

Paper Code: EPA-HTMCE MOCK
Level 2

Hospitality Team Member: Conference and Events EPA On-Demand Test

Information for registered Centres

The seal on this examination paper must only be broken by the learner at the time of the examination.
Under no circumstances should a learner use an unsealed examination paper.

Information for candidates

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

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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

Part B: Conference and Events

27

A wedding has finished and you need to set up the room in the theatre style for a meeting the following morning. The **most** efficient way of doing this is to:

- A. stack the chairs from each table, take the tables out, then reset the chairs in rows using a trolley to help if available
- B. remove each chair from the tables, drag the tables out to the side, and then replace the chairs into rows by hand
- C. stack the chairs at the side of the room, and remove the tables ready so the chairs can be moved into rows the next morning
- D. remove all the tables and chairs, empty the bins and leave the area clear and ready to set up the following morning

28

The **most** appropriate time to carry out the risk assessment for an event is:

- A. the day before the event
- B. in the evaluation phase after the event
- C. when the client first enquires about the event
- D. at the start of the planning process

29

A famous speaker is delivering a talk in your organisation's ballroom and you need to fit the maximum amount of seating possible into the room. The **most** appropriate set up for this situation is a:

- A. cabaret-style layout
- B. U-shaped layout
- C. theatre-style layout
- D. classroom-style layout

30

When planning an event or conference it is important to agree the timings for the day with the event's key contact. The **main** reason for this is so that you:

- A. can check which staff members have holiday planned
- B. can ensure the event runs to time
- C. cannot be blamed if the event overruns
- D. will not need to speak to the key contact on the day of the event

31

To ensure the timings of a wedding reception are adhered to, the **most** important task to complete before guests start to arrive is:

- A. pouring out a drink for each guest
- B. placing plated food for each guest
- C. setting the tables
- D. having a break

32

A conference is overrunning and the organiser has asked for a 'working lunch' as they are still very busy. The **most** appropriate action to take is to:

- A. provide hot beverages and biscuits to keep costs down
- B. organise the lunch, but explain there will be an additional cost
- C. offer to make a booking at a local restaurant
- D. go out and buy some packaged snacks with the petty cash instead

33

You are servicing a meeting room during a lunch break when the room is empty. The **most** appropriate actions to carry out are:

- A. clearing away dirty crockery and glassware, restocking water and emptying bins
- B. tidying up paperwork on the desks and checking all equipment still works correctly
- C. vacuuming the carpet and wiping down tables
- D. cleaning the room with a suitable disinfectant and opening all the windows to air out the room

34

A conference is being held that will require tea and coffee service for 200 people during a 20-minute break. The **most** efficient and effective way to deliver this service is to:

- A. set up a beverage station and ask delegates to line up to be served
- B. set up all 200 cups and pour out equal numbers of teas and coffees so the delegates can help themselves
- C. have team members serve beverages to delegates while they are seated
- D. set up a number of separate beverage stations with staff to serve

35

According to the Health & Safety at Work etc. Act, your employer has a duty, as far as is reasonably practicable, to ensure the health, safety and welfare of:

- A. visitors and customers only
- B. everyone who is in the workplace for a valid reason
- C. full-time, permanent employees only
- D. everyone who is in the workplace for more than 16 hours per week

36

A small wedding event has been booked by a couple who have requested a 'standard' room layout. This type of layout for a wedding is usually:

- A. a long top table with circular tables in front for guests
- B. a long top table with tables arranged in a U-shape in front for guests
- C. circular tables only, set out throughout the room
- D. rectangular tables, set out in long rows throughout the room

37

You need to arrange audio-visual equipment for a conference in a large room, where the speakers will be moving around a lot. The **most** important piece of equipment to arrange is a:

- A. flipchart with paper
- B. laptop
- C. wireless microphone
- D. digital video camera

38

A dinner dance is being held at your organisation. The **most** important reason to ensure the guests sit down to dinner on time is so that:

- A. staff can leave early
- B. clearing away afterwards can be completed more quickly
- C. food quality is not compromised when served
- D. the guests do not drink too much before sitting down for dinner

