

Paper Code: M-EPA-HTMRE2001

Level **2**

Hospitality Team Member: Reservations - Mock Test

Information for registered centres

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

Information for candidates

Under no circumstances should you, the candidate, use an unsealed examination paper.

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 ☒ **ANSWER COMPLETED CORRECTLY**

Examples of how **NOT** to mark your examination answer sheet (EAS). These will not be recorded.

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

01 ☐ A ☐ B ☒ ☒ **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

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

01 ☐ A ☐ B ☒ ☒ **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.

1

After dining, a guest praises a restaurant online for outstanding service. Which of the following is a **key** benefit of exceeding customer expectations?

- A. More time spent on customer complaints
- B. Decreased need for marketing spend
- C. Lower menu prices due to higher demand
- D. More reservations due to positive recommendations

2

A family visits a restaurant for the first time. They express their eagerness to find a new regular spot for dining. This family are classified as:

- A. potential customers
- B. loyal customers
- C. discount customers
- D. internal customers

3

To increase business, a hotel owner introduces a new loyalty scheme. Which method effectively encourages customers to register?

- A. Advertise in the local newspaper
- B. Provide brochures to customers
- C. Set up a display near the checkout
- D. Selling directly to customers

4

A team member is asked to cover their supervisor during a busy weekend shift. Which of the following is a **key** action?

- A. Maintaining quality standards
- B. Communicating with the owners
- C. Enhancing service skills
- D. Announcing the new leadership

5

An employee who previously worked at a bed and breakfast is now employed at a luxury hotel. They notice both businesses share a **main** goal. This is to:

- A. make a profit on behalf of the owners
- B. provide goods and services to ensure guest satisfaction
- C. serve good food at reasonable prices
- D. get guests to spend more money

6

A restaurant is exploring ways to cut costs and reduce waste by focusing on sustainable practices. This can be achieved by decreasing:

- A. food recycling
- B. staff hours
- C. single-use plastics
- D. paper in restrooms

7

An employee is receiving training on improving personal behaviours and customer service delivery. Why is developing these skills beneficial?

- A. The number of complaints are reduced leading to an improved business reputation
- B. Operating hours can then be extended to accommodate more diners
- C. It leads to increased customer visits leading to higher profit
- D. Additional incentives can be offered to motivate staff further

8

A luxury hotel chain that is famous for its bedding opens in a new location. Which of these is a **key** reason for following the hotel's standard when choosing bedding?

- A. To receive discounts from suppliers
- B. To keep guest experience consistent
- C. To reduce the need for regular replacement
- D. To offer a unique experience at each location

9

A small fire breaks out and smoke quickly starts to fill the dining area of a kitchen. According to fire safety practices, what is the **first** action to take?

- A. Leave the fire and continue serving tables to avoid panic among guests
- B. Attempt to put out the fire before telling management
- C. Raise the alarm and evacuate guests using the nearest fire exit
- D. Lock the kitchen doors to contain the fire

10

To optimise operations, a hotel merges the duties of its bar and reception staff. What impact is this likely to have on the team?

- A. Reduced teamwork
- B. Better guest service
- C. Increased workload
- D. Less staff communication

11

A hotel employee is introducing a new reservation system to a new team member. Information about the system can be communicated effectively by:

- A. providing a detailed and step-by-step guide
- B. using complex terminology to show knowledge
- C. offering a general explanation suitable for everyone
- D. handing the new team member the operating manual

12

A venue is preparing for an upcoming event where alcohol will be served. What current piece of legislation regulates the sale of alcohol?

- A. Food Safety Act
- B. Licensing Act (England & Wales)
- C. Trade Description Act
- D. Health and Safety at Work etc. Act

13

The electricity bill in a hotel is unusually high during the off-peak season. These costs can be effectively reduced by:

- A. reducing operating hours of the main lobby and restaurant lighting
- B. increasing heating settings to reduce air conditioning use
- C. moving to a new provider before assessing energy usage
- D. switching lights and air conditioning off in unoccupied rooms

14

A guest in a restaurant has received the wrong dish and is visibly upset with the error. How can staff effectively resolve the situation?

