

Paper Code: M-EPA-HMK4001

Hospitality Manager: Kitchen 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.

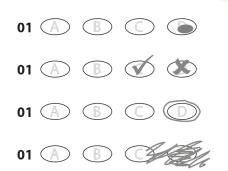
If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only. Please mark each choice like this:

01 (A) (B) (C) (C)

ANSWER COMPLETED CORRECTLY

Examples of how NOT to mark your examination answer sheet (EAS). These will not be recorded.



DO NOT partially shade the answer circle ANSWER COMPLETED INCORRECTLY

DO NOT use ticks or crosses
ANSWER COMPLETED INCORRECTLY

DO NOT use circles ANSWER COMPLETED INCORRECTLY

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.





Highfield Assessment



Scenario 1

Sam has recently been promoted to kitchen manager at a busy, coastal restaurant. The restaurant serves locally sourced food. Sam is responsible for procurement, maintaining efficient kitchen operations, delivering food of a consistent high quality and maintaining food safety by adhering to relevant legislation.

1

Sam is reviewing the procurement process. Which is the **most** efficient method of procuring new produce?

- A. Checking a supplier's delivery options before negotiating terms and ordering
- B. Finding a competitive supplier and negotiating a further discount before placing an order
- C. Identifying suppliers and negotiating terms and prices before ordering
- D. Placing an order with the supplier and then checking if their produce is ethically sourced

2

Sam can deliver food to a consistent and high quality standard by:

- A. following food safety standards
- B. following standardised recipes and specifications
- C. making sure the working conditions are suitable and safe
- D. providing regular team training opportunities

3

How can Sam ensure efficient kitchen operations?

- A. By adhering to the business and brand standards and upskilling employees
- B. By meeting company objectives, monitoring the use of equipment and through compliance
- C. By monitoring employees, adhering to legislation and hosting team building sessions
- D. By utilising efficient marketing techniques and implementing authoritative leadership

4

Which dish would be **most** appropriate to include on the restaurant's new menu?

- A. Chickpea, roast vegetables and wakame salad
- B. Chorizo hot dog with chimichurri
- C. Cod, seabass and olive tajine
- D. Pumpkin tortellini with sage and walnut butter

5

When applying Hazard Analysis and Critical Control Points (HACCP), the kitchen manager determines several critical control points (CCP). CCPs are:

- A. areas of the kitchen that must be strictly managed in order to minimise or prevent hazards and risks
- B. intended to help monitor the temperature of food from delivery to preparation
- C. steps in the food handling process where control measures can be applied to prevent, eliminate or reduce hazards
- D. ways to verify and validate the HACCP plan and ensure that all risks are correctly identified and mitigations are put in place

6

The restaurant owners wish to move towards more ethical procurement. Which is the **most** appropriate action to take with suppliers?

- A. Ask suppliers to provide detailed information about their sourcing practices
- B. Contact current suppliers' competitors and discuss their sourcing practices
- C. Create new menus based on ingredients and food that is ethically procured
- D. Request that suppliers ensure their sourcing practices are ethical enough

Highfield Assessment



7

Which factors, when applied consistently, are **most** likely to meet customers' expectations and encourage them to return?

- A. Cost, quality of the ingredients used and the complexity of techniques applied
- B. Service standards, portion sizes and the dish's taste and presentation
- C. The dish's texture, cost and the seating arrangements
- D. The restaurant layout, how appetising dishes are and service standards

8

Urgent repair work needs to be carried out. The **best** way to minimise disruptions to service is by:

- A. contacting customers and employees beforehand to inform them
- B. ensuring a contingency plan and strategy is in place and implemented
- C. following the safety procedures and remaining compliant
- D. informing employees and customers on the day as they arrive

9

The restaurant manager wants to update the specials board. Which is the **most** important factor to consider when doing this?

- A. Customer requirements and preferences can be met
- B. Dishes are easy to make and use as little kitchen equipment as possible
- C. Prices are both affordable and profitable for the business
- D. Seasonality of the produce and the number of staff involved

10

When updating the restaurant's menu, the kitchen manager **must** consider food safety requirements by ensuring:

- A. each dish is described in detail and sounds appealing
- B. misleading or false descriptions are not included
- C. the food hygiene rating is mentioned by wait staff
- D. the kitchen is always ready for an inspection



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