39

You are serving delegates at a small meeting in a hotel and an activity takes them outside. The organiser makes a last-minute request for hot chocolate when they return. Before you agree, it is **most** important to find out:

- A. whether the hotel kitchen has the necessary ingredients
- B. whether the kitchen staff have the necessary skills
- C. if there are enough clean mugs
- D. which brand of hot chocolate each person prefers

40

A client has booked a small meeting for 8 people. The **most** appropriate room layout for this situation is:

- A. cabaret
- B. theatre
- C. classroom
- D. boardroom

41

A meeting is due to take place in your organisation's conference room. A **common** check to make before it starts is that:

- A. all the windows have been cleaned
- B. all furniture is arranged correctly
- C. there is a cup of tea placed ready on each person's desk
- D. there are spare phone chargers available for delegates

42

A local business has booked a small, private room in your organisation for the day to use for an international videoconference call. **Key** resources and equipment likely to be required for a videoconference call are:

- A. landline telephones, ear piece attachments and stationery
- B. fixed microphones, mobile phones and a DVD player
- C. reliable internet access, a webcam and a display screen
- D. a landline, a radio-microphone and speakers

43

You are introduced to the key contact for a small meeting due to take place in your organisation over 2 days. To help ensure the event runs smoothly, it is **most** important to:

- A. confirm all the details and timings of the 2 days with the contact to ensure it is correct
- B. ask the contact to ensure they adhere to the lunch times
- C. give the contact directions to the conference room and toilets so they know where to go
- D. confirm the time that the contact will need to vacate the conference room on the last day

44

A wedding event has been booked for 80 guests at the hotel you work in, and you need to request the linen from the housekeeping department. It is **most** appropriate to order the required amount of linen:

- A. and check it on the day of the wedding to ensure there are no problems
- B. to be delivered to the room on the morning of the event
- C. and ask for it to be stored in the event room until the day of the wedding
- D. plus additional spares, to be ready in the room the day before the event

45

In your job, you obtain personal information regarding clients and delegates. To comply with the General Data Protection Regulation, personal data collected for a specific purpose:

- A. should be kept for no longer than is necessary for that purpose
- B. can only be stored as a paper or hard copy, not digitally
- C. can be kept for as long as wanted if it is stored securely
- D. cannot be stored at all

46

When setting up the refreshments for a meeting or conference, it is **most** important to:

- A. spray cups with disinfectant and polish them until dry before setting them out
- B. check cups are clean and hold them by the handle when setting them out
- C. pour cups of tea ready for the delegates and leave them set out on the side
- D. provide a wide selection of different types of tea, coffee and hot chocolate

47

A meeting has just ended in one of your conference rooms and the room has now been vacated. It is due to be used again the following morning. The **most** appropriate action to take next is to:

- A. lock the room for the evening and ask one of your colleagues to ensure it is clean the next morning
- B. draw all the blinds or curtains and turn off the heating and lights
- C. thoroughly deep clean the room, including carpet steaming and polishing all furniture
- D. remove any rubbish and dirty cups, check the room is clean and that furniture items are in the correct places

48

You go to clear a room after a meeting and find one large rectangular table with chairs set around it. This layout is known as:

- A. rectangle
- B. boardroom
- C. classroom
- D. conference

49

As part of your pre-event checks you make sure the equipment set up in the conference room is working correctly. The **most** important reason for this is to ensure:

- A. fewer staff are needed to support the event
- B. the event finishes early
- C. the event runs smoothly
- D. your organisation saves money

50

For which of the following events will it be **most** difficult to manage the timing and length of the speeches to ensure the event goes to plan?

- A. Medical conference
- B. Sales presentation
- C. Christmas party
- D. Wedding reception

51

After an event, a delegate approaches you as they are unsure how to get back to the train station. The **most** appropriate action to take is to:

- A. explain that you are unable to help as the event is now over
- B. direct them to the key contact for the event so that they can assist instead
- C. give them directions to the station and offer to book them a taxi if required
- D. point them in the direction of the station and tell them to follow the signs

52

After an all-day event, meeting and conference rooms should usually be cleared down:

- A. when the first guests start to leave
- B. immediately after the event ends
- C. just before the next event is held
- D. the following morning



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