

**Paper Code: M-EPA-HSFBS**
**Level 3**

# Hospitality Supervisor: Food and Beverage Supervisor – 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.  
 You must use a pencil to complete the answer sheet - pens must **NOT** be used.  
 When completed, please leave the **Examination Answer Sheet (EAS)** on the desk.

### EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 (A) (B) (C)  **ANSWER COMPLETED CORRECTLY**

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

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

01 (A) (B)   **DO NOT** use ticks or crosses  
**ANSWER COMPLETED INCORRECTLY**

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

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

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

## Part A: Core Knowledge

1

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

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

2

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

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

3

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

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

4

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

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

5

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

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

6

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

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

7

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

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

8

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

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

9

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

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

10

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

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

11

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

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

12

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

- A. Encouraging your team to recycle
- B. Recording all 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 on this target is by:

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

14

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

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

15

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

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

16

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

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

17

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

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

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

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

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

26

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

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

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## Part B: Food and Beverage Supervisor

27

You work in an organisation that looks at the profitability of menu items and how popular they are. This information is then used to decide where to place items on the menu to maximise profit. This is known as:

- A. menu specification
- B. menu consolidation
- C. menu engineering
- D. menu composition

28

One of the dishes on your menu is commonly made with a certain ingredient, which your establishment replaces with an alternative. The **most** important reason for this alternative ingredient to be clearly stated on the menu is so that:

- A. your establishment looks more inventive to customers who are used to the dish being made the usual way
- B. you can justify selling the dish for a higher price as the menu shows it is unique
- C. customers will ask you fewer questions about the dish and service will be quicker
- D. customers do not have incorrect expectations about the dish, which may impact on their enjoyment



29

You have been asked to deliver a briefing to your team on the principles of food and beverage pairing. Which of the following is **true** regarding the pairing of alcoholic drinks with food dishes?

- A. Successful flavour combinations always involve the drink being selected to contrast with the food
- B. Drinks are generally selected to either complement, or provide a contrast to, the flavour of the food
- C. Only wines can be paired successfully with foods
- D. Most foods do not have beverages that will pair well with them

30

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

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

31

As a food and beverage supervisor it is essential to keep up to date with current trends in the industry. The **most** appropriate way to do this is by:

- A. employing a food service consultant to provide monthly team updates on what competitors are offering
- B. purchasing a textbook on food and beverage service for yourself and each team member to read for reference
- C. visiting a local food and beverage outlet, assessing the service and taking a copy of the menu
- D. subscribing to hospitality and catering trade journals, communicating with customers and checking social media sites

32

You have been asked to review the menu layout and presentation at your place of work. The **most** important factor for helping to ensure profitability is highlighting on the menu the:

- A. cheapest menu items
- B. most profitable dishes
- C. most expensive dishes
- D. special offers

33

You are delivering some training to your team on the principles of food and beverage pairing. You explain that when suggesting food and beverage pairings, it is **most** important to:

- A. ensure the food and drink are balanced so that neither overpowers the other
- B. suggest only high-profit beverages to increase the establishment's overall profit
- C. promote your favourite beverages as you know customers are likely to enjoy them
- D. ensure you select strongly flavoured beverages to accompany mildly flavoured dishes

34

As a supervisor in a restaurant, the **most** appropriate way for you to encourage customer loyalty is by:

- A. approaching customers' tables and asking about their experiences so far
- B. ensuring your team consistently delivers customer service in line with brand standards
- C. providing all staff with a handbook on customer service standards and how to build loyalty
- D. providing your manager with information about loyal customers and their average spend

35

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

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

36

You are helping to design new menus and are ensuring all the key information is included. For each dish, it is **most** important to include:

- A. fat content
- B. allergen information
- C. calorie content
- D. provenance of key ingredients

37

Your establishment's menu contains a lot of dishes that use very similar cooking methods. You decide to speak to the chef to discuss possible alternative cooking methods for some of the dishes. The **most** important reason for this is because it will:

- A. give the menu more variation and increase the appeal for customers
- B. encourage the chef to be more adventurous when compiling menus in future
- C. allow dishes to be cooked faster to improve the speed of service
- D. enable you to increase the price of the dishes that you intend to change

38

The **most** important benefit for customers of appropriate and effective upselling and cross-selling is that the products and services suggested will:

- A. meet or exceed their expectations which may improve their meal experience
- B. encourage them to spend more than they intended
- C. increase the time they are spending in your establishment
- D. encourage customers to try foods they do not enjoy

