

Paper Code: EPA-HTMFBS MOCK
Level 2

Hospitality Team Member: Food and Beverage Service - Mock 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

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 D **ANSWER COMPLETED CORRECTLY**

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

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

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

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

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

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

Part A: Core Knowledge

1

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

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

2

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

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

3

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

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

4

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

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

5

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

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

6

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

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

7

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

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

8

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

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

9

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

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

10

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

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

11

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

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

12

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

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

13

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

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

14

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

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

15

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

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

16

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

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

17

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

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

18

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

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

19

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

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

20

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

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

21

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

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

22

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

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

23

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

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

24

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

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

25

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

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

26

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

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

Part B: Food and Beverage Service

27

You work in a formal dining establishment that usually serves multiple courses to diners. It is **most** appropriate to clear each course away:

- A. as each individual diner finishes their course
- B. at the end of the meal so that plates and dishes for all courses can be cleared at the same time
- C. when a server walks past and notices any dishes that need clearing away
- D. when all diners have finished and rested their knives and forks on the plate

28

All staff members have been instructed to consider energy efficiency when using equipment. When using hot-holding equipment it is **most** appropriate to:

- A. leave equipment on all day to ensure it is hot enough to put food in at any time
- B. follow the manufacturer's instructions and carry out regular temperature checks to ensure it is set correctly
- C. switch equipment on just before hot food is loaded and switch off again as soon as it is removed
- D. turn the hot-holding equipment off an hour before food is removed as it will take a while to cool down

29

At the end of a dinner shift, the floor of the restaurant needs to be swept and mopped. The **most** appropriate time to do this is:

- A. when all the customers have left, and all the tables have been cleared
- B. in the last half an hour when the last customers are starting to leave
- C. after all the customers have left, but before clearing the tables
- D. the next day, as part of the opening procedures

30

An event is being booked for a customer who requires a lunchtime meal and drinks for 50 guests, including families with young children. They would like a relaxed and informal service. It is **most** appropriate to suggest:

- A. a set plated meal service with separate menus for the adults and children
- B. a finger buffet with a tea, coffee and soft drinks station
- C. crisps, nuts, biscuits and snacks bowls with both hot drinks and cold beverages
- D. table d'hôte dining with orders taken on the day

31

During breakfast service, both butter and milk are left out for use by customers. When breakfast service ends, any unused butter and milk should be:

- A. put back into the fridge as soon as possible
- B. left out so they can be used up during lunch service
- C. stored or disposed of depending on the length of time they have been left out
- D. passed back to the kitchen so they can be used to prepare dishes for lunch

32

You are working in a formal dining establishment and are clearing the side plates from a table of customers. This should usually be done:

- A. before the starters are served
- B. after the starters are served
- C. when the starters are cleared
- D. when the main course is cleared

33

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 they **most** likely to need to know 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 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

34

You are applying to work in an establishment that delivers a casual dining experience. This type of establishment **most** commonly has:

- A. menus on the tables, orders taken at the tables and food served at the tables by waiting staff
- B. menus on the wall, orders taken at the counter and food served at the counter for customers to take to a table
- C. menus on the wall, food ordered at the counter and served at the table by waiting staff
- D. menus on the tables, food ordered at the counter and collected by the customer when it is ready

35

You are working a shift covering the meet and greet station in your restaurant. A table of 4 arrive just as you are taking a reservation over the phone. The **most** appropriate action to take is to:

- A. put the phone down immediately and call back when you have seated the table of 4
- B. finish the phone call professionally and acknowledge the table of 4 with a smile
- C. ask the caller if they can hold for a moment and seat the table of 4 before continuing the call
- D. communicate with the table of 4 by writing notes and using gestures while you finish taking the reservation over the phone

36

When preparing the restaurant for formal dinner service, the wine glasses should be placed on the table:

- A. the right way up, at the top of the main knife
- B. upside down, at the top of the main knife
- C. the right way up, at the top of the main fork
- D. upside down, at the top of the main fork

37

You are refilling the glasses of wine at a table you are looking after in a formal dining establishment. It is **best** practice to:

- A. fill everyone's glasses as a matter of course and encourage guests to order another bottle
- B. check who the designated driver is before refilling the glasses
- C. ask if individuals would like their drinks topped up
- D. leave the bottle on the table so that guests can top up their own glasses when they are ready

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Working in a quick service establishment, the type of service that you are **most** likely to provide to customers is:

- A. silver service
- B. counter service
- C. table service
- D. self-service

39

You work in a restaurant that offers a formal dining experience and have just seated a table of customers and provided them with menus. The action you would usually take **next** is to:

- A. take the order for main courses
- B. take the meal order for all courses
- C. take the order for drinks
- D. bring bread, butter and oils to the table

