

Paper Code: M-EPA-HTMR2001

Level 2

# Hospitality Team Member - Reception - EPA 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.

The exam is worth **52 marks**, with a Pass being **36 marks**, and Distinction **44 marks**.

The duration of this examination is **120 minutes**.

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  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.

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 complimentary drinks at every check-in

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. Always coming into work late
- D. Socialising with your team

4

A hospitality establishment's 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. Staff are likely to leave and cause staffing problems
- D. Prices will need to be reduced for all products

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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

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Employees **must** ensure they are following the correct health and safety procedures at all times. According to health and safety legislation, all 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. types of customers your competitors typically serve
- D. skills your colleagues have to help customers

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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. reduce the time spent with customers

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When dealing with a customer complaint what is the **first** action you should always take?

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

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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

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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

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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

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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

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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. Telling the customer you will be with them soon while on a call

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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

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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. being able to move into a supervisory position automatically and make decisions
- C. an increased chance of promotion and more opportunities for personal development
- D. a guaranteed pay rise and regular bonuses

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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. you will no longer have to bulk buy your items

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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
- C. giving each team member the tasks that they prefer
- D. ensuring open, honest and respectful communication among the team

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

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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

Your supervisor has asked you to support 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

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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

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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. turning on the burglar alarm and CCTV

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A duplex room or apartment is a room with:

- A. 2 storeys connected with stairs
- B. air conditioning
- C. 2 beds
- D. room service facilities

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It is a legal requirement for hospitality businesses to carry out:

- A. skills assessments
- B. price comparisons
- C. fire risk assessments
- D. reception training

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As a receptionist, you need to communicate effectively with a range of internal customers such as:

- A. the public enquiring about a wedding
- B. visitors asking for the lunch menu
- C. booking agents emailing with enquiries
- D. housekeepers needing check-in status'

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Why is it important for guests to have a positive experience when checking-in at reception?

- A. To give a good first impression and support overall satisfaction
- B. They are less likely to complain and may ignore any other problems
- C. They are more likely to spend money in the hotel bar and restaurant
- D. To make a generous tip for staff more likely when they check out

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A good receptionist will help to increase sales by:

- A. asking the public to post positive online reviews
- B. encouraging the public to use the bar
- C. having long conversations with potential clients
- D. positively promoting facilities to the public

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An individual or organisation with a financial or other interest in the hotel may be referred to as a:

- A. regular
- B. stakeholder
- C. customer
- D. supplier

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You take personal details from a customer. Why **must** this only be processed and stored according to company policy?

- A. To ensure compliance with data protection
- B. To ensure compliance with health and safety legislation
- C. To allow marketing companies to send emails
- D. To allow information to be easily accessible to all employees

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It is **most** important that you understand and practice what to do in the event of an emergency evacuation because:

- A. failing to take correct action may result in loss of life
- B. tackling a fire with an extinguisher is the best action
- C. shouting and panicking is the best way to get attention
- D. the action you take will scare away your customers

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A cabana room means a:

- A. style of studio room
- B. twin room
- C. changing room near a pool
- D. triple room

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A colleague is loudly discussing a newly checked-in guest's information with you at the reception desk as new guests are arriving. You **must**:

- A. ask your colleague to deal with the new guests and you will chat about it later
- B. immediately ask your colleague to discuss any relevant information confidentially
- C. ignore your colleague and start booking in the new guests immediately
- D. ask your colleague to talk more quietly to you as you book in the new guests

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Your supervisor asks you to deal with some emails. Why is it important to undertake these and other additional duties when required?

- A. To always look as if you are busy
- B. To help the business operate smoothly
- C. To avoid being bored during a shift
- D. To reduce the workload of managers

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You are checking in guests when the fire alarm sounds. What action **must** you take?

- A. Continue checking-in procedures until instructed by the shift leader
- B. Suggest that those not yet checked-in leave with their luggage
- C. Calmly ask everyone to make their way to the fire evacuation point
- D. Tell people not to move because it is most likely to be a false alarm

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Offering to help a guest with their bags is an example of:

- A. up-selling
- B. problem solving
- C. seeking a gratuity
- D. excellent customer service

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Overseas guests aged 16 or over who are **not** UK citizens, **must** be asked to produce their:

- A. driving licence number and expiry date
- B. passport number and place of issue
- C. return flight or travel booking reference
- D. credit or debit card details

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What can you do to reduce the risk of unauthorised access to the reception office?

- A. Only give the security access code to friends and family
- B. Never give the code out to anyone other than the night porter
- C. Never give out the access code to anyone other than those persons working on reception
- D. Write the security access code on the staff notice board

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Which facility is **most** commonly found in a city centre budget hotel?

- A. Leisure and sports
- B. On-site parking
- C. Meeting rooms
- D. 24-hour check-in

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You **must** check all visiting contractors before they start work on-site because:

- A. it is essential to implement security procedures
- B. managers need to monitor their working hours
- C. all contractors are allowed access to guest rooms
- D. everyone on-site must know what facilities are available to them

44

Which internal department is **least** likely to be dependent upon daily collaboration with reception services?

- A. Food and drink service
- B. Housekeeping
- C. Maintenance
- D. Human resources

45

Despite your best efforts, you have been unable to resolve a customer complaint. The **best** action to take is to:

- A. refer the complaint to the person most likely to resolve it
- B. provide them with any departmental manager's name
- C. apologise and tell them there is nothing you can do
- D. call the bar and request free drinks for the customer

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You have received a serious complaint about the cleanliness of the guest accommodation. You are **most** likely to report this to the:

- A. front of house supervisor
- B. head housekeeper
- C. general manager
- D. travel agent

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When working on reception, it is important that you follow all health, safety and welfare procedures to help to protect:

- A. only those who are full-time employees
- B. all construction or maintenance contractors
- C. only guests who are staying overnight
- D. all workers, contractors and guests

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When a guest collapses in the reception area, your **first** action is to:

- A. contact the next of kin
- B. grab the defibrillator
- C. call the duty first-aider
- D. check the first aid box

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You receive an enquiry regarding a wedding. Which approach is **most** likely to lead to a booking being made?

- A. Gather relevant information and send the enquiry promptly to the events team
- B. Ask them to call back at a better time when the relevant department is available
- C. Make a note of the name and address and ask a colleague to call them
- D. Check the date, provide a verbal quote and ask them to email details

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A guest has reported what appears to be an urgent electrical issue. You **must**:

- A. make a note of it in the maintenance log
- B. try to rectify the problem yourself
- C. call the maintenance department immediately
- D. ask your supervisor to investigate it

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A hotel is liable for the property of customers under which circumstance?

- A. The property of a guest staying at the hotel
- B. Clothing and jewellery worn by all visitors
- C. Items belonging to all leisure club members
- D. The property of those working at the hotel

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Which service are you **most** likely to offer tourists who are visiting the UK from abroad?

- A. Delivery of daily newspapers
- B. Use of the hotel's business area
- C. Booking of sightseeing tours
- D. Translation and language services







**Level**  
**2**

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