

Paper Code: M-EPA-HME4001

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 ☒ **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 ☒ ☒ **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

Alex is a conference and events manager at a venue that caters for all types of events. Part of Alex's role involves managing daily operations, resourcing, adhering to legislation and being responsible for health and safety, as well as all financial strategies.

1

The owners have asked Alex to support them in identifying the risks of potentially managing a gala event at an offsite venue. The **main** pieces of legislation to consider for this type of event are:

- A. the Consumer Rights Act, General Data Protection Regulation (GDPR) and the Sale of Goods Act
- B. the Health and Safety at Work etc. Act, the Food Safety Act and the Consumer Rights Act
- C. the Licensing Act, the Food Safety Act and the Health and Safety at Work etc. Act
- D. the Sale of Goods Act, the General Data Protection Regulation (GDPR) and the Licensing Act

2

The venue is hosting its annual exhibition to promote local businesses. In terms of forecasting, which action is the **most** useful?

- A. Analysing last year's sales and speaking to employees who worked the event
- B. Checking the takings from the same date last year and analysing wage costs
- C. Discussing the event with a senior leader
- D. Investigating the different businesses that attended

3

Alex has donated a function room for a local charity's fundraising event. What is the **main** benefit of this action?

- A. To ensure function rooms are fully utilised
- B. To increase profits
- C. To prevent negative publicity
- D. To promote trust amongst stakeholders

4

Several bookings have been placed on the same day across the venue. The **most** important factors to consider for all bookings to run effectively are:

- A. budgets agreed, resources required, room allocation and available parking spaces
- B. employee allocation, room allocation, requirements of the bookings and timings
- C. refreshments, employee requirements, requirements of the bookings and timings
- D. timings for each booking, lunch requirements, employee skillset and employee allocation

5

A customer has called to see if a bigger room can be allocated to them for their booking as they are expecting more people to attend than first predicted. The **first** actions Alex **must** take to support the customer are:

- A. call other bookings, check if their guests will all be in attendance and ask if they would mind sharing their space
- B. check if the kitchen can accommodate more people attending for buffet-style service and then inform the customer
- C. confirm the final numbers, compare this to existing bookings and check if any rooms can be re-allocated if they are not set up yet
- D. immediately fulfil their request by allocating the largest room and cancel any other previous bookings made

6

Alex notices some employees are not following health and safety requirements. Implications for the business for **not** following health and safety requirements include:

- A. fines, imprisonment and potential business closure
- B. fines, potential business closure and improved employee engagement
- C. penalties, contractor issues and an increase in stakeholder trust
- D. penalties, imprisonment and an increase in VAT

7

A large concert is being held at the venue and Alex must arrange for extra security staff. The **most** effective way to safely staff the event is to:

- A. advertise externally for required employees, regardless of their experience
- B. approach another venue and request to use their experienced employees
- C. contact a partner agency who have employees available to support the internal crew
- D. use employees in other roles that are not already on the rota for the event

8

Alex has been asked to analyse data and make predictions for the upcoming year. Data can be used when forecasting by:

- A. analysing and using previous financial information to make decisions
- B. analysing last year's staff costs in order to minimise risks
- C. monitoring peaks and troughs in the market and promoting profitable products
- D. monitoring suppliers' fees and analysing potential losses

9

Alex has booked a meeting with a young couple who are looking to book a wedding ceremony and reception for next year. During the **first** meeting, Alex should discuss:

- A. food allergies, service style, decorations and how many staff they think they will require
- B. hotel room requirements, the time of the ceremony, number of expected guests and food allergies
- C. the date and time of the ceremony, number of expected guests, the food service style and the celebrant booking
- D. type of food to be served, the room décor, the date of the wedding and music

10

Alex has been asked to develop the company's relationship with less-involved stakeholders. The **best** way to do this is by:

- A. gaining their trust by contacting them regularly and listening to their opinions
- B. listening to their opinions and identifying influences affecting standards
- C. maintaining a 'hands-off' approach so stakeholders are not overwhelmed
- D. using an authoritative approach, demanding stakeholders engage with the business



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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