- A. Inform the guest that such mistakes are common
- B. Apologise and quickly arrange for the correct dish to be made
- C. Offer a discount on the wrong dish and encourage them to try it
- D. Recommend the guest accept the wrong dish

15

A guest thanks a hotel receptionist for their great manners and enthusiasm. What is the **main** reason for showing good behaviour and performance?

- A. It boosts reputation, leads to more working hours and improves emotional well-being
- B. It aids problem-solving, contributing to career success and may result in a pay rise
- C. It sets positive examples, allows for time off and encourages self-reflection on performance
- D. It helps build trust, maintains good relationships and ensures effective communication

16

A couple checks into a hotel looking for a weekend away from their busy city lives. Which of the following services meet the couple's needs?

- A. Offering spa and wellness treatments
- B. Ensuring fast internet services
- C. Providing maps of nearby pubs and bars
- D. Recommending local late-night entertainment

17

A couple, who are celebrating their anniversary, have reserved a standard room. How can upselling be used to enhance the guests' experience?

- A. Offer the guests an upgrade to a suite for an additional fee
- B. Advise they book earlier next time to receive complimentary upgrades
- C. Provide the guests with complimentary welcome drinks
- D. Offer to make a reservation at the hotel restaurant

18

A guest arrives at a hotel after a long flight and finds out that their room is not ready. How can the hotel staff apply the principles of hospitality in this situation?

- A. Inform the guest to sit in the lobby and wait until the room is ready
- B. Advise the guest to check back in a couple of hours
- C. Suggest the guest find a nearby cafe to pass the time
- D. Offer the guest a complimentary drink and access to the lounge

19

A guest approaches an employee in a hotel restaurant. They would like information about local activities but the concierge is busy. How can the employee effectively handle this situation?

- A. Suggest waiting until someone becomes available
- B. Seek assistance from the hotel's duty manager
- C. Provide recommendations to the best of their knowledge
- D. Ignore the guest to concentrate on restaurant tasks

20

A hotel is adapting their operations to become more sustainable. Which practice contributes to reducing the hotel's carbon footprint?

- A. Installing non-renewable energy sources for heating
- B. Using local and seasonal products
- C. Providing individually packaged toiletries
- D. Increasing the number of parking spaces available

21

A hotel receptionist welcomes guests from a variety of cultural backgrounds for check-in. Which of the following is a **key** principle when serving guests from different cultures?

- A. Treating all guests the same regardless of their backgrounds
- B. Showing understanding for each guest's cultural background
- C. Communicating with guests exclusively in English
- D. Presuming that all guests share similar cultural values

22

A large group have cancelled their booking at a restaurant but the kitchen has not been informed. What is the **main** impact that this has on the kitchen?

- A. Restaurant staff can leave early due to reduced workload
- B. The kitchen can increase preparation for other reservations
- C. Restaurant staff can improve service due to less guests
- D. The kitchen's potential for food waste will increase

23

In a busy kitchen, a server finds water on the floor near the cooking stations. What is the safest course of action?

- A. Ignore the spill and come back after service has ended
- B. Place a caution sign near the spill without cleaning it up
- C. Clean the spill and notify nearby team members
- D. Ask a colleague to be careful of the spill and continue with service

24

A team leader aims to improve the restaurant staff's customer service skills. Which approach will effectively enhance the team's service skills?

- A. Giving additional duties and encouraging learning through experience
- B. Providing regular training sessions and opportunities for growth
- C. Relying on customer complaints for identifying improvement areas
- D. Allowing employees to learn from errors on their own

25

A guest finds stains on the bed sheets in their room and demands to speak to a manager. What is the appropriate course of action?

