

Paper Code: M-EPA-HSHOS

Hospitality Supervisor: Hospitality Outlet Supervisor - Mock Test

Level 3
Information for registered Centres

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

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.
You must use a pencil to complete the answer sheet - pens must **NOT** be used.
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 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

A member of your team has told you they are pregnant. You have identified a risk to this person as they work as a member of bar staff and sometimes need to lift heavy drinks crates. You **must**:

- A. ask them to take sick leave or unpaid leave if they cannot carry out their duties in full
- B. adjust their duties so that the heavy lifting aspect is temporarily removed
- C. ask them to continue heavy lifting until the latter stages of pregnancy
- D. explain that if they cannot undertake their duties you will need to fire them

2

As a supervisor, you may deal with customers' complaints and must ensure you understand both the business's procedures and customers' rights. According to legislation, if a customer is unhappy with a product that is clearly poor quality they:

- A. must accept a replacement product initially and make the payment, but can lodge a complaint later
- B. must be given an immediate refund and further compensation for the inconvenience
- C. are entitled to reject the product and ask for a refund
- D. are legally entitled to speak to the manager

3

The effective use of key performance indicators (KPIs) is **most** important in enabling a business to:

- A. develop and measure its achievement towards SMART goals
- B. conduct a SWOT analysis
- C. implement changes in hierarchy and reporting structures
- D. recruit high quality staff members

4

As a supervisor, one of your responsibilities is likely to be scheduling staff. When creating a staff schedule, it is **most** important to consider:

- A. how near staff live to the business and what their childcare arrangements are
- B. whether each staff member is motivated and committed
- C. the experience and qualifications each staff member has
- D. how many staff members are required to satisfy demand

5

You are supervising a team that is mostly made up of staff members who are new to the organisation and the hospitality industry. The style of leadership that it is **least** appropriate for you to use with this team is:

- A. democratic
- B. laissez-faire
- C. autocratic
- D. transactional

6

You are supervising a team that has a lot of new team members. To ensure this team works together effectively, it is **most** appropriate to:

- A. be direct and communicate a clear structure to the team, ensuring you clarify roles and responsibilities
- B. be focused solely on the team's goals and avoid involvement in issues with team relationships
- C. manage the team authoritatively and ensure they know all issues and decisions must be discussed with you only
- D. ensure all team members are friendly outside of work and make it an expectation that everyone attends team social events

7

You are explaining your organisation's brand standards and why they need to be met to your team. The **best** explanation of the purpose of brand standards is that they:

- A. help the marketing team develop offers to appeal to new customers
- B. create a company identity and help customers remember and relate to the company
- C. ensure customers' expectations are always met in the way promised
- D. are designed to discourage individuality among staff members

8

Working in hospitality, you and your team are likely to encounter or process customers' personal data. Which of the following is **true** regarding customer data that can be collected and held?

- A. Data should be relevant and limited to what is necessary for the purpose for which it is collected
- B. You can collect as much data as you want, but it must be stored safely and must be deleted after 3 years
- C. Customer data cannot be stored, and must be collected again each time you deal with a customer
- D. Customer data can only be stored for 3 years, but there are no laws around the type of data that can be collected or the purpose of the data collection

9

You only have a certain number of staff employed that you can use on your staffing schedule. The **most** appropriate way to minimise the risk of not having sufficient staff to meet requirements is by:

- A. recruiting people that live close to the business
- B. asking staff to try not to use their holiday allowance
- C. giving bonuses to staff that provide cover at short notice
- D. multi-skilling each team member

10

Your manager sets you an objective to work on your ability to motivate your team. The **most** appropriate way to try to motivate your team over the course of the week is to:

- A. add extra staff to the rota so the work is less demanding
- B. promise staff a bonus if they perform well all week
- C. praise staff when they perform well
- D. set targets that are easily achievable every shift

11

Customer profiling is important to the success of many businesses. The **most** appropriate factors to base customer profiling on are:

- A. booking information of specific customers, such as name, address and telephone number
- B. information collated on repeat customers, including how much each customer spends per visit
- C. information from customer questionnaires, such as how they rated the service
- D. demographic information of typical customers, such as age, gender, family status and income

12

Your manager has asked you to assist with controlling costs in your department. Which of the following will **best** help to reduce costs for the department?

