

Paper Code: M-EPA-HMK4001

**Level 4**

# 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 ☒ 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**

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

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



**Level**  
**4**

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