- A. Inform them that the manager is currently unavailable for minor complaints
- B. Speak to the linen supply company and inform the manager of the issue
- C. Offer to move the guest to a different room and inform housekeeping
- D. Advise the guest to look for alternative accommodation if they are unhappy

26

During a busy breakfast service, a guest asks for recommendations due to their specific dietary requirements. Which of the following recommendations ensures excellent customer service?

- A. Suggesting the most popular dish without considering the dietary restrictions
- B. Presenting a limited selection of dishes available that might meet their dietary needs
- C. Offering dietary options available based on a thorough understanding of the menu
- D. Informing them that accommodating dietary restrictions is too difficult during peak hours

27

A hotel is reviewing their documentation to ensure compliance with industry regulations. The **main** purpose of the current Hotel Proprietors Act is to:

- A. establish dress codes for hotel staff
- B. set maximum room rates for hotels
- C. regulate the sale of alcoholic beverages in hotels
- D. define the hotel's responsibility for guests' belongings

28

During peak season, a hotel monitors its average revenue per available room (RevPAR) to assess yield management. RevPAR serves as a key performance indicator (KPI) for yield management by:

- A. measuring guest satisfaction and room upgrades
- B. calculating daily operation costs
- C. assessing occupancy and pricing effectiveness
- D. monitoring the amount guests visit the restaurant

29

While making a reservation, a guest explains that they have mobility impairments. Which UK law requires the hotel to provide the necessary accommodations?

- A. The Equal Pay Act
- B. The Equality Act
- C. The Health and Safety at Work etc. Act
- D. The Hotel Proprietors Act

30

A receptionist is booking a reservation over the phone for a guest. When taking a reservation, what piece of information is required **first**?

- A. The customer's name
- B. An estimated arrival time
- C. The dates of the stay
- D. Any special requirements

31

A hotel restaurant regularly serves a range of diverse customers. How can team members ensure clear communication with **all** customers?

- A. By speaking slowly and carefully
- B. By writing down everything that is said
- C. By employing staff who have some language skills
- D. By using a translation service

32

A guest has failed to confirm their premium room reservation made 4 weeks ago. What is the **main** challenge facing the hotel?

- A. Deciding on the time housekeeping can clean the room
- B. Managing room availability for potential guests
- C. Planning the amenities provided for the room
- D. Calculating discounts for last minute room confirmations

33

A hotel has accepted more bookings than it can accommodate. What term is used to describe this?

- A. Under booking
- B. Overbooking
- C. Capacity matching
- D. Reservation gap

34

A new seasonal promotion is introduced in a hotel. Which of the following is an appropriate method for ensuring all departments are informed of changes?

- A. Sending staff reminders via text messages
- B. Distributing brochures to staff areas
- C. Providing regular communications for staff to read
- D. Creating an internal website for front office staff only

35

A hotel is updating the displays of their room rates and additional services, both online and in the lobby. Why is this a **key** action to take?

- A. It ensures compliance with relevant legislations
- B. It encourages customers to spend more
- C. It allows for business procedures to be followed
- D. It demonstrates the team's understanding of pricing

36

During the booking process, a guest informs the hotel of their religious dietary requirements. Why **must** the request be accurately recorded?

- A. To plan the kitchen's menu for the week
- B. To meet departmental targets
- C. To increase the range of cuisine offered
- D. To avoid confusion and mistakes

37

A reservations team member receives a call asking for detailed information about a guest's stay. Why **must** the employee refuse to disclose guests' details?

- A. To protect the customer's personal details
- B. To prevent booking details changing too frequently
- C. To maintain customer satisfaction
- D. To comply with health and safety legislation

38

A front desk team member is reviewing the reservation list for the upcoming weekend and notices an unconfirmed booking. The **main** reason to follow up on unconfirmed bookings is to:

- A. monitor the number of no-shows
- B. confirm if the booking is still required
- C. allocate rooms to housekeeping
- D. comply with room occupancy legislation

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During the summer season a hotel experiences a significant increase in bookings. Guests are required to confirm bookings using credit or debit cards. The reason for this is to:

- A. ensure guests receive complimentary upgrades
- B. accurately predict room occupancy
- C. recover costs in case of no-shows
- D. help make the booking process quicker

40

While working on the front desk, a team member is asked to communicate with another hotel in the organisation's chain. Which of the following are appropriate methods for contacting the other hotel?

