

Paper Code: M-EPA-HSCS3001

Level 3

Hospitality Supervisor: Concierge Pathway End-Point Assessment 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 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 exam 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.

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

The effective use of key performance indicators (KPIs) is **most** important in enabling a business to:

- A. develop and measure its achievement towards SMART goals
- B. conduct a SWOT analysis
- C. implement changes in hierarchy and reporting structures
- D. recruit high quality staff members

2

You are explaining your organisation's brand standards and why they need to be met to your team. The **best** explanation of the purpose of brand standards is that they:

- A. help the marketing team develop offers to appeal to new customers
- B. create a company identity and help customers remember and relate to the company
- C. ensure customers' expectations are always met in the way promised
- D. are designed to discourage individuality among staff members

3

Your manager has asked you to assist with controlling costs in your department. Which of the following will **best** help to reduce costs for the department?

- A. Encouraging your team to recycle
- B. Recording all outgoing
- C. Improving how efficiently resources are used within the department
- D. Using an authoritative management style with your team

4

Which figure is the **most** helpful to look at when measuring how efficient a business is at controlling expenses and costs associated with its activity?

- A. Gross profit
- B. Net profit
- C. Clear profit
- D. Operating profit

5

You have been asked to be more involved in the purchase of supplies in your department. The **most** important impact of adhering to your department's budget when completing this task is that it will:

- A. help to ensure the department's financial goals are achieved
- B. ensure the company's profits increase
- C. mean you are able to spend more money than usual on better quality products or resources
- D. impress your manager

6

Your manager has asked you to assist with improving your establishment's current waste management procedures to help save on costs. The **most** appropriate action to take first is to:

- A. write a waste management policy to outline how waste should be dealt with in your organisation
- B. suggest a different waste contractor to your manager and buy more recycling bins
- C. ask team members to recycle more
- D. review where waste is currently being created, what is being disposed of and how, and the costs involved

7

Your manager has asked you to review the risk assessment for your organisation. The documents that will give you the **most** assistance when assessing the effectiveness of the current controls are:

- A. incident records
- B. customer complaint records
- C. employee training records
- D. employee disciplinary records

8

A member of your team has told you they are pregnant. You have identified a risk to this person as they work as a member of bar staff and sometimes need to lift heavy drinks crates. To ensure their safety, you **must**:

- A. ask them to take sick leave or unpaid leave if they cannot carry out their duties in full
- B. adjust their duties so that the heavy lifting aspect is temporarily removed
- C. ask them to continue heavy lifting until the latter stages of pregnancy
- D. explain that if they cannot undertake their duties you will have to dismiss them

9

You are planning the weekly staff schedule. Of the following, the **most** relevant data that will influence your schedule for the following week is:

- A. the number of recent customer complaints regarding service
- B. current customer spend per head
- C. whether there are any events planned
- D. the weather forecast for the next week

10

As a supervisor, you may deal with customers' complaints. To do this you must understand both business procedures and customers' rights. According to legislation, if a customer is unhappy with a product that is clearly poor quality they:

- A. must accept a replacement product initially and make the payment, but can lodge a complaint later
- B. must be given an immediate refund and further compensation for the inconvenience
- C. are entitled to reject the product and ask for a refund
- D. are legally entitled to speak to the manager

11

Working in hospitality, you and your team are likely to encounter or process customers' personal data. Which of the following is **true** regarding customer data that can be collected and held?

- A. Data should be relevant and limited to what is necessary for the purpose for which it is collected
- B. You can collect as much data as you want, but it must be stored safely and must be deleted after 3 years
- C. Customer data cannot be stored, and must be collected again each time you deal with a customer
- D. Customer data can only be stored for 3 years, but there are no laws around the type of data that can be collected or the purpose of the data collection

12

Your team are not working well with each other and it is causing disputes, misunderstandings and errors. You decide to arrange a training session to help address the problem. The **most** important elements to include are:

- A. discussion on social activities, ice-breakers, importance of team targets and decision-making skills
- B. confidence building, taking initiative, written communication skills and presentation skills
- C. team roles, meeting performance goals, personal improvement and opportunities for further development
- D. team building exercises, communication styles, active listening and team dynamics