- A. Encouraging your team to recycle
- B. Recording all outgoing
- C. Improving how efficiently resources are used within the department
- D. Using an authoritative management style with your team

13

Your company is offering a staff reward for the team that performs the best over the 3-month summer period. The **most** appropriate way to keep your staff motivated on this target is by:

- A. promising you will reward the team yourself if your team does not win to make up for the loss
- B. celebrating any achievements towards the target and giving short updates on the team's progress at weekly team meetings
- C. preparing a newsletter with an update on progress and passing it around each month to all team members
- D. texting all team members with daily updates of what has been achieved, and what still needs to be done to win

14

Your team is not working well with each other and it is causing disputes, misunderstandings and errors. You decide to arrange a training session to help address the problem. The **most** important elements to include are:

- A. discussion on social activities, icebreakers, the importance of team targets and decision-making skills
- B. confidence building, taking initiative, written communication skills and presentation skills
- C. team roles, meeting performance goals, personal improvement and opportunities for further development
- D. team-building exercises, communication styles, active listening and team dynamics

15

You are discussing customer profiling with a new member of staff. You explain that customer profiles are important to the business because they:

- A. allow you to build a database of customers' contact information to use for promotional purposes
- B. enable you to check if your customers are using other businesses for similar products and services
- C. help you to identify and understand the needs and expectations of your customers
- D. mean you can get to know each customer individually and personalise the service you offer

16

Which figure is the **most** helpful to look at when measuring how efficient a business is at controlling expenses and costs associated with its activity?

- A. Gross profit
- B. Net profit
- C. Clear profit
- D. Operating profit

17

As a supervisor, it is essential to be able to communicate effectively with both customers and your team. A **key** part of effective communication is:

- A. being friendly and chatty
- B. active listening
- C. only communicating face-to-face
- D. having extensive knowledge

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When discussing management styles, your manager identifies themselves as being an autocratic type of leader. Autocratic leaders are typically leaders that:

- A. make decisions without consulting their team
- B. only make final decisions after asking opinions from their team
- C. give team members the freedom to make their own decisions and take initiative
- D. provide a lot of support and motivation to their team

18

A member of your team has poor personal hygiene, and other members of the team have complained to you about the problem. The **most** effective way to approach the situation is by:

- A. asking a colleague the team member gets on well with to mention the hygiene problem to them tactfully
- B. sending the team member an email outlining the problem and making some suggestions as to how their hygiene can be improved
- C. arranging a private meeting with the team member to explain that others have complained about the issue and to tell them it is not acceptable
- D. arranging a private meeting with the team member to discuss the issue, explain they are not meeting required standards and agree a way forward

20

You have been asked to be more involved in the purchase of supplies in your department. The **most** important impact of adhering to your department's budget when completing this task is that it will:

- A. help to ensure the department's financial goals are achieved
- B. ensure the company's profits increase
- C. mean you are able to spend more money than usual on better quality products or resources
- D. impress your manager

21

You are planning the weekly staff schedule. Of the following, the **most** relevant data that will influence your schedule for the following week is:

- A. the number of recent customer complaints regarding service
- B. current customer spend per head
- C. whether there are any events planned
- D. the weather forecast for the next week

22

You have arranged the rota so that you can observe the team for a whole shift. The **main** benefit of this is that it will:

- A. improve the organisation's reputation as customers will see there is a high standard of supervision
- B. enable you to identify the learning and development needs of your team members
- C. demonstrate to your own manager that you are supervising the team successfully
- D. ensure your team members work harder as they know you are watching them

23

You are required to brief your team on brand vision and values. The **most** appropriate description of the purpose of a brand vision is that it ensures:

- A. everybody in the business is working towards the same goals
- B. there is no room for individuality
- C. staff members are being as productive as possible
- D. all areas of the business are profitable

24

Your manager has asked you to assist with improving your establishment's current waste management procedures to help save on costs. The most appropriate action to take **first** is to:

- A. write a waste management policy to outline how waste should be dealt with in your organisation
- B. suggest a different waste contractor to your manager and buy more recycling bins
- C. ask team members to recycle more
- D. review where waste is currently being created, what is being disposed of and how, and the costs involved

25

While supervising a shift, you notice a new team member is not following a procedure correctly. The **best** way of correcting the new team member is to:

- A. remind the whole team of the correct process at the next shift briefing so the new team member does not feel singled out
- B. stop the practice early before incorrect habits develop and ask the team member to do a different task instead
- C. stop the practice and coach the team member on the correct process before letting them continue
- D. let the team member carry on until the shift ends and make a note to point out the errors at their next performance meeting

26

Your manager has asked you to review the risk assessment for your organisation. The documents that will give you the **most** assistance when assessing the effectiveness of the current controls are:

- A. incident records
- B. customer complaint record
- C. employee training records
- D. employee disciplinary records

