

Paper Code: EPA-HTMABC MOCK

Hospitality Team Member: Alcoholic Beverage Service (Cocktails/Mixology)

EPA On-Demand Test Mock

Level 2

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

You currently work in hospitality and are looking for some advice about furthering your career. The **most** appropriate course of action to take is to:

- A. talk to your supervisor or manager
- B. visit the job centre
- C. read relevant trade press
- D. visit the local library

2

In your induction to a new role you are asked to define what hospitality means to you. You explain that some of the **key** principles of hospitality are:

- A. offering low prices and a very large choice of products and services
- B. offering excellent customer service and value for money
- C. having polite staff and offering a very large choice of products and services
- D. offering excellent customer service and keeping prices low enough to suit all budgets

3

Poor conduct or behaviour at work may affect other members of your team. Which of the following behaviours will have the biggest **negative** impact on your team?

- A. Wearing the incorrect uniform
- B. Not helping to take out the rubbish
- C. Constantly coming into work late
- D. Socialising with your team

4

You visit a hospitality establishment with your manager where the staff are unfriendly and service is inconsistent. As a result, the business has a poor reputation. How might this affect their business?

- A. Sales are likely to decrease
- B. The business will get a poor food safety record
- C. As long as the quality of the products is good there will be no effect on the business
- D. Prices will need to be reduced for all products

5

You work for a chain of outlets with well-defined brand standards. The **most** important reason for these brand standards to be followed in all outlets is so that:

- A. everything looks the same across all sites
- B. menu items are always the same across all sites
- C. customers receive the same welcome across all sites
- D. standards of service are maintained across all sites

6

Employees must ensure they are following the correct health and safety procedures at all times. According to health and safety legislation, employees have a duty to:

- A. always do as they are told
- B. take reasonable care of themselves and others
- C. take part in writing health and safety policies with their manager
- D. attend regular health and safety meetings

7

Your team has been asked to work additional hours next week. Some of the team are not happy about doing this. What effect is this **most** likely to have on the team?

- A. Productivity will improve as everyone wants to complete the work as soon as possible
- B. Team members will book more holidays
- C. Team members will work faster as there will be less social chat
- D. Team spirit will decrease along with productivity

8

You are taking part in customer service training and are talking about how to recognise customers' needs. To help you to identify their needs, it is **most** important for you to know the:

- A. range of skills that you have to help customers
- B. types of customers your business typically serves
- C. full range of products and services that can be offered to customers
- D. skills your colleagues have to help customers

9

Your manager has asked you to explain a simple new procedure to the rest of your team as you are already very familiar with it. The **most** effective and efficient way to do this is by:

- A. covering it in the daily shift briefing at the beginning of your next shift
- B. creating a process document and pinning it to the staff noticeboard
- C. meeting with each team member individually to outline the procedure and answer any questions
- D. watching as each team member completes the procedure for the first time to ensure they do it correctly

10

In a team meeting your supervisor reminds the team of the importance of efficient resource use. This is important because it helps your organisation to:

- A. sell more products or services
- B. save on costs
- C. exceed customers' expectations
- D. look good to customers

11

A customer approaches you and starts to complain about the level of service in your workplace. The **first** action you should take is to:

- A. defend your organisation
- B. listen to the customer
- C. suggest they speak to your supervisor
- D. offer them a free product or service

12

If you spot something potentially dangerous in the workplace, you should:

- A. ask your colleagues for their opinion
- B. wait to see if it causes an accident and then report it
- C. consider whether it is likely to cause problems, and if not, ignore it
- D. report it to your supervisor immediately

13

Part of your company's induction relates to employees' conduct and behaviour. The **most** appropriate behaviour for an employee to display when dealing with customers is:

- A. smiling at customers at all times
- B. avoiding speaking to colleagues while customers are present
- C. copying what colleagues are doing if they are unsure of correct procedures
- D. being respectful of customers at all times

16

Businesses have both external and internal customers. Internal customers can usually be defined as those who:

- A. regularly purchase products and services from the organisation
- B. work inside the organisation with you
- C. belong to the organisation's customer loyalty or discount scheme
- D. only buy items they have a specific need for

14

It is important for all businesses to adhere to legislation relating to equality and diversity. The **main** impact of this is that it will help an organisation to achieve:

- A. a high annual revenue
- B. a workforce with people from all over the world
- C. an environment that is inclusive
- D. an environment where everyone gets along

17

First impressions are key to establishing positive relationships with your customers. Which of the following could give the customer a **poor** first impression of you and your organisation?

- A. Greeting the customer and making eye contact
- B. Having a smart personal appearance
- C. Chatting with colleagues while the customer waits
- D. Smiling while the customer speaks

15

It is important to ensure you adhere to relevant legislation in the workplace. According to the Consumer Protection from Unfair Trading Regulations it may be considered a criminal offence if:

- A. goods or services are priced higher than they are worth
- B. a customer complaint is received about the quality of goods or services
- C. goods or services are promoted with a misleading description
- D. a customer complaint is received about the delivery time of goods or services

18

You are interested in progressing into a supervisory role in the hospitality industry in the future. Which of the following **best** describes some of the qualities you need to have?