13

You are supervising a team that has a lot of new team members. To ensure this team works together effectively, it is **most** appropriate to:

- A. be direct and communicate a clear structure to the team, ensuring you clarify roles and responsibilities
- B. be focused solely on team goals and avoid involvement in issues with team relationships
- C. manage the team authoritatively and ensure they know all issues and decisions must be discussed with you only
- D. ensure all team members are friendly outside of work and make it an expectation that everyone attends team social events

14

You only have a certain number of staff employed that you can use on your staffing schedule. The **most** appropriate way to minimise the risk of not having sufficient staff to meet requirements is by:

- A. recruiting people that live close to the business
- B. asking staff to try not to use their holiday allowance
- C. giving bonuses to staff that provide cover at short notice
- D. multi-skilling each team member

15

As a supervisor, one of your responsibilities is likely to be scheduling staff. When creating a staff schedule, it is **most** important to consider:

- A. how near staff live to the business and what their childcare arrangements are
- B. whether each staff member is motivated and committed
- C. the experience and qualifications each staff member has
- D. how many staff members are required to satisfy demand

16

Your manager sets you an objective to work on your ability to motivate your team. The **most** appropriate way to try to motivate your team over the course of the week is to:

- A. add extra staff to the rota so the work is less demanding
- B. promise staff a bonus if they perform well all week
- C. praise staff when they perform well
- D. set targets that are easily achievable every shift

17

Your organisation is offering a staff reward for the team that performs the best over the 3-month summer period. The **most** appropriate way to keep your staff motivated towards this target is by:

- A. promising you will reward the team yourself if your team does not win to make up for the loss
- B. celebrating any achievements towards the target and giving short updates on teams' progress at weekly team meetings
- C. preparing a newsletter with an update on progress and passing it around each month to all team members
- D. texting all team members with daily updates of what has been achieved, and what still needs to be done to win

18

As a supervisor, it is essential to be able to communicate effectively with both customers and your team. A **key** part of effective communication is:

- A. being friendly and chatty
- B. active listening
- C. only communicating face-to-face
- D. having extensive knowledge

19

A member of your team has poor personal hygiene, and other members of the team have complained to you about the problem. The **most** effective way to approach the situation is by:

- A. asking a colleague the team member gets on well with to mention the hygiene problem to them tactfully
- B. sending the team member an email outlining the problem and making some suggestions as to how their hygiene can be improved
- C. arranging a private meeting with the team member to explain that others have complained about the issue and to tell them it is not acceptable
- D. arranging a private meeting with the team member to discuss the issue, explain they are not meeting required standards and agree a way forward

20

Customer profiling is important to the success of many businesses. The **most** appropriate factors to base customer profiling on are:

- A. booking information of specific customers, such as name, address and telephone number
- B. information collated on repeat customers, including how much each customer spends per visit
- C. information from customer questionnaires, such as how they rated the service
- D. demographic information of typical customers, such as age, gender, family status and income

21

You are discussing customer profiling with a new member of staff. You explain that customer profiles are important to the business because they:

- A. allow you to build a database of customers' contact information to use for promotional purposes
- B. enable you to check if your customers are using other businesses for similar products and services
- C. help you to identify and understand the needs and expectations of your customers
- D. allow you to get to know each customer individually and personalise the service you offer

22

You are required to brief your team on brand vision and values. The **most** appropriate description of the purpose of a brand vision is that it ensures:

- A. everybody in the business is working towards the same goals
- B. there is no room for individuality
- C. staff members are being as productive as possible
- D. all areas of the business are profitable

23

While supervising a shift, you notice a new team member is not following a procedure correctly. The **best** way of correcting the new team member is to:

- A. remind the whole team of the correct process at the next shift briefing so the new team member does not feel singled out
- B. stop the practice early before incorrect habits develop and ask the team member to do a different task instead
- C. stop the practice and coach the team member on the correct process before letting them continue
- D. let the team member carry on until the shift ends and make a note to point out the errors at their next performance meeting

24

You have arranged the rota so that you can observe the team for a whole shift. The **main** benefit of this is that it will:

- A. improve the organisation's reputation as customers will see there is a high standard of supervision
- B. enable you to identify the learning and development needs of your team members
- C. demonstrate to your own manager that you are supervising the team successfully
- D. ensure your team members work harder as they know you are watching them

