

**Paper Code: M-EPA-HSBS**

# Hospitality Supervisor: Bar Supervisor

## EPA On-Demand Test

**Level 3**
**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

A member of your team has told you they are pregnant. You have identified a risk to this person as they work as a member of bar staff and sometimes need to lift heavy drinks crates. You **must**:

- A. ask them to take sick leave or unpaid leave if they cannot carry out their duties in full
- B. adjust their duties so that the heavy lifting aspect is temporarily removed
- C. ask them to continue heavy lifting until the latter stages of pregnancy
- D. explain that if they cannot undertake their duties you will need to fire them

2

As a supervisor, you may deal with customers' complaints and must ensure you understand both business procedures and customers' rights. According to legislation, if a customer is unhappy with a product that is clearly poor quality they:

- A. must accept a replacement product initially and make the payment, but can lodge a complaint later
- B. must be given an immediate refund and further compensation for the inconvenience
- C. are entitled to reject the product and ask for a refund
- D. are legally entitled to speak to the manager

3

The effective use of key performance indicators (KPIs) is **most** important in enabling a business to:

- A. develop, and measure its achievement towards, SMART goals
- B. conduct a SWOT analysis
- C. implement changes in hierarchy and reporting structures
- D. recruit high quality staff members

4

As a supervisor, one of your responsibilities is likely to be scheduling staff. When creating a staff schedule, it is **most** important to consider:

- A. how near staff live to the business and what their childcare arrangements are
- B. whether each staff member is motivated and committed
- C. the experience and qualifications each staff member has
- D. how many staff members are required to satisfy demand

5

You are supervising a team that is mostly made up of staff members who are new to the organisation and the hospitality industry. The style of leadership that it is **least** appropriate for you to use with this team is:

- A. democratic
- B. laissez-faire
- C. autocratic
- D. transactional

6

You are supervising a team that has a lot of new team members. To ensure this team works together effectively, it is **most** appropriate to:

- A. be direct and communicate a clear structure to the team, ensuring you clarify roles and responsibilities
- B. be focused solely on team goals and avoid involvement in issues with team relationships
- C. manage the team authoritatively and ensure they know all issues and decisions must be discussed with you only
- D. ensure all team members are friendly outside of work and make it an expectation that everyone attends team social events

7

You are explaining your organisation's brand standards and why they need to be met to your team. The **best** explanation of the purpose of brand standards is that they:

- A. help the marketing team develop offers to appeal to new customers
- B. create a company identity and help customers remember and relate to the company
- C. ensure customers' expectations are always met in the way promised
- D. are designed to discourage individuality among staff members

8

Working in hospitality, you and your team are likely to encounter or process customers' personal data. Which of the following is **true** regarding customer data that can be collected and held?

- A. Data should be relevant and limited to what is necessary for the purpose for which it is collected
- B. You can collect as much data as you want, but it must be stored safely and must be deleted after 3 years
- C. Customer data cannot be stored, and must be collected again each time you deal with a customer
- D. Customer data can only be stored for 3 years, but there are no laws around the type of data that can be collected or the purpose of the data collection

9

You only have a certain number of staff employed that you can use on your staffing schedule. The **most** appropriate way to minimise the risk of not having sufficient staff to meet requirements is by:

- A. recruiting people that live close to the business
- B. asking staff to try not to use their holiday allowance
- C. giving bonuses to staff that provide cover at short notice
- D. multi-skilling each team member

10

Your manager sets you an objective to work on your ability to motivate your team. The **most** appropriate way to try to motivate your team over the course of the week is to:

- A. add extra staff to the rota so the work is less demanding
- B. promise staff a bonus if they perform well all week
- C. praise staff when they perform well
- D. set targets that are easily achievable every shift

11

Customer profiling is important to the success of many businesses. The **most** appropriate factors to base customer profiling on are:

- A. booking information of specific customers, such as name, address and telephone number
- B. information collated on repeat customers, including how much each customer spends per visit
- C. information from customer questionnaires, such as how they rated the service
- D. demographic information of typical customers, such as age, gender, family status and income

12

Your manager has asked you to assist with controlling costs in your department. Which of the following will **best** help to reduce costs for the department?

