

Paper Code: M-EPA-HME4002**Level 4**

Hospitality Manager: Conference and Events Management - Mock Test

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 10 multiple-choice questions.

The minimum pass mark is 7 correct answers.

The duration of this examination is 26 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.

Scenario 1

A conference and events manager at a multi-purpose venue oversees a wide range of events, including corporate conferences, weddings and off-site functions. The manager is responsible for planning, resource co-ordination and maintaining strong working relationships with clients, suppliers and partner venues. Their role also involves ensuring legal compliance for events held both on-site and externally, as well as monitoring event performance through regular data reporting.

1

How can the conference and events manager effectively prepare for a wedding when guest numbers have not yet been confirmed?

- A. By allocating a flexible space that can be adapted closer to the event date
- B. By choosing equipment based on the venue's most popular packages
- C. By creating staffing schedules based on previous event layouts
- D. By reserving the largest available space to cover all possibilities

2

Which of the following **must** the conference and events manager confirm before serving alcohol at an off-site celebration organised by the venue?

- A. Guests are offered a complimentary drink on arrival
- B. Staff schedules have been adjusted to include additional breaks
- C. Tables and chairs have been arranged around the bar area
- D. The chosen location has a suitable licence in place

3

How can tracking event data help the conference and events manager refine future services across all event types?

- A. By booking events in smaller time slots to maximise availability
- B. By highlighting guest feedback themes that occur regularly
- C. By increasing the number of external suppliers available
- D. By standardising service delivery across different packages

4

Which of the following actions helps the conference and events manager meet catering expectations across a range of venue events?

- A. Clarifying the service style early in the planning process
- B. Designing menus based on the availability of promotional offers
- C. Encouraging clients to select their menus after arrival
- D. Minimising the menu options available for clients

5

How can the conference and events manager strengthen communication with internal teams across different types of events?

- A. By creating checklists to distribute after the event has taken place
- B. By delivering instructions through pre-recorded video messages
- C. By holding briefings where staff can share observations and concerns
- D. By reducing updates to save time during peak operating periods

6

How can the conference and events manager co-ordinate 2 events taking place in separate rooms at the venue on the same day?

- A. By confirming timings with each team to avoid overlap
- B. By delaying preparation for the second event to reduce pressure
- C. By offering catering to both groups at the same time
- D. By providing identical room layouts for ease of set-up

7

What **must** the manager do to meet legislative requirements when delivering food at an off-site location?

- A. Allocate enough space in the vehicle to keep items organised
- B. Confirm that temperature controls can be maintained during transport
- C. Offer sample dishes for the client to review before final confirmation
- D. Provide customers with promotional offers during the event

8

How can the conference and events manager use historical event data to support planning for the next financial period?

- A. By basing cost estimates on feedback from past entertainment suppliers
- B. By building packages based on the most recent client enquiries
- C. By choosing entertainment based on guest satisfaction surveys
- D. By estimating future costs based on previous performance trends

9

Which of the following actions enables the conference and events manager to implement appropriate staffing levels across different types of events?

- A. Allocating the same team size to ensure consistency across all events
- B. Assigning duties based on the personal preferences of team members
- C. Contacting the event organisers to confirm expected guest attendance
- D. Scheduling team members based on the day of the week

10

Which of the following approaches helps the manager develop long-term relationships with clients who regularly host events at the venue?

- A. Assigning a new point of contact each time the client books
- B. Directing them to the general booking information on the website
- C. Following up only if the client requests a review meeting
- D. Providing tailored updates that reflect their specific goals



Level
4

Highfield Qualifications

Highfield ICON
First Point
Balby Carr Bank
Doncaster
South Yorkshire
DN4 5JQ
United Kingdom

01302 363277
info@highfield.co.uk
www.highfieldqualifications.com