

Paper Code: EPA-HTMBA MOCK

Hospitality Team Member: Barista - Mock Test

Level 2
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

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

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

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

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

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

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

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

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

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

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: Barista

27

In many coffee establishments, a common addition to the top of a cappuccino before it is served is:

- A. brown sugar
- B. powdered coffee
- C. whipped cream
- D. chocolate powder

28

You work in an organisation that serves a variety of loose-leaf teas in addition to coffee. The **best** type of container for storing loose-leaf teas for long periods of time is a:

- A. sealable, airtight container that you cannot see through
- B. clear glass jar, with an airtight lid so customers can see the product
- C. paper bag with the top folded over
- D. clear plastic food bag with a zipper seal

29

You need to monitor the temperature when steaming and frothing milk for use in beverages. The **most** appropriate temperature for milk used in a latte or cappuccino is:

- A. 50 - 55°C
- B. 60 - 65°C
- C. 75 - 80°C
- D. 85 - 90°C

30

Your coffee shop is introducing a points-based loyalty card scheme. The **most** important reason for informing all customers of this when they order is to:

- A. show you are adhering to your manager's instructions
- B. ensure customers place larger orders to receive more points
- C. increase your chances of receiving a tip
- D. encourage repeat business

31

You are preparing milk for a latte and realise it has overheated. The **most** appropriate action to take is to:

- A. add a dash of cold milk to cool it down to the correct temperature
- B. continue to pour the milk, as the customer will not be able to tell the difference
- C. pour the milk away and start again with fresh milk
- D. put the milk to one side to use later when it has cooled down slightly

32

One of the pieces of equipment used in coffee making is a tamper. This is used to:

- A. compress the coffee grounds evenly
- B. steam and froth the milk
- C. grind the beans into a powder
- D. heat the water

33

After foaming the milk, it is common to tap the jug lightly on the counter and swirl the milk around gently. The purpose of this is to:

- A. mix any older milk you have topped up with the new milk
- B. create theatre for the customer
- C. distribute the temperature evenly throughout the milk
- D. remove any large bubbles and help to give the milk a smoother texture

36

A customer has ordered a cortado. The most **common** way to serve this drink is in a:

- A. small glass
- B. large mug
- C. tall glass cup with a handle
- D. small cup with saucer

34

A café offers a coffee frappé. This is **most** likely to be:

- A. a double espresso served over ice
- B. a blended ice drink containing cold milk, espresso and a sweetener or syrup
- C. a cold drink consisting of blended ice cream and espresso
- D. a hot latte, chilled down and then blended with ice

37

As a barista, you will need to ensure that coffee beverages are served in the correct cups based on the type of beverage. One important characteristic that all cups used to serve coffee share is that they:

- A. have a handle
- B. are made from glass
- C. are made from porcelain
- D. retain heat well

35

Your coffee shop buys in bottles of flavoured sugar syrup for use in drinks. The unopened stock should be stored in the:

- A. fridge
- B. freezer
- C. cupboard or storeroom
- D. blast chiller

38

A customer asks for a latte made with soy milk rather than cow's milk. You know you have run out of soy milk, but do not mention this to the customer as the drink will taste better made with cow's milk anyway. The **worst** potential consequence of this is that the customer may:

- A. complain to your manager if they notice the drink has been made with cow's milk
- B. be angry that you got their order wrong
- C. experience symptoms of an allergic reaction or food intolerance
- D. not return if they do not like the taste of the drink

39

When storing coffee beans, one factor that is **most** likely to cause them to deteriorate more quickly is:

- A. a lack of air
- B. moisture
- C. cool temperatures
- D. a lack of light

42

You realise when checking the temperature of the fridge that it is not operating at the correct temperature. The **most** appropriate action to take is to:

- A. report it to your supervisor
- B. turn the fridge on and off again
- C. call an electrician
- D. move all the contents of the fridge to the coolest area

40

You are preparing an espresso macchiato for a customer. This beverage is made up of a:

- A. thin layer of foamed milk added on top of an espresso shot
- B. small jug of cold milk served on the side of an espresso
- C. layer of foamed milk added to the cup before the espresso shot
- D. dash of warm milk added to the espresso just prior to serving

43

Your coffee shop advertises ethical Ethiopian coffee as its house blend but you have run out and are having to use an alternative. You **must** inform customers of this under which piece of legislation?

- A. Weights and Measures Act
- B. Health and Safety at Work etc. Act
- C. Licensing Act
- D. Consumer Protection from Unfair Trading Regulations

41

You have run out of skimmed milk and the stock order is not due to arrive until later in the day. A customer wants to order a skimmed milk latte. The **most** appropriate action to take to maintain levels of customer service is to:

- A. apologise and inform them when the delivery will arrive
- B. apologise and offer them an alternative to skimmed milk
- C. ask them to wait until the order comes in and give them a free coffee
- D. offer to make the coffee without milk and do not charge for it

44

When brewing a coffee with an espresso maker, it is important to compress coffee grounds evenly so that the water can distribute evenly through the basket. This helps to ensure the:

- A. machine is easier to clean and calibrate
- B. shot is at the correct temperature
- C. flavour and quality of the shot meet standards
- D. shot is poured as quickly as possible

45

A popular drink offered by many coffee shops is a *caffé mocha*. The basic ingredients of a *caffé mocha* are:

- A. chocolate, espresso and hot milk
- B. espresso, hot milk and caramel syrup
- C. hot water, chocolate and warm milk
- D. hot water, espresso and chocolate

48

Once poured, an espresso shot is likely to lose its crema within:

- A. 10 seconds
- B. 30 seconds
- C. 1-3 minutes
- D. 6-10 minutes

46

A customer asks for a flat white. When steaming the milk, the texture you are trying to achieve is a:

- A. thin, watery foam
- B. velvety micro-foam
- C. thick, frothy foam
- D. stiff foam with large bubbles

49

As part of your duties, you may be responsible for recalibrating the coffee bean grinder. This should be done:

- A. after each time it is used
- B. as part of the opening procedures and then monitored throughout the day
- C. each hour during service as standard
- D. when a customer complains about the quality, and as part of the closing procedures

47

A large number of coffees served in a typical coffee shop or *café* will use foamed milk. What does this process do to the milk?

- A. Makes it easier to float
- B. Makes it easier to dissolve
- C. Improves the appearance and means smaller amounts are needed
- D. Improves taste and texture

50

Shots or double shots of espresso are popular with customers who enjoy black coffee. The typical characteristics of an espresso include a:

- A. thin texture, and a sour, intense taste
- B. uniform dark brown colour throughout and a high level of bitterness in the taste
- C. syrupy texture and a lukewarm temperature when served
- D. rich texture and a layer of tan-coloured froth on the surface

51

A customer is provided with a beverage that is clearly not of the correct quality. Which of the following **best** describes their legal rights in this situation?

- A. They must accept the drink, but can lodge a complaint later
- B. They are entitled to a refund and further compensation
- C. They can reject the drink and ask for a refund
- D. They must be allowed to speak to the manager

52

Foamed milk is used in a variety of different coffee beverages. On which of the following types of coffee would you expect to find a small layer of foamed milk?

- A. Latte
- B. Ristretto
- C. Espresso
- D. Americano



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