

Paper Code: EPA-HTMFP MOCK
Level 2

Hospitality Team Member: Food Production

EPA On-Demand Test Mock

Information for registered Centre

The seal on this examination paper must only be broken by the learner at the time of the examination.
Under no circumstances should a learner use an unsealed examination paper.

Information for candidates

This examination consists of **52 multiple-choice questions** and is split into **two parts of 26 questions** each. The minimum **pass mark** is **18** out of **26** per part (**36** out of **52** overall). **Both parts must be passed** to obtain a pass. The minimum **distinction mark** is **44** out of **52** overall. The duration of this examination is **90 minutes**. The apprentice will be given 30 minutes to read the question paper before attempting to provide any answers. In total the examination will last 2 hours. You are **NOT** allowed any assistance to complete the answers. When completed, please leave the **Examination Answer Sheet (EAS)** on the desk.

EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 A B C D **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your Examination Answer Sheet (EAS). These will not be recorded.

01 A B C D **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** shade over more than one answer circle
ANSWER COMPLETED INCORRECTLY

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

Part A: Core Knowledge

1

You currently work in hospitality and are looking for some advice about furthering your career. The **most** appropriate course of action to take is to:

- A talk to your supervisor or manager
- B visit the job centre
- C read relevant trade press
- D visit the local library

2

In your induction to a new role you are asked to define what hospitality means to you. You explain that some of the **key** principles of hospitality are:

- A offering low prices and a very large choice of products and services
- B offering excellent customer service and value for money
- C having polite staff and offering a very large choice of products and services
- D offering excellent customer service and keeping prices low enough to suit all budgets

3

Poor conduct or behaviour at work may affect other members of your team. Which of the following behaviours will have the biggest **negative** impact on your team?

- A Wearing the incorrect uniform
- B Not helping to take out the rubbish
- C Constantly coming into work late
- D Socialising with your team

4

You visit a hospitality establishment with your manager where the staff are unfriendly and service is inconsistent. As a result, the business has a poor reputation. How might this affect their business?

- A Sales are likely to decrease
- B The business will get a poor food safety record
- C As long as the quality of the products is good there will be no effect on the business
- D Prices will need to be reduced for all products

5

You work for a chain of outlets with well-defined brand standards. The **most** important reason for these brand standards to be followed in all outlets is so that:

- A everything looks the same across all sites
- B menu items are always the same across all sites
- C customers receive the same welcome across all sites
- D standards of service are maintained across all sites

6

Employees must ensure they are following the correct health and safety procedures at all times. According to health and safety legislation, employees have a duty to:

- A always do as they are told
- B take reasonable care of themselves and others
- C take part in writing health and safety policies with their manager
- D attend regular health and safety meetings

7

Your team has been asked to work additional hours next week. Some of the team are not happy about doing this. What effect is this **most** likely to have on the team?

- A Productivity will improve as everyone wants to complete the work as soon as possible
- B Team members will book more holidays
- C Team members will work faster as there will be less social chat
- D Team spirit will decrease along with productivity

8

You are taking part in customer service training and are talking about how to recognise customers' needs. To help you to identify their needs, it is **most** important for you to know the:

- A range of skills that you have to help customers
- B types of customers your business typically serves
- C full range of products and services that can be offered to customers
- D skills your colleagues have to help customers

9

Your manager has asked you to explain a simple new procedure to the rest of your team as you are already very familiar with it. The **most** effective and efficient way to do this is by:

- A covering it in the daily shift briefing at the beginning of your next shift
- B creating a process document and pinning it to the staff noticeboard
- C meeting with each team member individually to outline the procedure and answer any questions
- D watching as each team member completes the procedure for the first time to ensure they do it correctly

10

In a team meeting your supervisor reminds the team of the importance of efficient resource use. This is important because it helps your organisation to:

- A sell more products or services
- B save on costs
- C exceed customers' expectations
- D look good to customers

11

A customer approaches you and starts to complain about the level of service in your workplace. The **first** action you should take is to:

