

Paper Code: M-EPA-HMO4003

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 ☒ ☒ **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 is responsible for the day-to-day operation of a venue providing food, drink and retail products to customers on-site and through takeaway and delivery services. The manager is reviewing team performance, recent customer feedback and sales reports across all service channels. They are responding to reported faults and ensuring all activities follow company procedures, legal requirements and brand expectations.

1

How can the hospitality outlet manager support effective upselling across on-site and off-site services?

- A. By asking staff to promote items with the highest stock levels
- B. By basing suggestions on whichever items are the most expensive
- C. By guiding the team to tailor suggestions to what customers are ordering
- D. By recommending the same options to every customer

2

How can the hospitality outlet manager ensure consistent service across all channels when reviewing team performance?

- A. By checking if team members are completing daily service handovers
- B. By evaluating whether interactions meet the service style expected
- C. By tracking order volume to decide where support is needed
- D. By using sales totals to measure which team is most effective

3

Which of the following is a suitable action when a recurring issue is raised across multiple service channels?

- A. Adding a note to the daily handover for team awareness
- B. Advising team members to monitor it during each shift
- C. Monitoring sales figures before deciding next steps
- D. Scheduling repairs based on the pattern of reported faults

4

How can the hospitality outlet manager effectively use customer feedback to increase service quality?

- A. By analysing trends in feedback to identify areas for improvement
- B. By focusing on comments from repeat customers to maintain consistency
- C. By responding to feedback only when formal complaints are received
- D. By using positive customer reviews to strengthen what is already working

5

While reviewing team performance, which of the following actions helps confirm compliance with rules for age-restricted products?

- A. Asking the team to increase checks during busier trading hours
- B. Confirming that identification checks are being recorded accurately
- C. Observing if team members are confident when speaking to guests
- D. Using visual displays to highlight beverages near the payment area

6

Which of the following is a suitable way to reinforce expected hygiene standards during team reviews?

- A. Advising team members to wait for reminders before completing regular tasks
- B. Focusing the discussion on how personal targets are being met
- C. Highlighting how cleaning tasks contribute to overall guest experience
- D. Rotating team roles to reduce repetition in cleaning routines

7

When reviewing packaging used for takeaway and delivery services, what is the purpose of following the brand's packaging specifications?

- A. To comply with local regulations related to packaging materials
- B. To enable easier storage for stock rotation in the kitchen
- C. To ensure packaging is durable for product protection during transport
- D. To maintain consistent appearance to reflect desired product quality

8

Which of the following actions can the hospitality outlet manager take to align on-site and off-site product sales?

- A. Adding matching product descriptions across platforms
- B. Applying different prices to create variety for customers
- C. Letting separate teams manage each sales stream independently
- D. Offering different promotions depending on the sales channel

9

What is the purpose of tracking maintenance issues across the venue?

- A. To avoid spending on repairs that are not legally required
- B. To create reports for use in staff appraisals and training plans
- C. To reduce the number of faults reported during inspections
- D. To support decisions about when and how repairs are completed

10

How can the hospitality outlet manager meet legal requirements when reviewing customer feedback that refers to allergen concerns?

- A. By auditing how allergen procedures are applied across service channels
- B. By checking if team members remember recent allergen enquiries
- C. By relying on supplier packaging to confirm product allergen information
- D. By replacing printed allergen folders with verbal briefings from staff



Level
4

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