

Paper Code: M-EPA-HMO4002**Level 4**

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 ☒ 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

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
- D. 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 folder
- 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
- D. Providing instructions that reflect expectations for each task

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
- D. 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



Level
4

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