25

When discussing management styles, your manager identifies themselves as being an autocratic type of leader. Autocratic leaders are typically leaders that:

- A. make decisions without consulting their team
- B. only make final decisions after asking opinions from their team
- C. give team members the freedom to make their own decisions and take initiative
- D. provide a lot of support and motivation to their team

26

You are supervising a team that is mostly made up of staff members who are new to the organisation and the hospitality industry. The style of leadership that it is **least** appropriate for you to use with this team is:

- A. democratic
- B. laissez-faire
- C. autocratic
- D. transactional

27

A guest has called for information about how to get to a local attraction within walking distance of the organisation. What would be the **most** effective method of communicating this information to the guest?

- A. Talk them through the directions over the phone
- B. Direct the guest to the attraction's website
- C. Offer the guest a printed map with directions
- D. Walk the guest to the attraction

28

You have used a 3rd party to store a guest's luggage. What information **must** be included on the receipt?

- A. The 3rd party business used, the date of payment and any remaining balance
- B. The guest's name, the date the 3rd party business started and detail of every piece of luggage stored
- C. Any remaining balance to be paid by the organisation, the guest's name and phone number
- D. The guest's address, the email of 3rd party business and date of payment

29

While working on a late shift, you notice a group of people hanging around the foyer. The **best** course of action would be to:

- A. approach the group and ask them to leave immediately before a situation develops
- B. keep watching the group, mention it to security and monitor the situation
- C. go through to the back office to check that the CCTV is working and recording
- D. leave the desk and try to listen to what they are discussing to see if action is required

30

A family arrives at your desk to enquire about the hotel restaurant. You currently have a promotion on for kids to eat free and they ask if you could make a booking. Why is it **most** important that you have told them about the promotion?

- A. The head chef wants to make sure that children are welcome in the hotel restaurant
- B. You work on commission and therefore will get a bonus
- C. It offers good value for money for the family
- D. The restaurant is keen to increase its bookings

31

A guest would like to arrange for champagne and flowers to be delivered to their room as a surprise for their partner. The **most** important information to collect from the guest is their:

- A. room number, budget and preferred time of delivery
- B. allergies, room size and type of flowers
- C. budget, preferred size of bouquet and type of champagne
- D. itinerary, colour of flowers and number of glasses needed

32

The computer system is not working but the front office have printed a flash report so that you have details of all residents and bookings due to arrive. You have been called away from the desk, the **best** action to take would be to:

- A. leave the flash report on the desk so that arriving guests would be able to check themselves in
- B. ensure that the report is put in a secure place before leaving the desk
- C. ask one of the hall porters to keep an eye on the desk and the report while you are away
- D. shred the report as you can always print off another one

33

A guest is staying overnight at your hotel. They have informed reception that some of their personal belongings have been damaged while left unattended in their room. The legislation that covers loss of or damage to guests' property is:

- A. Hotel Proprietors Act 1956
- B. Hotel Proprietors Act 1988
- C. Loss and Damage Legislation 2015
- D. Guest Property Act 1958

34

When carrying out manual handling training with your team, you would cover sections on:

- A. pushing, carrying and throwing
- B. throwing, pushing and pulling
- C. carrying, pushing and pulling
- D. throwing, carrying and balancing

35

A celebrity stays with your hotel on a regular basis due to the privacy they have historically experienced. If this was compromised, the **most** significant impact would be on the hotel's:

- A. reputation
- B. room rates
- C. restaurant ratings
- D. staff policies

36

A concierge has access to sensitive guest data. This **must** be protected in line with the:

- A. Equality Act 2010
- B. Health and Safety at Work etc. Act 1974
- C. General Data Protection Regulations (2018)
- D. Consumer Protection Act 1987

37

Your manager has asked you to review the procedures for storing luggage for guests that have arrived before their check in time. The **most** important factor to be considered is how:

- A. long it will be stored
- B. long the rooms are going to take
- C. heavy the luggage is
- D. secure the storage room is

38

A regular guest has given you their payment card details on a piece of paper to order some tickets for a popular musical event. You are successful with gaining tickets. What **must** you do with the payment card details after the transaction has taken place?