- A defend your organisation
- B listen to the customer
- C suggest they speak to your supervisor
- D offer them a free product or service

12

If you spot something potentially dangerous in the workplace, you should:

- A ask your colleagues for their opinion
- B wait to see if it causes an accident and then report it
- C consider whether it is likely to cause problems, and if not, ignore it
- D report it to your supervisor immediately

13

Part of your company's induction relates to employees' conduct and behaviour. The **most** appropriate behaviour for an employee to display when dealing with customers is:

- A smiling at customers at all times
- B avoiding speaking to colleagues while customers are present
- C copying what colleagues are doing if they are unsure of correct procedures
- D being respectful of customers at all times

14

It is important for all businesses to adhere to legislation relating to equality and diversity. The **main** impact of this is that it will help an organisation to achieve:

- A a high annual revenue
- B a workforce with people from all over the world
- C an environment that is inclusive
- D an environment where everyone gets along

15

It is important to ensure you adhere to relevant legislation in the workplace. According to the Consumer Protection from Unfair Trading Regulations it may be considered a criminal offence if:

- A goods or services are priced higher than they are worth
- B a customer complaint is received about the quality of goods or services
- C goods or services are promoted with a misleading description
- D a customer complaint is received about the delivery time of goods or services

16

Businesses have both external and internal customers. Internal customers can usually be defined as those who:

- A regularly purchase products and services from the organisation
- B work inside the organisation with you
- C belong to the organisation's customer loyalty or discount scheme
- D only buy items they have a specific need for

17

First impressions are key to establishing positive relationships with your customers. Which of the following could give the customer a **poor** first impression of you and your organisation?

- A Greeting the customer and making eye contact
- B Having a smart personal appearance
- C Chatting with colleagues while the customer waits
- D Smiling while the customer speaks

18

You are interested in progressing into a supervisory role in the hospitality industry in the future. Which of the following **best** describes some of the qualities you need to have?

- A The ability to follow instructions, the ability to respect authority and basic communication skills
- B Decision-making skills, excellent communication skills and the ability to motivate others
- C The ability to hire and fire employees, a high level of creativity and excellent typing skills
- D Good written communications skills, excellent maths skills and a preference for working alone

19

In your place of work you consistently receive good feedback from customers and your supervisors. The **most** likely outcome of this for you personally is:

- A praise from your manager, but less opportunity for personal development as you are already good at your job
- B you will be able to come into work late or leave early without your manager minding
- C an increased chance of promotion and more opportunities for personal development
- D a guaranteed pay rise and regular bonuses

20

Your business is very keen to use only local suppliers. This will benefit the environment because:

- A suppliers will drive fewer miles to make deliveries so carbon emissions will be reduced
- B suppliers will put money back into the conservation of the local environment
- C no delivery vehicles will be needed as you will be able to pick up large amounts of stock on foot
- D fewer resources will be used as you will only need to purchase them when you run out

21

Effective teamwork is important in achieving the business's objectives. The **most** important strategy to help a team work together successfully and achieve its goals is:

- A ensuring the team has a shared sense of humour and similar interests
- B all team members having the same skillset at the same level
- C giving each team member the tasks that they prefer
- D ensuring open, honest and respectful communication among the team

22

How you present yourself will help with the impression you make on customers. The **most** likely way to make a positive first impression on a customer is by having:

- A closed posture and a serious expression
- B relaxed and open body language
- C folded arms and a smile
- D an informal and casual attitude

23

In team meetings, staff members may be reminded of the importance of suggesting upgrades or additional items to customers when making sales. This is considered to be important to many businesses because it:

- A reduces costs for the business
- B means customers will leave larger tips
- C means customers will be happier with the service
- D helps to increase revenue for the business

24

While assisting your supervisor with training a new member of staff, you notice they have made the same mistake several times. The **most** effective way of dealing with this is by:

- A taking a short break so your supervisor can remind the team of the process without singling out the new member of staff
- B asking the new member of staff to try a different activity instead
- C briefly stopping the activity to point out the correct process and then letting the new team member continue
- D making a note of the mistakes so your supervisor can mention them to the new team member at the end of the shift

