

Paper Code: M-EPA-HTMHK2001

Level 2

Hospitality Team Member: Housekeeping EPA On Demand Test Mock

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 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

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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, 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

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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

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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. 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

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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. 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

27

A customer tells you their bedding is too warm and requests a lighter duvet. The **most** important reason to accommodate this request is because:

- A. they might report you to reception if you do not assist them
- B. it will help ensure the customer is satisfied with their stay
- C. they are more likely to leave a bigger tip
- D. you are legally obliged to provide the correct duvet

28

A delivery of linen arrives, and you are asked to sort the different sized sheets onto different areas of the shelves in the linen room. The **most** important reason for this to be done correctly is to:

- A. ensure there is always plenty of each type of linen in stock
- B. ensure the linen room looks tidy if customers accidentally enter
- C. make it easier for housekeeping staff to see which linen is freshly washed
- D. make it easier for housekeeping staff to select the type of linen they require quickly

29

A guest is still in the room when you go to clean it. They are working at the desk and ask you to change their bed, but keep the door closed. The **most** appropriate action to take is to:

- A. tell them you will be keeping the door open and proceed to clean
- B. proceed to clean the room with the door closed, but work more quickly than usual
- C. apologise and confirm that you will need to keep the door open, or can come back later
- D. apologise and explain that they will need to leave the room temporarily so you can clean

30

A guest tells you they were ill during the night and their bed linen is heavily soiled. The **most** appropriate action to take is to:

- A. ask them to strip the bed and leave the linen in a plastic bag outside the door for you to collect
- B. change the bedding and leave the heavily soiled linen in the room to collect later to take directly to the laundry
- C. strip the bed and rinse the soiled linen in the room's sink, then add it to the rest of the dirty linen as normal
- D. change all their bedding and keep the heavily soiled linen separate from other dirty linen

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A guest staying for several nights informs you in the hallway that they think their bed is infested with bedbugs. The **most** appropriate action to take is to:

- A. report it immediately and liaise with reception regarding changing their room
- B. tell the guest that you will clean the room thoroughly and they will have no further issues
- C. tell the guest your hotel does not have bedbugs but agree to change their sheets
- D. scrub the mattress with hot water and leave it to dry while the guest is out for the day

32

As a housekeeping team member, you can **best** help to ensure storage areas remain secure by:

- A. closing doors and locking storage areas after use
- B. opening or entering storage areas as infrequently as possible
- C. asking your supervisor to install a double lock on any storage areas
- D. reporting any customers who you see near the storage areas

33

As part of your duties in the housekeeping department you are required to sort dirty linen by hand. The **most** important reason for hand sorting linen before laundering is to:

- A. identify any guest items that may be caught up in the linen
- B. identify which linen is the most creased
- C. check guests have not stolen any linen
- D. keep newer linen separate from old linen

34

Due to a late delivery, you find there are not enough double sheets to make up all the required rooms for the weekend. The **most** appropriate action to take is to:

- A. ask reception to move some customers from double rooms to twin rooms
- B. make up the double rooms using two overlapping twin sheets on one bed
- C. make up the double rooms using king-size sheets
- D. ask reception to cancel some of the double room bookings

35

During your shift, you ensure you keep the reception team up to date with the status of the rooms you have cleaned. The **most** important reason for this is to ensure they:

- A. can plan to address any maintenance issues you find in rooms
- B. can give upgrades to customers who have arrived early, based on which rooms have already been cleaned
- C. know how many customers have already checked out
- D. know which rooms they can start checking arriving guests into

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It is **most** important to wear appropriate protective clothing while cleaning with chemicals because it:

- A. projects a professional image
- B. protects you from potential hazards
- C. protects your clothing
- D. makes you feel part of the team

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So that you can be easily located in case of problems, when cleaning rooms alone, it is **most** appropriate for you to:

- A. text your colleagues regularly throughout the shift
- B. check in with your supervisor each time you complete a room
- C. leave your housekeeping trolley outside the room you are cleaning
- D. shout across the room number to one of your colleagues

38

There is a blockage in the shower drain of a guest bathroom that you are cleaning ready for check in. Along with the maintenance team, it is **most** important to inform:

- A. the concierge, so they can inform the guests waiting to check in about the blockage
- B. the bar supervisor, so they can arrange free drinks as compensation for any delays
- C. reception, so they know that guests should not be checked into that room until further notice
- D. housekeeping colleagues, so that they can help you clear the blockage