40

During a busy service, a customer knocks over a glass of water, which smashes on the floor. The **most** appropriate action to take is to:

- A. immediately clear up the spillage and dispose of the broken glass safely
- B. point out the mess to a colleague and ask if they have time to clear it up
- C. inform your supervisor so they can ask a member of staff to clear it up when they are free
- D. inform the customer that you will come over to clear it up when you have time

41

You are working a front-of-house lunch shift in a restaurant. One of your duties as part of the opening procedures is **most** likely to be:

- A. planning staff breaks for the day
- B. ensuring menus are presentable and correctly placed
- C. cleaning the tables from the previous day's service
- D. checking all the chefs have arrived

42

A cold wedding buffet is being held in a marquee with no refrigeration equipment. How long can this food legally be on display in these conditions before it needs to be disposed of?

- A. 1 hour
- B. 2 hours
- C. 4 hours
- D. 6 hours

43

As part of ensuring a restaurant is ready to open, your duties may include checking environmental controls are set to meet organisational standards. Examples of environmental controls you would usually check include:

- A. recycling, heating and ventilation
- B. heating, electrical appliances and air conditioning
- C. Wi-Fi, heating and lighting
- D. temperature, lighting and ventilation

44

In a carvery, if a joint of meat is being hot held during service, its core temperature **must** be maintained at:

- A. 56°C or above
- B. 63°C or above
- C. 70°C or above
- D. 75°C or above

45

An event is being held in your restaurant with a large number of guests. Your client asks you to provide a hot and cold buffet rather than the table service your establishment usually offers. The **main** benefits of this for the client are that it:

- A. is cost-effective and allows large numbers of guests to be served in a shorter period of time
- B. is efficient and ensures guests get plenty of time to relax over the meal
- C. is easier for staff to serve, meaning staff with less experience can be used, but still looks impressive to customers
- D. allows service staff to focus on customer service as they have more time

46

There are many different types of dining establishment in the hospitality industry. Which of the following types of establishment **best** fit into the category of quick service dining?

- A. À la carte and pub restaurant
- B. Table d'hôte and brasserie
- C. Bistro and café
- D. Street food vendors and food trucks

47

A customer has asked you for the ingredients in a dish on the menu. The **most** important reason for you to provide full and accurate information on ingredients to customers is because they may:

- A. want to try to make the dish at home
- B. have food allergies or intolerances
- C. have a dislike for certain ingredients
- D. want to tailor the dish to their preference

48

In your role, you may deal with the service of alcohol. According to legislation, the only alcoholic beverages that can be served in imperial measures are:

- A. carafes of wine
- B. cocktails served in a jug
- C. draught beer or cider
- D. bottled beer or cider

49

You are responsible for maintaining the restaurant dining areas during service each day. This is **most** likely to involve:

- A. scrubbing floors and vacuuming carpets
- B. cleaning windows and polishing cutlery
- C. washing dishes and waxing and polishing tables
- D. clearing tables and disposing of rubbish and food waste

50

The level of staffing in a restaurant is generally linked to the type and level of service it offers. In a casual dining restaurant, it is typical for the staffing levels to be:

- A. less than formal dining service but more than quick service
- B. less than quick service but more than formal service
- C. the same as a formal service restaurant
- D. the same as a quick service restaurant

51

A customer from a table of 4 complains that their meal is not cooked correctly. The dish is cooked again but the customer makes the same complaint. They finally accept the third version of the dish that is served to them. The **most** appropriate action to take in response to the complaint is to:

- A. apologise to the customer, but not provide a refund as they are just being difficult
- B. offer to waive the charge for all food and drink for the entire table
- C. apologise and offer a refund for the customer's unsatisfactory meal
- D. make a note of the customer and what happened in case they try the same thing in the future

52

A family with young children are eating in your restaurant. The adults are having 3 courses and the children are only having main courses from the children's menu. To ensure a good experience for the table, the **most** appropriate action to take is to:

- A. treat the table as you would all others and serve starters to the adults first and the children's food with the main courses
- B. request that the kitchen makes all of the food together and take whatever is ready to the table as soon as possible
- C. ask if the diners would like the children's food served last so that they have time to enjoy their meal before helping the children
- D. ask if the diners would like the children's courses earlier, and if so, request that the kitchen prioritises these so they can be served as soon as possible



Level 2

Highfield Assessment

Highfield House
Heavens Walk
Lakeside
Doncaster
South Yorkshire
DN4 5HZ
United Kingdom

Tel: +44 0845 2260350 Tel: +44 01302 363277

Fax: +44 0845 2260360 Fax: +44 01302 739144

info@highfieldassessment.com www.highfieldassessment.com