

Paper Code: M-EPA-HME4003**Level 4**

Hospitality Manager: Conference and Events 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

A conference and events manager at a hotel is responsible for delivering a wide range of functions, including business conferences, private celebrations and off-site hospitality services. They oversee all aspects of planning and delivery, from managing client expectations and co-ordinating internal teams to ensuring compliance with legal and licensing requirements. The manager regularly monitors event data, supplier use and customer feedback to support forecasting and improve services. They also work closely with stakeholders to make the best use of available resources across the hotel and its external sites.

1

How can analysing data support the conference and events manager in improving event delivery at the hotel?

- A. By identifying recurring issues that affect guest experiences
- B. By offering upgraded packages for last-minute enquiries
- C. By recommending menu options based on seasonal produce
- D. By replacing bookings that fall below the expected profit

2

Which of the following actions supports the conference and events manager in using hotel spaces effectively during a weekend with high event demand?

- A. Asking each client to reduce the number of attending guests
- B. Checking bookings in advance to co-ordinate room usage
- C. Combining events of a similar size into a shared package
- D. Extending operating hours for the on-site catering team

3

Which of the following is a potential consequence of failing to meet legal requirements during an off-site event?

- A. Delays in guest arrival times on the day of the event
- B. Fewer opportunities to personalise supplier services
- C. Limited availability of selected menu items for guests
- D. Reputational damage that impacts future bookings

4

How can the conference and events manager adapt their planning approach when co-ordinating both a daytime conference and an evening wedding on the same date?

- A. By creating a timeline that accounts for set-up and breakdown periods
- B. By delivering identical briefings to all event staff regardless of their roles
- C. By repeating the catering and staffing schedule from the previous week
- D. By using the same suppliers for both events to simplify invoicing

5

How can the conference and events manager effectively develop relationships with external venues used for off-site events?

- A. By applying the same approach used for hotel-based events
- B. By asking the venue to reduce their usual service rates
- C. By being transparent about the type of support required
- D. By rotating bookings across different available venue partners

6

Which of the following actions supports the conference and events manager in using staff effectively during a busy weekend of events?

- A. Allocating responsibilities based on the scale of each event
- B. Confirming that all employees have read the staff handbook
- C. Extending breaks to improve morale during long events
- D. Rotating team members through all roles to increase flexibility

7

Why does the conference and events manager need to schedule a meeting with a corporate client before confirming arrangements for a multi-day conference?

- A. To finalise internal reporting dates for financial review
- B. To gather details that influence the planning process
- C. To offer promotional upgrades for additional bookings
- D. To request a deposit before reserving a meeting space

8

When reviewing event data across different types of bookings, which of the following indicates a shift in customer behaviour?

- A. A delay in receiving updated client contact details
- B. A greater number of suppliers submitting service updates
- C. A steady rise in requests for smaller group formats
- D. A trend in feedback mentioning the same menu item

9

How can the conference and events manager meet legal obligations around equal opportunities when delivering an off-site event?

- A. Allocating resources based on how often the client has booked
- B. Making arrangements to accommodate individual access needs
- C. Offering the same food options to all confirmed guests
- D. Prioritising team members with experience at external venues

10

How can the conference and events manager effectively build trust with internal teams when co-ordinating events at the hotel and off-site locations?

- A. By clarifying expectations so teams understand their responsibilities
- B. By confirming schedules once all events have been completed
- C. By encouraging each team to use their preferred planning approach
- D. By prioritising operational tasks over team communication at all stages



Level
4

Highfield Qualifications

Highfield ICON
First Point
Balby Carr Bank
Doncaster
South Yorkshire
DN4 5JQ
United Kingdom

01302 363277
info@highfield.co.uk
www.highfieldqualifications.com