- A. The ability to follow instructions, the ability to respect authority and basic communication skills
- B. Decision-making skills, excellent communication skills and the ability to motivate others
- C. The ability to hire and fire employees, a high level of creativity and excellent typing skills
- D. Good written communications skills, excellent maths skills and a preference for working alone

19

In your place of work you consistently receive good feedback from customers and your supervisors. The **most** likely outcome of this for you personally is:

- A. praise from your manager, but less opportunity for personal development as you are already good at your job
- B. you will be able to come into work late or leave early without your manager minding
- C. an increased chance of promotion and more opportunities for personal development
- D. a guaranteed pay rise and regular bonuses

20

Your business is very keen to use only local suppliers. This will benefit the environment because:

- A. suppliers will drive fewer miles to make deliveries so carbon emissions will be reduced
- B. suppliers will put money back into the conservation of the local environment
- C. no delivery vehicles will be needed as you will be able to pick up large amounts of stock on foot
- D. fewer resources will be used as you will only need to purchase them when you run out

21

Effective teamwork is important in achieving the business's objectives. The **most** important strategy to help a team work together successfully and achieve its goals is:

- A. ensuring the team has a shared sense of humour and similar interests
- B. all team members having the same skillset at the same level
- C. giving each team member the tasks that they prefer
- D. ensuring open, honest and respectful communication among the team

22

How you present yourself will help with the impression you make on customers. The **most** likely way to make a positive first impression on a customer is by having:

- A. closed posture and a serious expression
- B. relaxed and open body language
- C. folded arms and a smile
- D. an informal and casual attitude

23

In team meetings, staff members may be reminded of the importance of suggesting upgrades or additional items to customers when making sales. This is considered to be important to many businesses because it:

- A. reduces costs for the business
- B. means customers will leave larger tips
- C. means customers will be happier with the service
- D. helps to increase revenue for the business

24

While assisting your supervisor with training a new member of staff, you notice they have made the same mistake several times. The **most** effective way of dealing with this is by:

- A. taking a short break so your supervisor can remind the team of the process without singling out the new member of staff
- B. asking the new member of staff to try a different activity instead
- C. briefly stopping the activity to point out the correct process and then letting the new team member continue
- D. making a note of the mistakes so your supervisor can mention them to the new team member at the end of the shift

25

A basic principle of customer service that staff are typically expected to follow in hospitality roles is:

- A. greeting the guest before they greet you
- B. always smiling, even if a guest is angry
- C. only smiling if the guest is smiling
- D. greeting all guests with a strong handshake

26

You are the last person to leave your area at the end of a shift and are carrying out some final tasks. The action that will best help your organisation with **cost saving** is:

- A. disposing of any waste
- B. cleaning the area thoroughly
- C. turning off all non-essential lights, appliances and heating
- D. leaving the lights on so burglars are deterred

Part B: Alcoholic Beverage Service (Cocktails/Mixology)

27

You open a bottle of vermouth for use in a cocktail. Once opened, the **best** way to store it to preserve its quality is:

- A. tightly sealed and in a cool area or the refrigerator
- B. tightly sealed and in a warm room
- C. in the freezer
- D. on the bar, with the cap off to let it air

30

A customer asks you for a cocktail that is not on your list, but you have the ingredients in stock and know how to prepare it. To maintain good customer service standards, the **most** appropriate action to take is to:

- A. offer to make the cocktail, but for double the price of a standard cocktail from your list
- B. tell the customer you are unable to assist them
- C. check what to charge the customer with your supervisor and agree to make the cocktail
- D. suggest a nearby establishment where the customer may be able to buy the cocktail

28

A customer requests a mojito. This is commonly served in a:

- A. lowball glass
- B. highball glass
- C. cocktail glass
- D. flute

31

A customer asks for their drink to be served neat. This means:

- A. poured straight from the bottle with no ice
- B. chilled in the cocktail shaker with ice then strained
- C. served over ice in a small glass
- D. served in a wine glass

29

You have just dealt with a customer's payment and are about to start cutting strawberries for some cocktails. The **most** important action to take before beginning preparations is to:

- A. check the strawberries are all the same size before cutting them
- B. sharpen your knife
- C. clear some space in the refrigerator
- D. wash your hands

32

Working in a bar, you need to be aware of the signs that may indicate a customer has drunk an excessive amount of alcohol or is under the influence of drugs. Of the following, the sign that is **most** likely to indicate a customer is under the influence of drugs is that they:

- A. are laughing a lot with their friends
- B. speak quietly when they order
- C. look tired
- D. have very dilated or constricted pupils

33

When serving alcoholic beverages, you must ensure that you are abiding by all relevant legislation. According to legislation, to purchase alcohol, a person must be at least:

- A. 16 years old
- B. 17 years old
- C. 18 years old
- D. 21 years old

36

You are ensuring the spirits are stored correctly in the storeroom. Spirits should be:

- A. kept in the freezer after opening
- B. stored in a warm room
- C. kept no longer than 1 week after opening
- D. stored out of direct sunlight

34

Which of the following can **legally** be served in measures of 35ml or multiples of 35ml?

