

Paper Code: M- EPA-HSFO3001
Level 3

Hospitality Supervisor: Front Office Supervisor Mock On-demand Test

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

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

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. To ensure their safety, 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. To do this you must understand both business 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 the 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 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

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 team 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

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

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 outgoings
- 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 towards 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 members are 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, ice-breakers, 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 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

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

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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

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

19

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

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

You only have a certain number of staff available. 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

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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 records
- C. employee training records
- D. employee disciplinary records

Part B - Front Office Supervisor

27

A guest due to check in is deaf and has confirmed that they can lip read. To communicate with the guest effectively, it is **most** important to:

- A. speak clearly and ensure you are facing them while talking
- B. speak as loudly as possible to them
- C. ask them if they would like you to write everything down
- D. contact them by email to inform them that none of your team knows sign language

28

A guest has lost their key card and has requested another from the front desk. The **most** appropriate action to take is to:

- A. ask to see the paper attachment that was issued with the key card when they checked in
- B. ask to see some identification to ensure they are the guest staying in that room
- C. refuse to issue another card unless a charge is paid
- D. issue the card straight away as you checked them in and are aware they are a guest

29

A guest in a wheelchair has arrived late at a small hotel. They need assistance to get to their room, but you are the only person on duty in the reception area. The **most** appropriate action to take would be to:

- A. leave the reception area to assist them and leave a notice for any other guests
- B. close the computer down for security reasons and help the guest to their room
- C. ask the guest to go through to the bar for one of their staff members to help them
- D. call a member of staff from another department who can help

30

A guest states that their room is not as advertised or illustrated on your company's website. The guest is **most** likely to make a complaint against the:

- A. Trades Description Act
- B. Licensing Act
- C. Sale of Goods Act
- D. Trades Advertisement Act

31

A guest staying with you wishes to make a further booking in a few weeks' time. Initially, the **most** appropriate information to obtain is:

- A. if they require a dinner booking
- B. their estimated time of departure
- C. their check-in and check-out dates
- D. their estimated time of arrival

32

A guest complains that they have paid for their room, but have seen a cheaper price offered on a website. You explain that rooms on the website are discounted to encourage late bookings and that the guest was charged the normal rate when they booked to secure the room at a busy period. This price is normally called the:

- A. rack rate
- B. standard variable rate
- C. list price
- D. non-discounted rate

33

The **most** appropriate way for the front office to create a positive first impression and welcoming environment is by ensuring that:

- A. the area is maintained and clear of waste
- B. there is an area for guests to browse all amenities
- C. all front office staff are casual and relaxed
- D. guests are booked in with as little interaction as possible

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When checking out, a guest asks for a VAT invoice. The information that needs to be displayed on this invoice would normally include:

- A. a breakdown of all charges and the VAT element separately
- B. costs that are VAT-exempt and the total costs
- C. a breakdown of VAT-exempt and VAT-liable costs
- D. the room rate cost and the VAT element separately

34

As the front office supervisor it is important that you build and maintain working relationships with all departments. The **most** important reason for this is to:

- A. be able to utilise staff from other departments when the front office is short staffed
- B. help the organisation save money
- C. allow other staff to carry out tasks that front office staff cannot perform
- D. help the organisation work more effectively

37

It is Christmas time and the hotel has just announced a promotion. All guests booking a Christmas dinner can stay at the hotel in January for £10 per person. The **main** reason to ensure that your team is aware of this promotion is to help increase:

- A. the number of dinner bookings year-round
- B. revenue in December
- C. room sales for the year
- D. occupancy during the quiet January period

35

Asking a guest how their stay has been is part of your organisation's standards. The **most** important reason for this is to:

- A. prevent them from posting negative comments online
- B. ensure that any improvements can be addressed before the guest leaves the hotel
- C. check that standards have been consistently met throughout their stay
- D. ensure that they complete a guest comment card positively

38

Management has asked you to look into ways of increasing room sales. One of the **most** effective ways you can do this is by:

- A. placing an advert in the local paper
- B. using an Online Travel Agency (OTA)
- C. setting up a social media page
- D. setting up a local leafletting campaign

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The **most** important reason not to state a guest's room number in front of other guests is to:

- A. protect the security and privacy of the guest
- B. prevent other guests from charging items to the guest's room account
- C. prevent other guests from requesting the key to a different room from theirs
- D. protect them from other guests entering their room

42

You are about to launch a promotion on room bookings to fill a few quiet weeks. The **most** effective way of communicating this to staff is via:

- A. the intranet
- B. a noticeboard in the staff room
- C. the daily shift meeting
- D. an email sent to all staff members

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The **most** important reason to ensure that appropriate information is readily available for guests is to:

- A. manage their expectations
- B. ensure the hotel receives a positive review
- C. manage any spa bookings effectively
- D. ensure they do not complain

43

You have been given the task of allocating rooms for the coming weekend and have the arrivals list to work from. The **most** appropriate information to have before you start to allocate the rooms is:

- A. the rooms already occupied, arrival times and VIP status
- B. the length of stay, source of the booking and previous stay history
- C. lift accessibility, arrival and departure times and the number of guests
- D. room features, local events and the number of walk-ins expected

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Working to GDPR, which of the following are examples of personal information that are allowed to be kept for a reasonable amount of time when checking guests in?

- A. Full name, contact details and credit card details
- B. Email addresses, car registrations and number of bags booked in
- C. Passport details, payment methods and the bill payer's name only
- D. Dietary requirements, medical conditions and number of days staying

44

You have a loyal and regular guest base that would be interested in a recent promotion. The **most** effective and efficient way of communicating the details to them is by:

- A. sending an email to your guest database
- B. displaying a poster in the reception area
- C. calling each previous guest individually
- D. sending a letter with the hotel's brochure to all past guests

45

You have been asked by your manager to check some details of a guest checking in tomorrow. This information needs to be kept confidential under the:

- A. Consumer Rights Act 2015
- B. Health & Safety at Work Act 1974
- C. Data Protection Act 2018
- D. Hotel Proprietors Act 1956

48

You have been explaining the legislation that governs sensitive and confidential data to a new member of staff. As well as keeping the data safe, you need to ensure that this data is:

- A. shredded after 7 months
- B. disposed of within 7 years
- C. disposed of as soon as the guest checks out
- D. not kept for longer than necessary

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According to consumer rights legislation, any information provided to guests is:

- A. only binding if it is written down
- B. only binding if there is a witness
- C. only binding if provided verbally
- D. binding whether spoken or written down

49

You have noticed that a guest's profile page has been left open on the front desk computer and the desk is unmanned. Which of the following types of information is classed as sensitive and is required to be kept confidential?

- A. Meal requests
- B. Payment card details
- C. Length of stay
- D. Social media profile

47

You have been asked to check whether all the necessary notices are up to date and displayed in appropriate places in the hotel reception area. One of those notices **must** be the:

- A. hotel restaurant's menu
- B. Hotel Proprietors Act 1956
- C. food hygiene rating scheme
- D. Health and Safety at Work etc. Act 1974

50

You hear one of your team stating a guest's room number to them while other guests are close by. The **most** appropriate action to take is to:

- A. interrupt the member of staff to correct them on the procedure
- B. wait until the end of the shift to go through the correct procedure with them
- C. inform the member of staff that this is not the correct procedure as soon as they have finished checking in the guest
- D. wait until the employee has an appraisal planned and feedback to them about the procedure

51

Your hotel has different room pricing structures relating to types of guests, levels of business and times of the year. The **most** important reason for your team to be aware of these pricing structures is so that:

- A. the hotel generates as much profit as possible
- B. the correct room prices are quoted at all times
- C. guests are offered the same price as last time
- D. complaints are minimised

52

Your hotel regularly attracts conference guests from different cultures and religions. Which of the following requests are you **most** likely to receive?

- A. Separate dining facilities
- B. Prayer room facilities
- C. Reading room facilities
- D. Changing room facilities



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