39

There is a notice in each of the hotel's bathrooms that asks guests to leave dirty towels on the floor and clean towels on the towel rail. This type of policy is **most** likely put in place to reduce the:

- A. environmental impact of daily laundering
- B. workload for housekeeping staff
- C. number of complaints made by guests
- D. number of towels that need to be purchased annually

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When laundering towels used by your guests, it is **most** appropriate to:

- A. use biodegradable detergents
- B. wash towels as often as possible and use plenty of detergent
- C. allow used towels to air dry without washing
- D. rinse them in hot water only

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When making beds in your organisation, they should **always** be made:

- A. in the way you find to be the quickest
- B. according to your organisation's procedures and standards
- C. to your own personal preferences
- D. without changing any sheets to save time

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When selecting bed linen, it is **most** important to select the:

- A. correct size of linen according to the beds you will be making
- B. linen that was washed most recently
- C. oldest linen still in stock
- D. linen that is the closest and easiest to find to help efficiency

43

You are cleaning a bedroom for a guest that is staying multiple nights and notice what you believe is a weapon, hidden in one of the cupboards. The **most** appropriate action to take is to:

- A. ignore the item and continue cleaning as it is not appropriate for you to get involved
- B. leave the room immediately and make your supervisor and hotel security aware of your concerns
- C. clean the room as normal and let your supervisor know of your concerns when you next see them
- D. remove the weapon from the room and take it to the reception desk to express your concerns

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You are cleaning a room and notice some droppings along the skirting board. You suspect they have been caused by a mouse. Another indication to look out for to help confirm this is:

- A. large dark stains on the carpet
- B. blocked drains
- C. signs of gnawing around a hole in the skirting board
- D. dead flies on the carpet

45

You are making up a room for a customer who has requested a specific type of pillow stocked in your organisation as they have bad allergies. The **most** appropriate action to take is to:

- A. use the pillows already in the room without checking their type
- B. ensure you locate and provide the correct type of pillows
- C. use the pillows that are quickest to locate as long as they look similar
- D. disregard the instruction as all types of pillow are the same

46

You find an unmarked container with what appears to be a cleaning agent inside it. The **first** action you should take is to:

- A. smell the chemical to see what it is
- B. throw it in the general waste bin
- C. report it to your supervisor
- D. pour some out onto a cloth to try to identify it

47

You have been asked to help clean carpets in a suite with your colleagues, which means moving a lot of furniture around. When moving large, heavy pieces of furniture, it is **most** important to:

- A. try to move as much as possible on your own, so your colleagues can start cleaning the carpet
- B. ensure each person moves their share of furniture so no one person is doing too much work
- C. move heavy furniture as quickly as possible to ensure there is sufficient time for cleaning
- D. communicate effectively with colleagues to move heavier furniture together according to your capabilities and training

48

You notice a departing guest placing a small bag discreetly behind a sofa in the reception area and then walking out. The **most** appropriate action to take is to:

- A. take the bag to the reception desk and explain that a guest has left it behind
- B. immediately report the bag as a suspicious item according to your organisation's procedures
- C. go after the departing guest and tell them they have left a bag behind
- D. leave the bag where it is in case the guest is intending to return for it

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You notice that the stock of one of the cleaning products is due to run out well before it is expected to. The **most** appropriate action to take is to:

- A. tell your supervisor that someone must be stealing
- B. tell your supervisor and suggest checking stock records
- C. advise your supervisor to ask the supplier if they sent enough with the last delivery
- D. ask your team members if they are using too much

50

You notice the lead of the vacuum cleaner you are using has become worn through. The **most** appropriate action to take is to:

- A. stop using it and place it back in the cupboard with a note attached to confirm it needs fixing
- B. finish your task with it and then put it back in the cupboard as normal
- C. stop using it and report the damage according to your organisation's procedures
- D. call an electrician out immediately to fix the vacuum cleaner

51

Your department keeps storage records of the contents of the cleaning products cupboard, and you are required to update these when adding or using anything from the cupboard. It is **most** important to complete these records accurately to assist with:

- A. monitoring who is using the most of each product
- B. stock rotation and control
- C. identifying staff members who are not cleaning to the correct standards
- D. ensuring staff members are using cleaning products safely

52

Your supervisor has asked you to move a box of cleaning products into another room to unpack, but you find the box is too heavy for you to move safely. The **most** appropriate action to take is to:

- A. drag the box into the other room so you do not have to pick it up
- B. leave the box where it is and tell your supervisor later on
- C. carry the box anyway, but make sure to move slowly
- D. separate the products into 2 or more smaller loads and carry them separately





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