Part B: Hospitality Outlet Supervisor

27

One type of outlet hospitality supervisors may work in is food vans, serving freshly cooked hot food. To enable hot-food vans to meet varying levels of demand, it is **most** important for them to have:

- A. frozen, ambient and chilled storage, a blast chiller and cooking equipment
- B. cooking equipment and ambient storage areas
- C. on-site frozen storage and a microwave for reheating
- D. on-site chilled storage and cooking equipment

28

You work in a food outlet and the food service team is required to wear hairnets to prevent the physical contamination of food. The **most** appropriate action to take if a team member is not following this procedure is to:

- A. send them on a food hygiene course as soon as possible
- B. ask an experienced team member to explain the policy on hair covering
- C. explain the hygiene issues and demonstrate the correct way to wear the hair covering
- D. consider changing the procedure and ask the rest of the team for their opinions

29

You notice the spending for your area of responsibility is likely to go over budget, and you think the spending limit should be increased. You arrange a meeting with your manager to discuss the budget. To resolve the situation, the **best** action to take in the meeting is to:

- A. apologise for exceeding the budget and suggest reducing prices for a short time to increase sales
- B. put a case together to justify an increase in the spending limit and recommend that the limit is increased
- C. state that your area of responsibility will be exceeding the budget because it's set too low and will need to be increased
- D. suggest increasing the prices of all products to create more profit and make up for exceeding the budget

30

It is important that food deliveries are checked to ensure the products are in suitable condition and can be accepted. As a supervisor, the **most** appropriate action to take to ensure deliveries are dealt with effectively is to:

- A. ensure you are always available to receive and check all deliveries personally
- B. emphasise to suppliers each time you place an order that your outlet has a strict checking procedure in place
- C. train staff in what to look for when accepting deliveries and carry out spot checks on deliveries yourself
- D. train staff members on how to check deliveries but ask them not to put the products away until you are available to authorise it

31

You have been asked to review the impact of how resources are being used in the outlet you supervise. It is **most** important to encourage your staff to be efficient with resources because it will:

- A. impress your own manager and ensure you receive good comments in your performance review
- B. demonstrate your company's green credentials to customers who are concerned about environmental issues
- C. ensure underspend on vital resources to encourage business growth
- D. contribute to the achievement of the financial and environmental objectives of your organisation

32

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 ensure your team members 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. ensure the outlet gets good feedback on social media sites
- D. help to increase sales and encourage repeat business

33

You work in one of a number of outlets that are all under the same brand. When producing food in this outlet, team members always follow the most up-to-date menu specifications. The **most** important reason for this is to help ensure:

- A. service delivery in each branch is consistent
- B. the outlet will pass an inspection or audit
- C. training new kitchen staff can be achieved quickly
- D. ordering stock is easy and accurate

34

You conduct an inventory of equipment in your department and find you need to purchase some replacement equipment. In the long term, the **most** cost-effective equipment to purchase is likely to be the:

- A. most expensive models available to ensure quality
- B. cheapest models available, even if they are slower
- C. second-hand models available for very low prices
- D. newer models available that are more effective and efficient

35

You are required to carry out a risk assessment for an event being held in your outlet. The **most** important reason for this is to:

- A. identify hazards and implement controls to reduce the risk of customers being harmed
- B. identify and eliminate all potential hazards
- C. identify any hazards and eliminate all risks to the customer
- D. identify bad practices and provide guidance to staff to correct them

37

You have been asked by your manager to update the stock control system after each shift. The **main** advantage of using a stock control system is to:

- A. ensure there is always more stock available than needed and that it is all in date
- B. provide an effective way for deciding what, when and how much to order
- C. show when you have run out of stock and need to order more
- D. ensure you keep minimal stock on-site and keep costs down

36

You work in an establishment that serves halal chicken and lamb dishes alongside bacon and pork dishes. A customer asks for more information on the halal dishes. Which of the following are you **most** likely to need to know to allow the customer to make an informed decision about what to order?

- A. The nominated suppliers for all the meats to confirm they are all from reputable suppliers
- B. How risk assessment processes are developed in the organisation to prevent the cross-contamination of halal meat
- C. Whether the halal meat dishes are prepared by chefs who have been specifically trained in handling halal products
- D. The source of the halal meat and whether it is stored, prepared and cooked separately from non-halal products

38

You have been given the job of completing a stock rotation flow chart for the storage and sale of fresh food products. The basic principle of stock rotation you would apply in this situation is that:

- A. stock can be used in any order as required
- B. stock should be rotated on a first-in, first-out basis
- C. the newest stock should always be used first
- D. older stock should be kept in reserve in case there are future shortages