- A. Vodka
- B. Sherry
- C. White wine
- D. Lager

37

A customer asks you if a particular drink contains sulphites as they have an allergy, but you are not sure. The **most** appropriate action to take is to:

- A. tell the customer to check with one of your colleagues
- B. suggest a different drink that you are sure does not contain sulphites
- C. tell the customer it does not contain sulphites and they should be fine to order it
- D. check the ingredients and ensure you provide the customer with the correct information

35

You are making a jug of fruit cup. **Common** ingredients you are likely to use are:

- A. chives or bay leaves
- B. cinnamon or nutmeg
- C. parsley or thyme
- D. cucumber or mint leaves

38

You are preparing fruit garnishes and realise you will not have enough pineapple to last throughout the whole service. The **most** appropriate way of dealing with this is to:

- A. inform your supervisor immediately and suggest buying some locally
- B. wait until you run out and then go out to buy some locally with the petty cash
- C. use an alternate garnish as customers will not mind
- D. serve the cocktails without a garnish once you run out

39

You are making a mojito cocktail. One ingredient you will need is:

- A. gin
- B. white rum
- C. vodka
- D. vermouth

42

A customer approaches the bar and threatens one of your colleagues with a weapon. The **most** appropriate action to take is to:

- A. ask the customer to leave
- B. immediately call security or, if unavailable, the police
- C. wait for your supervisor to intervene
- D. threaten the customer with being banned

40

You are making a martini. The **most** common garnish to use is:

- A. an olive
- B. a piece of strawberry
- C. a slice of orange
- D. a cherry

43

Working in a bar, you need to be aware of the legislation concerning the sale of alcohol. According to the Licensing Act 2003, anyone who does not hold a personal licence can only sell alcohol if they are:

- A. trained to serve the full variety of drinks the bar offers
- B. booked on to a personal licence holder course
- C. over the age of 21
- D. authorised to by a personal licence holder

41

As part of your job preparing and serving alcoholic beverages and bar snacks you are required to follow food safety requirements at all times. The **most** important reason to do this is to help to:

- A. prevent food and beverage wastage
- B. attract new customers
- C. ensure foods and beverages are safe to consume
- D. ensure foods and beverages are of the correct quality

44

A customer asks for more information about the characteristics of a number of alcoholic drinks on the menu they are considering ordering. The **most** important reason to provide accurate information is to:

- A. show the customer you know what you are talking about
- B. help to ensure the customer is satisfied with their purchase
- C. reduce the amount of time you need to spend answering the customer's questions
- D. encourage the customer to buy as many drinks as possible

45

You are adding salt to the rim of a glass. The cocktail **most** likely to be served in this way is a:

- A. daiquiri
- B. cosmopolitan
- C. margarita
- D. negroni

48

A customer requests a specific brand of gin in their cocktail, but you realise you have run out. Your organisation has a very similar gin for the same price. The **most** appropriate action to take is to:

- A. use the similar gin as they will not be able to tell the difference
- B. inform the customer the gin has run out and tell them when you are expecting the next delivery
- C. inform the customer the original gin has run out and suggest the similar gin instead
- D. offer the customer the similar gin in their cocktail for half price

46

You combine vodka, orange juice and ice. The drink you are making is a:

- A. screwdriver
- B. daiquiri
- C. dry martini
- D. margarita

49

You are preparing a layered cocktail for a customer. The **first** ingredient you add to the glass should be the:

- A. brightest coloured
- B. lightest
- C. heaviest
- D. most alcoholic

47

You are preparing fruit for cocktail garnishes in preparation for a busy service. The **most** important reason for preparing these in advance is because it will mean you can:

- A. take more breaks during your shift
- B. prepare drinks quickly and efficiently during service
- C. ensure all the fruit gets used up before it goes bad
- D. offer customers a more varied choice of garnish

50

You are working a very busy shift and need to use the blender in the preparation of several different drinks. It is **most** appropriate to:

- A. reuse the blender without cleaning it to save time
- B. clean the blender thoroughly between uses
- C. suggest that customers have the same type of drink to reduce the amount the blender is used
- D. wipe the blender out with a paper towel between uses

51

You are presenting a cocktail to a customer. It is **most** appropriate to hold the glass:

- A. towards the bottom
- B. around the rim
- C. with 2 hands
- D. with only 2 fingers

52

A 16 or 17-year-old eating a table meal on licensed premises may consume certain alcoholic drinks if they are purchased by an accompanying adult. The alcoholic beverages this applies to are:

- A. spirits and beer
- B. beer, wine and cider
- C. cider and alcopops
- D. cocktails, wine and beer



Level 2

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 www.highfieldassessment.com