- A. Encouraging your team to recycle
- B. Recording all outgoing
- C. Improving how efficiently resources are used within the department
- D. Using an authoritative management style with your team

13

Your company is offering a staff reward for the team that performs the best over the 3-month summer period. The **most** appropriate way to keep your staff motivated towards this target is by:

- A. promising you will reward the team yourself if your team does not win to make up for the loss
- B. celebrating any achievements towards the target and giving short updates on teams' progress at weekly team meetings
- C. preparing a newsletter with an update on progress and passing it around each month to all team members
- D. texting all team members with daily updates of what has been achieved, and what still needs to be done to win

14

Your team are not working well with each other and it is causing disputes, misunderstandings and errors. You decide to arrange a training session to help address the problem. The **most** important elements to include are:

- A. discussion on social activities, ice-breakers, importance of team targets and decision-making skills
- B. confidence building, taking initiative, written communication skills and presentation skills
- C. team roles, meeting performance goals, personal improvement and opportunities for further development
- D. team building exercises, communication styles, active listening and team dynamics

15

You are discussing customer profiling with a new member of staff. You explain that customer profiles are important to the business because they:

- A. allow you to build a database of customers' contact information to use for promotional purposes
- B. enable you to check if your customers are using other businesses for similar products and services
- C. help you to identify and understand the needs and expectations of your customers
- D. mean you can get to know each customer individually and personalise the service you offer

16

Which figure is the **most** helpful to look at when measuring how efficient a business is at controlling expenses and costs associated with its activity?

- A. Gross profit
- B. Net profit
- C. Clear profit
- D. Operating profit

17

As a supervisor, it is essential to be able to communicate effectively with both customers and your team. A **key** part of effective communication is:

- A. being friendly and chatty
- B. active listening
- C. only communicating face-to-face
- D. having extensive knowledge

18

A member of your team has poor personal hygiene, and other members of the team have complained to you about the problem. The **most** effective way to approach the situation is by:

- A. asking a colleague the team member gets on well with to mention the hygiene problem to them tactfully
- B. sending the team member an email outlining the problem and making some suggestions as to how their hygiene can be improved
- C. arranging a private meeting with the team member to explain that others have complained about the issue and to tell them it is not acceptable
- D. arranging a private meeting with the team member to discuss the issue, explain they are not meeting required standards and agree a way forward

19

When discussing management styles, your manager identifies themselves as being an autocratic type of leader. Autocratic leaders are typically leaders that:

- A. make decisions without consulting their team
- B. only make final decisions after asking opinions from their team
- C. give team members the freedom to make their own decisions and take initiative
- D. provide a lot of support and motivation to their team

20

You have been asked to be more involved in the purchase of supplies in your department. The **most** important impact of adhering to your department's budget when completing this task is that it will:

- A. help to ensure the department's financial goals are achieved
- B. ensure the company's profits increase
- C. mean you are able to spend more money than usual on better quality products or resources
- D. impress your manager

21

You are planning the weekly staff schedule. Of the following, the **most** relevant data that will influence your schedule for the following week is:

- A. the number of recent customer complaints regarding service
- B. current customer spend per head
- C. whether there are any events planned
- D. the weather forecast for the next week

22

You have arranged the rota so that you can observe the team for a whole shift. The **main** benefit of this is that it will:

- A. improve the organisation's reputation as customers will see there is a high standard of supervision
- B. enable you to identify the learning and development needs of your team members
- C. demonstrate to your own manager that you are supervising the team successfully
- D. ensure your team members work harder as they know you are watching them

23

You are required to brief your team on brand vision and values. The **most** appropriate description of the purpose of a brand vision is that it ensures:

- A. everybody in the business is working towards the same goals
- B. there is no room for individuality
- C. staff members are being as productive as possible
- D. all areas of the business are profitable

24

Your manager has asked you to assist with improving your establishment's current waste management procedures to help save on costs. The most appropriate action to take **first** is to:

- A. write a waste management policy to outline how waste should be dealt with in your organisation
- B. suggest a different waste contractor to your manager and buy more recycling bins
- C. ask team members to recycle more
- D. review where waste is currently being created, what is being disposed of and how, and the costs involved

25

While supervising a shift, you notice a new team member is not following a procedure correctly. The **best** way of correcting the new team member is to:

- A. remind the whole team of the correct process at the next shift briefing so the new team member does not feel singled out
- B. stop the practice early before incorrect habits develop and ask the team member to do a different task instead
- C. stop the practice and coach the team member on the correct process before letting them continue
- D. let the team member carry on until the shift ends and make a note to point out the errors at their next performance meeting

26

Your manager has asked you to review the risk assessment for your organisation. The documents that will give you the **most** assistance when assessing the effectiveness of the current controls are:

- A. incident records
- B. customer complaint records
- C. employee training records
- D. employee disciplinary records



