

Paper Code: M-EPA-HMH4003**Level 4**

Hospitality Manager: Housekeeping 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 ☐ C ☒ **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 housekeeping manager is responsible for overseeing standards across a venue with multiple room types and conference facilities. The manager plans daily operations using forecast data and is required to monitor team performance, guest areas and cleaning presentation. As part of the role, the manager oversees stock, equipment and staffing levels, responds to unexpected changes during service and reports issues that affect the condition or safety of the environment. Routine checks are carried out across all areas to maintain standards and support decision-making.

1

Which of the following supports the housekeeping manager in ensuring stock is consistent across busy and quiet periods?

- A. Calculating the hours spent on inventory checks
- B. Grouping products based on cleaning category
- C. Organising deliveries based on staff rotas
- D. Utilising logs to track the demand of supplies

2

How can internal audits be used to support cleanliness standards?

- A. By comparing guest arrivals with completed room lists
- B. By confirming what equipment was used during service
- C. By highlighting patterns that require follow-up action
- D. By monitoring how often supplies are replaced during service

3

How does reviewing trends in housekeeping records help plan repair work?

- A. It enables staff to raise minor aesthetic concerns
- B. It identifies repeat issues linked to certain locations
- C. It notes which areas received the most guest visits
- D. It updates how often each room type is inspected

4

Which of the following helps the housekeeping manager allocate tasks effectively using forecast data?

- A. Adjusting inspection schedules to suit availability
- B. Checking the range of duties completed during recent shifts
- C. Referring to the checklist used for previous allocations
- D. Using occupancy levels to allocate cleaning sections

5

Which of the following actions helps maintain continuity when equipment fails during service?

- A. Collecting information from previous inspection records
- B. Contacting suppliers to arrange routine servicing
- C. Reassigning available tools according to cleaning lists
- D. Referring to weekly rota patterns for future cover

6

How can the housekeeping manager check if team resources are being used effectively?

- A. By analysing which day of the week is busiest
- B. By reviewing the time taken to complete tasks
- C. By rotating schedules based on floor layout
- D. By switching staff between teams mid-shift

7

How can trends in guest feedback support decisions that improve productivity?

- A. By identifying areas with lower cleaning scores
- B. By matching shift lengths to seasonal demand
- C. By noting preferences for specific layouts in conference rooms
- D. By recording how often requests are made at reception

8

When making updates, which of the following actions ensure changes reflect the venue's identity?

- A. Checking occupancy levels during recent peak periods
- B. Comparing service times between different departments
- C. Referring to design themes when selecting furnishings
- D. Tracking the number of maintenance requests made

9

Which of the following supports informed decision-making when planning future maintenance?

- A. Following up all service issues at the end of each day
- B. Gathering informal feedback during daily handovers
- C. Holding regular feedback sessions with long-stay guests
- D. Logging recurring concerns that affect presentation

10

When early arrivals occur, which of the following helps the housekeeping manager minimise disruption?

- A. Confirming forecast changes during the next team briefing
- B. Prioritising sections based on updates from front of house
- C. Rescheduling deep cleaning to later in the day
- D. Reviewing which areas have the lowest inspection scores



Level
4

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