- A. Record the card details on your database in case you need them in future
- B. Give the paper back to the guest when you next see them
- C. Keep the paper secure until its no longer needed
- D. Pass the details onto reception

39

A special event is taking place at a nearby venue and you think that a regular guest who is currently staying with you would be interested in going. To make them aware of the event, the **most** appropriate action to take would be to:

- A. send them an email to tell them about the event and that you can arrange the booking if they would like to go
- B. automatically book seats for them and send them an email confirmation and charge to their room
- C. immediately go to their room to tell them about the event
- D. send a complimentary bottle of wine to their room with the tickets

40

Which of the following state the **most** important qualities that the concierge needs in their job role?

- A. Confidence, discretion and passive behaviour
- B. Patience, empathy and being good with children
- C. Assertive behaviour, sense of humour and enthusiasm
- D. Integrity, discretion and good knowledge

41

There has been a spillage in the foyer and you have contacted housekeeping to clear it. The **most** appropriate course of action to take before they arrive is to:

- A. put a wet floor sign over the spillage
- B. stand next to the spillage until they arrive
- C. place some towels over the spillage
- D. use the traffic cones that you use for parking to indicate the spillage

42

A coach party of around 30 people is due to arrive early. You know that there will be luggage that needs to be distributed to the guests' rooms. The **best** solution would be to:

- A. work with the front desk to label the luggage and distribute while everyone is checking in
- B. leave all the luggage in the foyer of the hotel so guests can come down to collect the luggage in their own time
- C. discuss with the coach driver how guests can distribute the luggage themselves
- D. pull the room allocation report before the coach arrives and have the luggage trolleys ready to load

43

Your hotel operates a system whereby the front door is locked at 11pm. You are on a night shift and notice 2 people wandering around the foyer after the front door has been locked and so you approach them. The **most** important thing to check first would be if they:

- A. know where their room is located
- B. are lost
- C. are residents
- D. have a room key/card

44

You have been informed that a local event has been cancelled by the organiser which you had booked tickets for guests to attend. The **most** important reason to inform the guests is so that:

- A. they can relax knowing they do not have to rush to get ready for the event
- B. they can contact the organiser and ask why it has been cancelled
- C. they know about the alternative arrangements you booked for them
- D. a refund can be arranged and to ask if you can secure an appropriate alternative

45

A couple enquire about the menus in the restaurant at the hotel. There is a set menu and a more expensive tasting menu. You sell the tasting menu to the guests. What type of sale have you just carried out?

- A. Cross sale
- B. Upsell
- C. Add-on selling
- D. Increase sale

46

A guest expresses interest in health and fitness. To effectively upsell, it is **most** important that your team are aware of:

- A. classes available in the hotel gym
- B. services provided by an external personal trainer
- C. healthy dishes on the restaurant's menus
- D. local leisure centre opening times

47

As part of your role, you are required to ensure all your staff have received training on data protection. The **most** important factor when dealing with data is to:

- A. only give it out to specified people
- B. only store it electronically
- C. delete it as soon as it has been used
- D. store it securely at all times

48

A guest has asked for recommendations on nearby golf courses. What would be **most** beneficial to know before booking to ensure the recommended golf course is a good fit for the guest?

- A. The golf handicap of the guest
- B. The total budget for the activity
- C. If they need transport
- D. If they have their own clubs

49

The **best** way to promote the hotel's additional products and services to guests is to:

- A. provide leaflets at check in
- B. ask guests if they have all the information they need
- C. advertise services as guests are going out
- D. ensure all departments are aware of the concierge services

50

The **most** important factor to consider regarding information about local attractions that you present to guests is:

- A. that only attractions within walking distance are promoted
- B. that the information is kept up to date
- C. whether the attractions improve the hotel's image
- D. to only shows attractions that you have visited yourself

51

The **most** significant benefit of upselling additional services or products to guests is that it can:

- A. help guests save money
- B. encourage guests to try new experiences
- C. enhance or improve their stay
- D. encourage guests to promote the hotel on social media

52

When promoting special offers, it is **most** important that a concierge:

- A. fully explains every offer available
- B. keeps pushing an offer so that the guest cannot say no
- C. provides information even after a guest has made their choice
- D. takes the guest's interest into account



Level
3

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