39

The **most** effective way of encouraging your staff to be efficient when using resources and dealing with waste is by:

- A. giving clear initial training to staff members and then monitoring how resources are used
- B. disciplining staff if stock takes suggest resources are not being used effectively
- C. stating that you will deduct wages if you notice staff members are not using resources effectively
- D. praising staff each time you see them following correct resource use and waste management procedures

40

When conducting a stock check, you identify multiple items that are past their use-by dates, but have not been disposed of. The **most** appropriate action to take to prevent this happening in future is to:

- A. identify the staff members who have had recent involvement in stock control and issue them with a verbal warning
- B. take full control of the stock rotation procedures yourself and ensure staff members are supervised when engaging in any actions relating to stock
- C. review the effectiveness of the ordering and stock rotation processes and ensure staff members have refresher training on stock rotation
- D. place notices in prominent areas with the key points of stock rotation procedures and provide staff with food safety handbooks

41

Brand standards are important in developing and maintaining the reputation of a business. This is because they help to ensure the:

- A. same suppliers are used for all products
- B. customer receives a consistent level of service and quality
- C. organisation looks distinctive and interesting
- D. prices are matched to competitors' prices

42

As a supervisor, you ensure that you and your team provide an appropriate level of service and communicate accurate and useful information to customers. The **most** important benefit to the business is that it will help to:

- A. reduce food wastage
- B. increase staff retention
- C. increase customer loyalty
- D. gain positive press

43

You work in a food outlet that produces cooked food to order and have been asked to come up with ways to reduce food waste. Which of the following is **most** appropriate to consider?

- A. Waste caused by customers rejecting dishes
- B. Waste produced during the food preparation process
- C. Waste caused by poor stock rotation
- D. Waste caused by accidents and spillages

45

Food outlets must supply information to customers about every item on their menus that contain any of the 14 most common allergens as identified in legislation. These include:

- A. strawberries, chicken and lentils
- B. garlic, chilli peppers and apples
- C. eggs, milk and mustard
- D. tomatoes, bananas and carrots

44

You are responsible for placing stock orders in your outlet. The **most** significant consequence if orders are not managed effectively and you regularly order more stock than required is that:

- A. you will have to pay for additional storage space
- B. the outlet's profits will be reduced
- C. customer satisfaction will increase as you will not run out of stock of any items
- D. less time will need to be spent on ordering and stock management

46

You work for a chain of hospitality outlets and must ensure your own outlet is providing a service consistent with the company's brand standards. Strong and consistent brand standards are important because they:

- A. help to build customers' trust and generate repeat business
- B. enable companies to continually raise their prices without customers complaining
- C. ensure that each new store that opens is built to the same high standards
- D. reduce the number of complaints regarding service

47

At a team meeting you have been discussing some concerns relating to your organisation's potential impact on the environment. Which of the following **best** describes who has responsibility for helping to address environmental issues?

- A. Everyone
- B. Business owners
- C. Local councils
- D. The government

48

Before placing a new order for fresh food for the following week, it is **most** important to review:

- A. how much stock was thrown away last month and how many complaints were received from customers
- B. sales for the same week in the previous year and predicted sales over the next month
- C. current levels of stock and expected demand over the next week
- D. sales for the past 3 months and how much storage space is available

49

You work as a supervisor in a food outlet and your manager has asked you to assist with producing a budget for the next 3 months. The 2 **largest** costs in a food outlet are most likely to be:

- A. staffing and food supplies
- B. pest control and food safety training for staff
- C. maintenance of equipment and telephone bills
- D. marketing and promotions for new customers

50

Working in a food and beverage outlet, customers regularly ask you and your team about the ingredients contained in dishes. The **most** important reason to ensure you are providing accurate ingredient information to customers is so that:

- A. you are more likely to make sales and help to increase profits for your organisation
- B. customers can make informed choices, taking into account their preferences and any food allergies or intolerances
- C. customers will be impressed by your knowledge of the menu and the standard of service you provide
- D. you set an example to your team of what knowledge they are expected to have and how to answer customers' questions

51

Your organisation has purchased a new stock control system. The **most** important reason to ensure the new system is used correctly is so that:

- A. shrinkage can be identified and dealt with quickly
- B. the right balance of stock can be maintained and wastage avoided
- C. less multi-skilled staff are needed to manage the business
- D. staff can look after ordering and monitoring stock themselves without your involvement

52

You work for an outlet that sells labelled fresh food products. To sell these products, you must ensure that the labels meet requirements. One requirement is that labels:

- A. are not misleading
- B. are printed in bold and red ink
- C. feature information in at least 2 languages
- D. must be easily removable



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