39

You work in a small café and are involved in updating the menus. Looking at the current menus, you identify that they are very inaccessible for customers with certain visual needs. The **most** appropriate action to take when designing the new menus is to:

- A. add large print at the bottom of menu stating that customers with visual needs should ask for the manager if they need help
- B. instruct team members to slowly read out menus to all customers with visual needs
- C. create a Braille insert for the menu featuring the most popular dishes
- D. simplify the design and increase the font size of the menus

40

Your establishment displays prices for food and beverages on a menu at the entrance. These prices **must**:

- A. include any voluntary service charge
- B. include VAT
- C. exclude VAT
- D. be justifiable under the Consumer Rights Act

41

You are discussing new dishes on the menu with your head chef. It is **most** important that each dish on the menu is:

- A. low priced
- B. allergen-free
- C. well balanced
- D. high profit

42

One of your team has asked you for basic advice on pairing drinks with dishes. The **most** appropriate advice to give is to:

- A. always pair the drink to the dominant flavour
- B. always recommend red wine with meat
- C. always recommend white wine with fish
- D. always serve sweet drinks with spicy food

43

Working in a restaurant, customers regularly ask you and your team about the ingredients contained in dishes. The **most** important reason to have good menu knowledge and ensure you are providing accurate information to customers is so that:

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

44

You have been recruited to support the opening of a new independent restaurant and will be assisting with menu planning. The **most** appropriate starting point for the menu planning process is to consider:

- A. the skills and equipment available in the establishment
- B. how much you will charge for dishes
- C. where you will source ingredients from
- D. the font and layout of the menu

45

You are serving a customer who requires a low fat option and are advising them which dishes may be suitable. In addition to ingredients and portion size, the **most** useful menu information for you to know to assist them effectively is:

- A. which dishes can be made as half portions or easily shared
- B. the proportion of vegetables each dish contains
- C. the cooking and preparation methods used for each dish
- D. the vitamin and mineral content of each dish

46

Your restaurant has a large number of gins and vodkas available. The **most** effective way to promote these on the menu is by:

- A. using a larger font size
- B. using a different font for these beverages
- C. highlighting them in a different colour
- D. creating a separate section in the menu

47

One of your new team members is 17 years old. This team member can only sell and serve alcohol in a restaurant if:

- A. their parent or guardian permits it
- B. every sale is approved by a responsible person
- C. the drink contains less than 5% alcohol by volume
- D. they appear to be over the age of 18

48

You have been working at your establishment for a while and have noticed it has some very loyal customers. The **most** important reason for a business to encourage customer loyalty is because loyal customers:

- A. are quicker and easier to serve and make fewer demands
- B. will give you the most honest feedback
- C. tend to spend more and visit regularly
- D. always respond to online offers and promotions

49

Your manager has asked you to review the new draft menu before it is finalised for printing. It is **most** important for menus to be:

- A. informative and clear, with correct details about ingredients and the pricing of dishes
- B. eye catching and colourful, with sourcing and traceability information for each ingredient used
- C. detailed, with information about cooking styles and times, amounts of ingredients used in dishes and the suppliers of each ingredient
- D. extensive and descriptive, with lots of complicated language to impress customers

50

You work in an environmentally aware organisation that views minimising carbon emissions as important. When updating the menu in this organisation, it is **most** important to include dishes that use:

- A. ingredients from suppliers from all over the world
- B. ingredients from smaller suppliers
- C. dried and frozen ingredients
- D. seasonal and locally grown ingredients

51

You are the supervisor at a café that is promoting hot lunchtime meals by offering a free beverage with each meal. The **most** important reason to ensure your team promotes this effectively is so that:

- A. customers will recommend your organisation to others
- B. as many customers as possible are served over the lunchtime period
- C. your team can help to improve sales and meet targets
- D. your manager is impressed with your team's commitment

52

You work as a supervisor in a formal dining restaurant and the chef tells you that the kitchen has run out of the most popular dish on the menu one evening. A customer in a party of 4 has only just ordered the dish and has not yet been served. The **most** appropriate action to take is to:

- A. ask the customer to look at the menu again and explain that the kitchen will continue to cook the other dishes in the meanwhile to prevent delays
- B. ask the customer to choose an alternate dish and explain that the meals for the whole table will be free of charge to make up for the inconvenience
- C. apologise to the customer when you serve the rest of the party's food to the table and ask if they would like to select another dish
- D. apologise to the customer, promptly communicate with the kitchen regarding suitable substitutes and suggest these to the customer







# Level 3

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