

Paper Code: M-EPA-HTMCGS2001

Level 2

Hospitality Team Member - Concierge and Guest Services End-Point 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 **52 multiple-choice** questions.

The exam is worth **52 marks**, with a Pass being **36 marks**, and Distinction **44 marks**.

The duration of this examination is **120 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.

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 notice 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

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

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

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

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

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

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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 within 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 the training of 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

27

An example of a hotel following the Equality Act 2010 is providing:

- A. a ramp for wheelchair users
- B. a list of allergens on the room service menu
- C. braille signs in the foyer
- D. a member of staff trained in sign language

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You have identified what you think is a suspicious item in the foyer. What action should you take **first**?

- A. Evacuate the area
- B. Inform a supervisor
- C. Check that it does not belong to any of the hotel guests
- D. Call 999

29

The **most** important reason for always giving a receipt to guests for any stored property is to:

- A. keep your records up to date
- B. ensure it is locked away
- C. prevent another guest from mistaking it for their own
- D. ensure the guest can retrieve their property

30

A hotel guest has asked you about cost-effective travel options in the city. The **best** way to assist is to:

- A. give them information of local travel options and discuss these with them
- B. give them local transport timetables and information
- C. suggest they have a look online
- D. give them details of local bus-tour companies, which are expensive but may suit them

31

Which of the following is **most** appropriate to use to assist you in keeping storage areas clean and tidy?

- A. Safety data sheet
- B. Cleaning in place (CIP)
- C. Cleaning schedule
- D. COSHH sheets

32

The reason you need a confirmation from a guest for an in-room spa treatment is to:

- A. prevent them from cancelling
- B. take payment details
- C. provisionally book the treatment
- D. acknowledge the exact booking details

33

A guest has a headache and is enquiring where the nearest night pharmacy is. It is **best** practice to:

- A. give them some of your own medication
- B. direct them to the nearest pharmacy and call a taxi if required
- C. advise them to wait until morning
- D. inform them you will find some medication as soon as you can

34

A friend of a guest has phoned and wishes to leave a message for them. It is **best** practice that you should always:

- A. repeat the message back to them and write it down
- B. write the message down once the call has finished
- C. let the duty manager know there is a message for a guest
- D. ask the caller to call back later when the guest has returned

35

The **safest** way to deliver heavy luggage to a guest's room is to:

- A. ask a colleague to supervise you
- B. only carry one case at a time
- C. ask the guest to help
- D. use a luggage trolley

36

When storing luggage for a guest, the **key** information you need to carry out this task correctly is:

- A. the colour of the luggage
- B. the number of pieces
- C. the length of time it will be stored
- D. their car registration

37

A customer wants to know what films are on at the cinema but the internet is down. The **most** appropriate action to take is to:

- A. explain to the guest that you need to wait for the internet to come back on
- B. visit the cinema to pick up a timetable
- C. pass the telephone number onto the guest to call
- D. call the cinema and write down the films and times

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The **best** way to make information available to guests is:

- A. via the internet
- B. by asking the hotel owner
- C. the hotel information brochure
- D. the nearest information centre

39

You notice a list of guests' names and room numbers on the concierge's desk in full view of passing customers. Which legislation is **not** being followed?

- A. The Health and Safety at Work etc. Act 1974
- B. General Data Protection Regulation (GDPR)
- C. The Licensing Act
- D. The Hotel Proprietors Act

40

A group of guests want to see the local area and learn more about the historical attractions. The **best** service you can offer them is to:

- A. book them on an escorted tour
- B. suggest they book hire cars
- C. direct them to the tourist information office
- D. issue them with bus timetables

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When serving a hot meal to a guest's room, the **most** important consideration to make is to deliver it:

- A. separately to any drinks
- B. on a trolley
- C. as quickly as possible
- D. with a colleague

42

What is the **safest** way to carry a parcel?

- A. With both arms held above your head
- B. At waist height
- C. At shoulder height
- D. At knee level

43

When valet parking cars as part of your shift, which of the following should form part of your procedures?

- A. Clearly labelling the car keys
- B. Parking the cars as close as possible
- C. Including a service charge
- D. Only recording the room numbers

44

A guest wants to store some expensive jewellery safely during their stay. The **most** appropriate place to suggest they leave it is in:

- A. their bedroom safe
- B. a locked cupboard behind reception
- C. the main hotel safe
- D. their car

45

The **main** reason a deposit is required when booking a walking tour around the city for a guest is to:

- A. provisionally confirm the booking
- B. maintain a healthy working relationship with the tour company
- C. guarantee the guest's attendance
- D. acknowledge the guest's request

46

A guest has lost their room key. Before issuing a replacement, you **must** confirm:

- A. their name and car registration
- B. the length of their stay
- C. their identity and room number
- D. their original date of arrival

47

When delivering a meal to a guest's room, it is **best** practice to:

- A. enter without knocking so that the meal does not go cold
- B. leave the meal on a tray outside their room
- C. knock and enter once the guest has invited you to
- D. knock and walk in straight away with their meal

48

A business guest has asked what time housekeeping will clean their room as they wish to work there after breakfast. The **best** procedure to follow is to:

- A. advise the guest of the usual timings for room cleaning on their floor
- B. ask the guest what time they will finish breakfast and advise housekeeping immediately
- C. advise the guest that housekeeping will work around them so not to worry
- D. ask the guest what time they will be finished working in their room

49

You overhear some customers complaining that the room they are staying in is not how it was described when they booked it. What current legislation protects the customer in this case?

- A. The Hotel Proprietors Act
- B. The Sale of Goods Act
- C. The Consumer Rights Act
- D. The Supply of Goods and Services Act

50

The **most** important reason to keep records when storing items for guests is to:

- A. keep track of how long an item has been in storage
- B. ensure clear communication between guests and staff about the items
- C. ensure that everyone knows what the items are
- D. check there is sufficient room in the storage area

51

A guest has asked for the location of the nearest petrol station. The **most** appropriate way to provide this information is to:

- A. give them the full postal address
- B. only give them directions verbally
- C. direct them to the internet
- D. show them on a map

52

You notice a briefcase that has been left in reception unattended for 20 minutes. The **most** appropriate action to take is to:

- A. take the briefcase to security
- B. check the briefcase for owner details
- C. hand the briefcase to reception for safekeeping
- D. advise security and ensure that no-one touches the briefcase







Level
2

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