |
| 4 hours / jam |  | 6 hours / jam |  |
| 8 hours / jam |  | 10 hours / jam |  |

Q8 How many months would a non-valuable “Lost & Found” item be kept?

*Berapa bulan barang tidak bernilai “Lost & Found” akan disimpan?*

|  |  |  |  |
| --- | --- | --- | --- |
| 6 months |  | 4 months |  |
| 3 months |  | 5 months |  |

Q9 Name all four of our values.

*Namakan semua nilai Sama-Sama Hotel.* (12 marks)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10 Name 3 communication platforms available to associates.

*Namakan 3 platform komunikasi yang sedia ada untuk pekerja.* (9 marks)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q11 Name 5 room categories available for guests at the Hotel.

*Namakan 5 kategori bilik yang sedia ada untuk pelanggan Hotel.* (10 marks)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12 Where is the location of Sama-Sama Express in the Satellite building at KLIA?

*Di manakah lokasi Sama-Sama Express di bangunan Satelit KLIA?*  (3 marks)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13 Name the 2 types of room views available in Sama-Sama Express KLIA.

*Namakan 2 jenis pemandangan dari bilik yang sedia ada di Sama-Sama Express KLIA.* (4 marks)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q14 What is our ‘Brand Promise’?

*Apakah pesanan jenama Sama-Sama Hotel?* (2 marks)

Q15 Name the 3 types of Sexual Harassment.

*Namakan 3 jenis Gangguan Seksual.* (6 marks)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q16 Name ten (10) types of Risk in the Hotel.

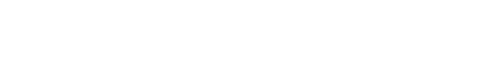
*Nyatakan sepuluh (10) Risiko yang ada dalam Hotel.*  (10 marks)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q17 Name four (4) types of leave is available and how many days is entitled.

*Nyatakan empat (4) jenis cuti dan berapa hari yang diberi.* (8 marks)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**(2 marks per correct answer)**