## Part B: Bar Supervisor

27

You are recruiting a new team member for the bar and have received an application from a 17-year-old. The law regarding the sale of alcohol by under 18s states that:

- A. a 16 or 17-year-old must never be allowed to work behind the bar
- B. a 17-year-old can sell or serve alcohol without authorisation
- C. under 18s can only sell alcohol for consumption off the premises
- D. each and every alcohol sale must be authorised by a responsible person

28

During a busy shift a customer asks about the alcohol content of a number of lagers and ciders. To ensure you can deal with such requests quickly, it is **most** appropriate to:

- A. minimise the number of lagers and ciders on the menu
- B. keep bottles under the bar so you can check them easily
- C. keep a printed list or display board showing the ABV of drinks
- D. memorise the ABV of the most popular drinks and estimate any you do not know

29

You are aware that ice served in drinks can be contaminated with bacteria if proper hygiene measures are not taken. The **most** appropriate way of transferring ice from the machine to the ice bucket is to:

- A. use kitchen tongs to transfer each ice cube individually
- B. wash your hands and manually transfer the ice with your hands
- C. use a pint glass to scoop up the ice
- D. use an ice scoop and ensure it is clean

30

A customer complains that their pint is hazy. The most appropriate action to take **first** to try to identify the problem is:

- A. checking team members are pouring it correctly and offering retraining if they are not
- B. checking the cellar temperature is appropriate and correcting it if necessary
- C. examining the position of the cask and then shaking it to disturb the sediment
- D. pouring out at least six pints to check if there is an airlock in the system

31

A customer requests a glass of white wine. To help maintain the quality of the wine after opening the bottle, it is **most** appropriate to:

- A. decant it into a lidded container and store it in the cellar
- B. leave off the cork or cap to let it breathe and store it away from light
- C. replace the cork or cap immediately and keep it chilled
- D. store it in a cool, dry place where there is plenty of light

32

When changing a keg, you notice the gas cylinder shows some signs of frost around the valve. This is **most** likely to be caused by:

- A. the cellar cooler not working
- B. a leak from the cylinder
- C. the cylinder being empty
- D. the keg being faulty or empty

33

A recent hygiene audit has identified that beer lines are not being cleaned often enough. Poor beer line hygiene is **most** likely to result in:

- A. increased profitability as less beer is wasted during cleaning
- B. improved flavour and flow of the beer from the yeast build up
- C. increased customer satisfaction and repeat business
- D. increasing complaints about beer quality and more wastage

34

You have had some complaints about poor quality garnishes in cocktails. The **best** way to ensure garnishes are always fresh and in good condition is to:

- A. advise staff to check and smell pre-prepared garnishes before use
- B. encourage staff to put prepared garnishes back into the fridge when not in use
- C. make sure garnishes are freshly prepared in small quantities and not kept from the day before
- D. make sure fruit garnishes are stored in a labelled container and are topped up each day

35

During a training session you discuss who has the legal right of entry to licensed premises. You explain to your team that the police and authorised persons have the right to enter licensed premises at any time:

- A. as long as they have a warrant
- B. to investigate licensable activities
- C. if authorised by a magistrates' court
- D. to implement a licensing hearing

36

A bar dispense gun is used to add mixers to alcoholic drinks. The **most** appropriate way to add a mixer from the gun is to:

- A. always fill the glass up to the brim with mixer
- B. fill the glass halfway and then add as much ice as possible
- C. ask the customer to indicate how much mixer they prefer
- D. add only a small amount and charge the full price

37

While supervising the bar, you spot some suspicious activity that you suspect may involve illegal drugs. The most appropriate action to take **first** is to:

- A. report it to your manager and inform team members to ensure they are alert
- B. call the police and block the exits until they arrive
- C. find some drug education leaflets to distribute
- D. approach those involved, tell them you are calling the police and ban them permanently

38

There is a busy weekend ahead and you have ordered a large number of keg and cask ales to arrive early the next morning. The **best** way to prepare the cellar for this delivery is by:

- A. ensuring the beer lines are cleaned before the delivery arrives
- B. cleaning and preparing the bar area and setting up tables
- C. ensuring the cellar doors are unlocked in case they arrive early
- D. removing empty kegs and casks and getting them ready for collection



39

At a team briefing, you discuss a new range of alcoholic drink products that are being introduced. The **most** important reason to ensure your team have information on the new drinks is to:

- A. ensure they can accurately answer customers' questions
- B. allow your team to experiment with the ingredients of the new drinks when preparing them
- C. allow your team to encourage customers to consume as many drinks as possible
- D. ensure you do not need to answer questions on the new drinks during the shift

40

Your bar has a supply of branded glassware for popular draught beers. It is **best** to use the correct branded glassware when serving a drink because it will:

- A. make the drink taste better
- B. enhance the presentation of the drink
- C. allow you to increase the price of the drink
- D. enable customers to more easily recognise which drink is theirs

41

After closing time, you check the bar area and find that a person who appears to be drunk is asleep in the corner. The **most** appropriate action to take is to:

- A. help them up and put them outside on the pavement to sleep it off
- B. immediately call an ambulance to take them away
- C. shake them vigorously, ask them to leave and lock the doors
- D. wake them up, provide water if required and offer to call a taxi home

42

It is your premises' policy that the cellar is kept locked and that access is restricted at all times. The **most** important reason for maintaining cellar security is to prevent:

- A. staff members tampering with equipment
- B. stock being moved or mixed up by staff
- C. theft of stock
- D. deliveries being received without being checked

43

When team members are setting up the hot beverage area ready for service, they must check the fresh milk is:

- A. no more than a day past its best before date
- B. within its use-by date
- C. within a week of the sell-by date
- D. no more than a day past its use-by date

44

A customer asks for a small glass of wine and is disappointed to be given a 125ml measure, as they expected a 175ml measure. It is **most** important that customers are given full and accurate information on the sizes of beverages to:

- A. avoid giving them short measures
- B. ensure they always get excellent value for money
- C. ensure their requirements and expectations are met
- D. increase the profit from high-value drinks

45

It is a warm, summer afternoon and you notice the lager is fobbing. The **most** likely reason for this is that the:

- A. remote cooler is not working
- B. beer lines have recently been cleaned
- C. keg has been on for 2 days
- D. wrong glassware is being used

46

Trade at your organisation is increasing and you are selling more cask ales, but the cellar is small and space is tight. The **best** suggestion to ensure safe cellar practices are maintained in these circumstances is to:

- A. stack all kegs on top of each other
- B. change dispense to vertical extractors
- C. increase the stillage to allow 4 casks high
- D. change cask size from firkins to hogsheads

47

When restocking the bar, a team member notices some bottled mixers are close to their best before dates. To prevent wastage of stock, it is **most** appropriate to instruct them to:

- A. place bottles at the front so they are used first
- B. design and promote an alcohol-free special cocktail
- C. use them in a back-bar display and then throw them away
- D. send them back to the supplier and request replacements

48

A small group of customers are swearing loudly, and you have received complaints from others in the bar. To reduce the risk of confrontation and disorder, it is **most** appropriate to:

- A. ban the customers permanently
- B. ask the customers to leave immediately
- C. calmly ask the customers to modify their behaviour and language
- D. threaten to throw the customers out if they do not behave

49

You are exploring ways to increase the profitability of your bar. Which of the following is **not** legal?

- A. Selling duty-free alcohol purchased abroad
- B. Introducing a new range of cocktails
- C. Training team members to reduce wastage
- D. Negotiating lower prices with suppliers

50

Before new team members start work, they must know what the mandatory licence conditions are and how to implement them. The **best** way to ensure they have this information and fully understand it is to:

- A. give them an information booklet to take home
- B. cover it during an interactive induction training session
- C. ask them to undertake a training course in their own time
- D. set time aside for them to research it online during a shift

51

You notice a member of your team is struggling to correctly pour a cask ale. How would you explain the **best** way to pour this drink?

- A. Pour quickly into the bottom of the glass
- B. Pour in short, sharp jerks down the side of the glass
- C. Hold the glass around the rim, tip to 45 degrees and pour quickly
- D. Pour slowly and smoothly down the side of the glass

52

Kegs are pressurised containers and team members must know how to change them safely. The **most** important actions to take before removing the coupler are:

- A. ensuring the keg is empty and checking the fob is full
- B. turning the gas supply on and ensuring the fob detector is full
- C. turning the gas supply off and moving so you are not standing directly over the coupler
- D. turning the gas supply down and holding the coupler in both hands



**Level  
3**

**Highfield Assessment**

Highfield House  
Heavens Walk  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5HZ  
United Kingdom

Tel: +44 0845 2260350 Tel: +44 01302 363277

Fax: +44 0845 2260360 Fax: +44 01302 739144

[info@highfieldassessment.com](mailto:info@highfieldassessment.com) [www.highfieldassessment.com](http://www.highfieldassessment.com)