

Paper Code: M-EPA-HMB4001

Level
4

Hospitality Manager: Food and Beverage 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

Charlie is the food and beverage manager at a large chain hotel. The hotel caters for numerous functions due to its multiple onsite restaurants and bars. Charlie is responsible for overseeing the daily operations on site. This includes managing employees, operations, resources, stock and the quality of products and services.

1

Charlie is overseeing the silver service at a large corporate event. Dishes served to guests should be:

- A. placed in the middle of the table
- B. placed onto a plate to each guest's right side
- C. served from each guest's left side
- D. served from whichever side is most convenient

2

A supervisor has requested the planning details for an upcoming wedding. The **most** appropriate way to communicate this information is:

- A. using 'any other business' time in a meeting to discuss timings
- B. using the staff noticeboard to pass on an overview of the required features
- C. via a phone call to talk about the organisational process
- D. via email so they have all the specific details documented

3

Charlie is reviewing the menu at one of the hotel restaurants. Which wine pairs **best** with a main of lamb shank and sweet potato mash?

- A. A bold and robust Cabernet Sauvignon
- B. A crisp and light Sauvignon Blanc
- C. A delicate and floral Pinot Noir
- D. A spicy and aromatic Gewürztraminer

4

Customer feedback indicates that the team is underperforming despite being well-staffed with experienced employees. What is the **best** way to manage this situation?

- A. Arrange a training session in customer service for all team members
- B. Give the team leader a written warning and demand an action plan for change
- C. Gradually remove existing staff and replace them with new hires
- D. Identify issues affecting motivation and provide mentoring for the team leader

5

Charlie needs to maximise the hotel's profits through food and beverage sales. The **most** effective way to do this is by:

- A. delivering staff training on upselling opportunities
- B. hiring a new head chef to rework the menu
- C. monitoring the different areas of waste
- D. recruiting employees to increase the staff capacity

6

A recent audit has revealed that drinks are being incorrectly charged resulting in lost revenue and reduced profits. The **best** way to manage this situation is to:

- A. further explore the issue and purchase CCTV to see if you can identify the culprit
- B. identify when the problem occurs, who is responsible and then deduct the losses from their wages
- C. investigate the problem and introduce changes within the process
- D. speak to employees to ensure all team members understand the long term impact this will have

7

When updating the menu, which wine would **best** complement a salad with a tangy, vinaigrette dressing?

- A. A crisp, acidic white wine
- B. A dry and fruity rosé
- C. A full, un-oaked wine
- D. An oaky, full-bodied red wine

8

A customer has requested a hog roast to be served during a large casual event. Which service style is **most** suitable?

- A. Assisted
- B. Cart
- C. Family
- D. French

9

Having team members suggest drinks to match with customers' food choices benefits the business by:

- A. ensuring uniformity in drink choices, simplifying the ordering process
- B. fostering a collaborative environment among staff members, improving teamwork dynamics
- C. providing an opportunity for upselling premium beverages, increasing revenue
- D. reducing customer engagement, promoting a streamlined dining experience

10

Which is the **most** effective way to manage service equipment and stock?

- A. Completing supply checks and ongoing maintenance
- B. Ensuring inventory and risk assessments are fulfilled
- C. Ensuring Periodic Automatic Replacement (PAR) inventory is regularly checked and maintained
- D. Observing employees during work and documenting discrepancies



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