

Paper Code: M-EPA-HMM4002**Level 4**

Hospitality Manager: Multifunctional 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 ☒ **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 ☒ ☒ **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 multifunctional manager oversees the bar, restaurant and kitchen at a hotel. They are responsible for planning the activities of several teams, managing interdependencies and allocating resources to meet business demands. The manager ensures consistent quality and standards are maintained across all areas, while adapting service to meet changing business needs. They are also accountable for food procurement and processing, food quality, compliance with legislation and overseeing both on-site and off-site sales.

1

Which of the following is a **key** reason for sharing effective approaches across departments before service?

- A. To create alignment by encouraging shared methods
- B. To delegate additional tasks to all teams equally
- C. To direct focus toward areas under more pressure
- D. To divide roles so each team works more independently

2

How can the multifunctional manager reinforce standards when team members are covering different areas?

- A. By asking staff to follow informal guidance from more experienced staff
- B. By briefing staff informally once service has started
- C. By providing consistent instructions at the daily briefing
- D. By rotating teams less frequently to avoid confusion

3

Which of the following actions helps the multifunctional manager meet operational needs when choosing suppliers for off-site catering?

- A. Choosing suppliers who offer loyalty discounts
- B. Confirming providers can deliver within agreed timeframes
- C. Prioritising suppliers who offer the widest menu variety
- D. Working with the lowest-cost option available

4

How can the multifunctional manager ensure stock is available for both on-site and off-site services?

- A. By designating separate suppliers for internal and external use
- B. By estimating stock usage by comparing previous event bookings
- C. By ordering an extra supply of stock in case of last-minute changes
- D. By reviewing supply levels across all outlets before placing orders

5

How can the multifunctional manager support teams when event bookings affect hotel operations?

- A. By asking each department to focus on their own area
- B. By briefing all departments on expected changes before service
- C. By concentrating resources on the most visible areas of service
- D. By reducing service levels until the event is complete

6

Which of the following actions helps the multifunctional manager balance priorities when off-site catering overlaps with restaurant service?

- A. Assessing which tasks are time-sensitive across operations
- B. Delaying non-essential preparation tasks
- C. Informing guests of reduced menu availability
- D. Postponing routine stock checks until the following day

7

When assessing equipment use across the bar and kitchen, which of the following supports efficient operations?

- A. Allocating usage based on personal preference
- B. Creating a shared log to track availability
- C. Replacing older items with identical alternatives
- D. Storing frequently used items separately

8

Why **must** the multifunctional manager ensure allergen labels are applied consistently across all services?

- A. To allow teams to confirm options with guests
- B. To avoid duplicate prep work in different locations
- C. To ensure accuracy regardless of the location
- D. To support the marketing team with menu promotion

9

Which of the following supports compliance with health and safety requirements during a busy bar service?

- A. Assigning staff to monitor high-traffic areas at regular intervals
- B. Blocking access to all non-service areas during trading
- C. Encouraging quicker service to minimise customers queuing
- D. Moving deliveries to the guest entrance to free up back routes

10

Which of the following helps the multifunctional manager ensure food from the kitchen meets brand requirements?

- A. Giving team members full responsibility for plating decisions
- B. Letting new starters experiment with their own finishing styles
- C. Relying on team feedback to assess presentation consistency
- D. Verifying that final dishes match agreed service standards



Level
4

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