

Paper Code: M-EPA-HMO4002

Hospitality Manager: Hospitality Outlet 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.

1 A B C ANSWER COMPLETED INCORRECTLY

DO NOT use ticks or crosses

ANSWER COMPLETED INCORRECTLY

DO NOT use circles

ANSWER COMPLETED INCORRECTLY

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.

Highfield Assessment



Scenario 1

A hospitality outlet manager oversees the daily operation of a venue offering food, drink and retail products to customers on-site and through delivery and online platforms. The manager is responsible for ensuring the outlet meets organisational standards, complies with relevant legislation and follows brand procedures. They are preparing for a scheduled internal inspection, addressing feedback on recent service issues and reviewing a list of reported maintenance concerns across customer and staff areas.

1

How can the hospitality outlet manager support promotional activity across multiple sales channels?

- A. Advertising separate deals based on customer location
- B. Matching the timing of offers to reflect each service format
- C. Repeating campaigns used by nearby competitor venues
- Running weekly price changes based on stock availability

2

How can the hospitality outlet manager decide what requires immediate attention when reviewing feedback?

- A. By assessing the impact the issue has on safety or service
- B. By focusing on comments received through online platforms
- C. By linking the issue to current stock or supply shortages
- D. By matching issues to areas listed in the brand checklist

3

Which of the following is an appropriate way to address feedback about inconsistent service?

- A. Asking team members to focus on individual style during guest service
- B. Checking service records to identify gaps between team members
- C. Rotating team members across roles to balance service delivery
- D. Shortening service steps to help team members work faster

4

Which of the following supports consistency when brand specifications change?

- A. Asking teams to share which updates are most relevant to them
- B. Making informal adjustments based on feedback from regular customers
- C. Prioritising updates to the teams responsible for performance development
- D. Providing clear guidance on how to apply the updates in daily tasks

5

Which of the following supports compliance with data protection regulations when handling customer feedback?

- A. Displaying written reviews on noticeboards for reference
- B. Encrypting digital files that contain personal information
- C. Saving all customer feedback to a shared desktop
- D. Using handwritten notes to record sensitive comments

6

Which of the following supports the outlet's ability to maintain appropriate quality during inspections?

- A. Allowing team members to manage responsibilities based on shift length
- B. Analysing recent reviews to decide which departments need fewer checks
- C. Focusing on customer-facing areas before checks take place
- Providing instructions that reflect expectations for each task

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7

How can the hospitality outlet manager confirm hygiene standards are being applied consistently?

- A. By checking whether customer numbers have increased
- B. By discussing feedback during weekly rota planning
- C. By increasing the number of team members per shift
- By using internal audits to compare performance over time

8

Which of the following is an appropriate way to effectively support team members in handling both in-store and delivery orders?

- A. Encouraging team members to follow their own approach during busy periods
- B. Giving clear instructions to help team members manage tasks in different areas
- C. Rewarding individuals who complete the highest number of transactions
- D. Rotating roles daily to reduce the need for specific training on each area

9

How can the hospitality outlet manager minimise disruption when scheduling preventative maintenance?

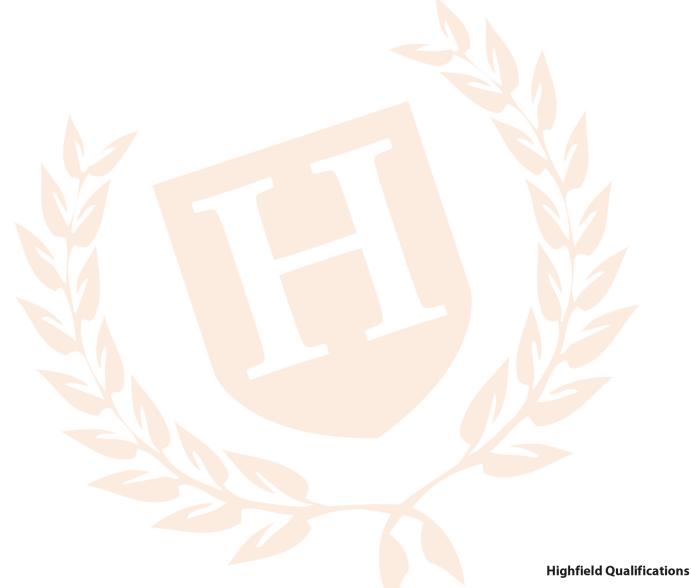
- A. By basing decisions on recent customer satisfaction scores
- B. By linking all maintenance to seasonal promotion plans
- C. By planning tasks outside of high-demand periods
- D. By reviewing maintenance needs at the end of each quarter

10

When reviewing recent service issues, how can the hospitality outlet manager demonstrate compliance with the current Consumer Rights Act?

- A. By keeping written records that show how refunds were handled
- B. By offering special deals aimed at raising customer satisfaction
- C. By promoting feedback surveys to gather responses
- D. By reviewing complaint logs to identify concerns





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