- A. Social media, telephone and letter
- B. Face-to-face, email and telephone
- C. Letter, text and face-to-face
- D. Social media, letter and text

41

A couple is planning a romantic stay and contact a hotel for booking information. Which of the following is a **key** factor to consider when recommending venue products and services?

- A. Providing the same offers to all guests
- B. The highest commission services for the hotel
- C. Tailoring offers to individual guest preferences
- D. Suggesting only new services

42

A guest calls about arriving late, and the booking reference provided reveals the booking is for a different date. What is the **first** action to take?

- A. Inform the guest they will need to find another hotel
- B. Provide the guest with a voucher for money off their next stay
- C. Offer an alternative room at an extra charge
- D. Check room availability to see if the booking can be changed

43

A team member receives a booking request 6 months in advance, but the hotel is fully booked. The team member has been informed to accept the booking. The reason for this is to:

- A. reduce the loss of revenue from cancellations
- B. maintain the hotel's in-demand reputation
- C. reduce the commission to third-party booking systems
- D. maintain the hotel's high prices

44

An opportunity arises during a booking to offer the guests extra services. Why is upselling additional services and products important?

- A. It enhances guest experience and boosts spending
- B. It increases staff tips and promotion opportunities
- C. It reduces the workload for the reservations' staff
- D. It ensures guests do not cancel their booking

45

During peak booking season, a hotel's reservation team receives significant discount requests from a large group booking. Why is understanding rate negotiation limits crucial?

- A. It allows employees to offer unlimited discounts to all guests
- B. It ensures consistency in pricing, regardless of demand
- C. It offers the lowest rate possible to secure bookings
- D. It means boundaries for adjusting rates are understood while boosting revenue

46

A hotel's reservations team is managing several group booking requests. Following the group bookings policy, the team will need to know the:

- A. number of guests and their genders
- B. group sizes and dates required
- C. age of guests and number of rooms
- D. deposit total and menu needs

47

Due to a local event, a hotel plans to adjust accommodation prices in anticipation of increased bookings. How does this strategy demonstrate yield management?

- A. By offering discounts to all bookings
- B. By maintaining stable rates and preventing guest dissatisfaction
- C. By optimising revenue and maximising room occupancy
- D. By reducing the number of available rooms

48

A customer with hearing difficulties calls to enquire about a room. Which approach ensures that the customer fully understands the information?

- A. Stating clearly that everything will be confirmed via email
- B. Talking faster and repeating the same information
- C. Speaking louder to the customer to make things clearer
- D. Explaining information quietly and offering support to the customer

49

A hotel updates its amenities and aims to keep front desk and reservations staff well-informed. This cooperation can be effectively achieved by:

- A. circulating the minutes from each teams' briefing
- B. holding regular briefings for each team
- C. keeping the staff notice board up to date
- D. updating the hotel's website once a year

50

During the booking process, a team member fills out a registration form for a new guest. Why **must** the information be recorded accurately?

- A. To shift the responsibility away from the hotel and on to the customer
- B. To comply with legislation and prevent mistakes
- C. To make less work for the reservation staff on the day of arrival
- D. To keep the filing system in alphabetical order

51

A hotel faces numerous no-shows from a third-party booking site, and decides to start a prepayment policy 48 hours before check-in. Why is introducing a prepayment policy beneficial?

- A. It simplifies the check-in process
- B. It reduces the workload for front-desk staff
- C. It supports the room occupancy rate
- D. It secures revenue from booked reservations

52

A reservations team is focusing on raising hotel room profitability over the next month. A **key** strategy of increasing profitability involves:

- A. looking at trends and introducing dynamic pricing
- B. copying competitor's approaches
- C. reviewing current promotions and offer discounts
- D. using third-party booking sites with higher fees

**Level
2**



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