25

A basic principle of customer service that staff are typically expected to follow in hospitality roles is:

- A greeting the guest before they greet you
- B always smiling, even if a guest is angry
- C only smiling if the guest is smiling
- D greeting all guests with a strong handshake

26

You are the last person to leave your area at the end of a shift and are carrying out some final tasks. The action that will best help your organisation with **cost saving** is:

- A disposing of any waste
- B cleaning the area thoroughly
- C turning off all non-essential lights, appliances and heating
- D leaving the lights on so burglars are deterred

Part B: Food Production

27

A customer orders a sirloin steak, but when they receive the meal they complain the steak is underweight compared to the weight given on the menu. The **most** relevant legislation the customer could refer to when complaining is the:

- A Food Safety Act
- B Weights and Measures Act
- C Health and Safety Act
- D Licensing Act

28

Knives are 1 of the most regularly used items in the kitchen. The **most** important reason for knives to be cleaned and disinfected between each use is to prevent:

- A tainting foods
- B cross-contamination
- C a build-up of food stuffs making the knife slippery
- D the knife edge becoming blunt

29

Pork, beef, chicken and eggs are generally considered to be in the same food group. These foods are high in:

- A protein
- B carbohydrates
- C natural sugar
- D vitamin C

30

You are producing a soup using fresh vegetables. The **most** important reason to check ingredients are of the correct quality before starting preparation is to ensure:

- A the wrong ingredients are not used
- B you have enough stock
- C you do not run out of any ingredients during service
- D the organisation's standards for dishes are consistent

31

As part of your job preparing food, you are required to follow food safety requirements at all times. The **most** important reason to do this is to:

- A prevent food wastage
- B attract new customers
- C ensure food is safe to eat
- D ensure food is of the correct quality

32

Working in food production, you need to be aware of food allergens and know how to minimise the risk of cross-contamination from allergenic ingredients. Examples of **common** food allergens include:

- A chickpeas and gelatine
- B onions and sultanas
- C milk and crustaceans
- D bananas and potatoes

33

Thorough cooking can effectively destroy most food poisoning bacteria in foods. When cooking chicken, you should ensure the core temperature reaches:

- A 55°C
- B 63°C
- C 75°C
- D 100°C

34

It is important to follow food safety procedures and ensure that all foods are stored at the correct temperatures. The recommended temperature for the storage of high-risk food in a refrigerator is:

- A -1°C or below
- B 5°C or below
- C 10°C or below
- D 15°C or below

35

You receive a delivery of chicken. When checking it, you notice it is short by 12 portions of chicken breast. The **most** appropriate action to take is to:

- A write '12 short' on the delivery note
- B inform your supervisor
- C ask if they have an alternate food they can provide to make up the difference
- D ask for a discount on the total cost of the delivery

36

You are asked by a waiter if a dish is suitable for a vegan customer. Which of the following ingredients in the dish suggests it will **not** be suitable for the customer?

- A Sweet potato
- B Tofu
- C Soy milk
- D Eggs

37

Food poisoning bacteria need specific conditions to multiply. The conditions needed are:

- A light, moisture, time and dirt
- B time, dirt, moisture and darkness
- C darkness, moisture, food and a cool temperature
- D warmth, moisture, food and time

38

You are helping to prepare and set up the kitchen prior to starting to produce food and realise that a toaster is not working. The **most** appropriate way of dealing with this situation is to:

- A inform your supervisor so they can decide whether to repair or replace the toaster
- B throw the toaster away and tell your colleagues they will need to use the grill to make toast
- C try to repair the toaster yourself before informing your supervisor if you cannot get it to work
- D tell your colleagues that you will need to remove toast from the menu

39

When you start at a new place of work you may be issued with chef whites or a similar uniform. The **main** reason for wearing protective clothing like this is to:

- A keep personal clothing clean and away from food
- B stop wear and tear on expensive personal clothing
- C protect food from the risk of contamination
- D give a smart and professional appearance

