

Paper Code: M-EPA-HMO4001

**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 ☒ **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 ☐ C ☒ **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**

Sam is a hospitality outlet manager working at a large, rural hotel that contains several bars, restaurants and a spa. The hotel also caters for off-site events. Sam is responsible for both on and off-site sales, as well as ensuring that brand standards are upheld, maintenance and repair work is carried out effectively and that the relevant legislation is followed.

**1**

Sam can ensure that their team follows a new set of brand specifications by:

- A. making sure that the communication engagement specification is clear and understood by members of staff
- B. making the brand specification easily accessible to all staff members and providing regular training sessions
- C. regularly auditing staff to identify areas where the communication engagement specification is not being implemented
- D. using the brand specifications as a rough guide and adapting them to better suit individual staff member's roles

**2**

Sam can prioritise the scheduling of repairs in the hotel by:

- A. analysing compliance with health and safety, the impact of the repair on guest safety and guest complaints and negative reviews
- B. analysing the hotel's aesthetic appeal, operational efficiency, guest complaints and negative feedback
- C. assessing the cost of repairs, the hotel's aesthetic appeal and prioritising budget constraints
- D. assessing the urgency and impact of the repair on guest safety, operational efficiency, and compliance with health and safety

**3**

Sam is responsible for increasing both on-site and off-site sales in the hotel bar. This can be done by:

- A. installing menu displays to provide detailed descriptions and visuals
- B. limiting the operating hours during the weekend to focus on weekday sales
- C. raising the drink prices to create an illusion of higher quality and exclusivity
- D. reducing the variety of drinks offered to streamline the menu

**4**

Sam wants to ensure that all equipment repairs are cost-efficient and that the equipment remains in good working condition over a long period of time. Which of the following maintenance plans enable this?

- A. Breakdown maintenance
- B. Corrective maintenance
- C. Preventative maintenance
- D. Scheduled maintenance

**5**

Sam wants to introduce a new marketing strategy to improve the sale of spa treatments. Which of the following marketing strategies will increase sales figures for the hotel?

- A. Creating a user-friendly website for online orders, and optimising it for search engines
- B. Hosting monthly in-house events, and giving discounts to regular customers
- C. Placing newspaper ads to reach a broader audience
- D. Sending promotional flyers to nearby residential areas

6

When maintaining records to support compliance with legislation and regulations, Sam **must**:

- A. document licences, training, certifications and inspections
- B. ensure records are organised, maintained, shared and permanently stored
- C. maintain key records, ensure operational flexibility and minimise paperwork and files
- D. record customer feedback, invoices, marketing materials and staff information

7

Sam feels that the current standard operating procedures (SOPs) are not fit for purpose. Standard operating procedures:

- A. create an autocratic atmosphere, emphasising rules over flexibility and creativity
- B. establish a structured framework, ensuring consistency, efficiency and maintaining quality standards
- C. provide a rigid set of rules, reducing the likelihood of errors and ensuring customer satisfaction
- D. outline tasks and responsibilities, providing clear guidelines for their completion to increase staff efficiency

8

A customer is unhappy with the quality of an item they have been served at the hotel. Which piece of legislation requires Sam to provide them with a refund?

- A. The Consumer Rights Act
- B. The Data Protection Act
- C. The Licensing Act
- D. The Trade Descriptions Act

9

How can providing a consistent high-quality service standard help Sam to make the hotel successful?

- A. It creates a positive work environment to reduce staff turnover
- B. It increases the likelihood of repeat custom
- C. It justifies a substantial increase in room rates
- D. It reduces the need for staff training

10

Sam has been asked to familiarise themselves with the brand specification. A brand specification would enable Sam to:

- A. allow flexibility in brand representation to cater to diverse customer preferences
- B. allow staff members complete autonomy, promoting individuality in representing the brand
- C. create a consistent and unified brand identity across all marketing materials and customer interactions
- D. enhance team creativity and encourage unique interpretations of the brand



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**4**

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