40

You are preparing a sauce that needs to be simmered. Simmering can **best** be described as:

- A bringing the sauce to a full boil and keeping it there for a short time
- B keeping the sauce just under boiling point while it bubbles gently
- C keeping the sauce warm, but not bubbling, for an extended period of time
- D keeping the sauce at a full boil for an extended period of time

41

The temperature range referred to as the 'danger zone' in which foodborne bacteria grow is:

- A 5°C - 63°C
- B 8°C - 73°C
- C 15°C - 63°C
- D 37°C - 47°C

42

You have just cooked some pasta for a salad to be served later the same day. The maximum time that this food can be left out before being refrigerated is:

- A 30 minutes
- B 1 hour
- C 75 minutes
- D 2 hours

43

You are training a new team member on appropriate storage conditions. You explain that ambient storage areas should be:

- A clean, lockable, temperature controlled and unventilated
- B clean, dry, warm and next to the kitchen
- C clean, cool, dry and well ventilated
- D well ventilated, clean, lockable and all food items placed on solid shelving

44

You are updating your menus to ensure customers receive useful and accurate information on the allergens contained in the dishes available. The **most** appropriate way of doing this is to:

- A hand write all the allergens next to the dish descriptions on each menu
- B write 'some of our dishes may contain allergens' on the menu chalkboards displayed on the walls
- C produce a separate printed sheet listing the allergens in each dish and tuck it inside each menu
- D add a key to the menu and use symbols to show which dishes contain allergens

45

Your place of work has started offering a promotion of 2 for the price of 1 meals for certain menu items each Thursday. The **most** important reason to promote this to customers is to:

- A reduce the amount of food waste in the kitchen
- B ensure staff receive tips for providing good service
- C help to increase sales and encourage repeat business
- D ensure you get good feedback on social media sites

46

A customer requests a dish containing cod from the menu, but you discover you have run out. There is some pollock in the fridge, which is a similar type of fish. Can you serve this instead of the cod?

- A Yes, but only if you advise the customer that it is pollock beforehand
- B Yes, as the customer will not be able to tell the difference once it is in the dish
- C No, as it would be against the unfair trading regulations
- D No, as you would have to increase the price of the dish

47

You have been asked to clean kitchen worktops with a sanitiser. A sanitiser:

- A removes grease and dirt only
- B destroys all bacteria present on the surface
- C sterilises in hot and cold water
- D cleans and reduces bacteria to a safe level

48

You have been asked to defrost some joints of pork for service the following evening. The **most** appropriate way to do this is by:

- A removing the packaging, putting the pork on a tray and leaving it out on the side at room temperature
- B leaving the pork in its packaging, placing it in a deep tray and putting it in the fridge
- C removing the packaging, placing the pork in a plastic tray and microwaving it for the required time
- D removing the packaging, putting the pork in a deep tray, covering it and putting it in the bottom of the fridge

49

You are working in a shop that has recently applied to sell basic food dishes in addition to gifts and presents. One important legal requirement the business will need to comply with is:

- A implementing and following adequate food safety processes
- B putting a complaint handling procedure in place
- C preventing visitors from entering the food processing area
- D ensuring all staff have qualifications in health and safety

50

You are preparing chicken for sandwiches to be served the next day. Which of the following is the **most** appropriate method of cooking whole chickens to be used in this way?

- A Deep frying
- B Roasting
- C Boiling
- D Grilling

51

You are preparing a side order of potato wedges. The **most** appropriate cooking method to use for these is:

- A shallow frying
- B microwaving
- C deep frying
- D boiling

52

You are making soup with a garnish of fresh chives and realise you will not have enough chives to last throughout the whole service. The **most** appropriate way of dealing with this is to:

- A inform your supervisor immediately and suggest buying some locally
- B wait until you run out and then go out to buy some locally with the petty cash
- C use an alternate garnish as customers will not be able to tell the difference
- D wait until you run out and then let the service staff know that the soup will now be served without chives



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