

**Paper Code: M-EPA-HSES**

# Hospitality Supervisor: Events Supervisor

## EPA On-Demand Test

# Level 3

### Information for registered Centres

The seal on this examination paper must only be broken by the learner at the time of the examination.  
**Under no circumstances should a learner 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 examination 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.

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.

## Part A: Core Knowledge

1

A member of your team has told you they are pregnant. You have identified a risk to this person as in their role they sometimes need to lift heavy items. 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 need to fire them

2

As a supervisor, you may deal with customers' complaints and must ensure you 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

3

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

4

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

5

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

6

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

7

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

8

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

9

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

10

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

11

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

12

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

13

Your company 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

14

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

15

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. mean you can get to know each customer individually and personalise the service you offer

16

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

17

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

18

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

19

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

20

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

21

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

22

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

23

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

24

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

25

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

26

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

## Part B: Events Supervisor

27

You are arranging agency staff to serve food and drinks at a wedding. To comply with food safety regulations, it is essential that you:

- A. ensure all staff already have a level 3 qualification in food safety
- B. ensure all staff are trained in food safety by the agency and have a food hygiene induction with you
- C. pay for all staff to attend a formal food safety training course at least 1 week before the event
- D. ask the agency to carry out a basic induction talk

28

When allocating staff to the roles required on a rota, it is **most** important to consider:

- A. their work experience
- B. how close they live to the venue
- C. their preferences for duties
- D. their personal presentation standards

29

Your manager has asked you to review table planning computer software. The **most** appropriate factors to consider when recommending a package to purchase are:

- A. which package is the most widely used and how quickly you can obtain it
- B. quality of graphics, availability of online storage and brand name
- C. ease of use, security and ability to work on or offline with printable plans
- D. which package your clients will prefer and which will be the quickest to learn

30

A customer wants their event to go on until 3am. You know that the premises licence only permits authorised activities to go on until midnight. The **most** appropriate action to take is to:

- A. explain that the event must finish by midnight and offer a discount
- B. notify the council that you will have an event going on until 3am on a certain date
- C. contact all team members to see if they are willing to work later than usual
- D. apply for a temporary event notice and add the cost to the hire charge

31

Your company offers a variety of wedding packages. To ensure customers with lower budgets have their expectations met, while ensuring revenue for the business, it is **most** appropriate to:

- A. offer budget packages with sale or return on alcohol and a cash bar with higher profit margins
- B. work with each couple to prioritise expectations and tailor packages to achieve this within their budget
- C. work with each couple to encourage them to choose packages that are cheap even if they do not quite meet their expectations
- D. recommend more expensive packages that meet the customer's expectations and offer a no interest payment plan to be paid over a long period of time

32

Your team are setting up the tables and chairs for a formal dinner. It is **most** important for you to ensure:

- A. all team members are following safe working practices when moving furniture
- B. team members involved in moving and lifting furniture have qualifications
- C. only the strongest members of the team are asked to move tables and chairs
- D. tables and chairs are moved as quickly as possible

33

You are meeting with a bridal party 1 month before their wedding reception at your venue. The **most** important details to check and confirm at this meeting are the:

- A. overall wedding budget, whether children will be attending, and the names of each guest
- B. age range of guests, food preferences of each guest and the date of the wedding
- C. layout of the room, name of the registrar, and any transport requirements for guests
- D. number of guests, menu choices, special dietary requirements and any special requests that need to be arranged

34

You are responsible for a conference with an extensive exhibition. This is the first time your team have dealt with such an event. To ensure the event runs smoothly. It is **most** appropriate to:

- A. supervise the team closely on the day and give feedback at the end of the shift to highlight any problems
- B. speak with the organiser of the exhibition to ensure you fully understand their requirements and brief the team carefully before the event
- C. ask your team to run everything past you on the day and make sure you are available at all times
- D. plan the staff rota the day before the event to ensure there are more staff than usual to make up for their inexperience

35

You have costed the function menu for the next month at your hotel and restaurant venue. This **must** be communicated to:

- A. the reception manager
- B. all members of the food preparation and services teams
- C. all members of the reservations team
- D. the head chef in the kitchen

36

Your manager has asked you to research 'on trend' food concepts for a company's annual staff party. The **most** efficient way to research this is by:

- A. visiting the company and discussing with the staff what food they like
- B. sending emails to various food companies and asking for information about their products
- C. using social media and trade journals to see what is trending
- D. paying a digital marketing company to provide ideas about new food concepts

37

The event organiser arrives at the venue on the day of the event. The **most** important safety information you must ensure you communicate to them is:

- A. the location of light switch boxes and power sockets
- B. your manager's name and emergency contact number
- C. food safety and health and safety policies
- D. fire and emergency procedures and routes for evacuation

38

To help with your rota planning, your manager has given you a budget which is 17% of sales to maintain the net profit targets. If you exceed this budget, the effect on profitability will be that:

- A. gross profit remains stable
- B. net profit will fall
- C. sales revenue will increase
- D. budget expenditure will fall



39

You are planning an all-day event for 200 people. To ensure any customers with special requirements are catered for, it is **most** important to check:

- A. specific dietary needs, accessibility, and the age groups attending
- B. car parking, whether any elderly people are attending and guests' favourite foods
- C. names, addresses, dates of birth and medical conditions of all attendees
- D. timings, the number of staff on the rota and number of toilets on the premises

40

You are organising the set-up of an event at a historic site. Portable toilets are being provided for all guests, but these are not accessible for wheelchair users. The **most** appropriate action to take is to:

- A. inform the client that you will not be able to accommodate guests in wheelchairs
- B. try to find out if any wheelchair users will be attending
- C. organise a designated accessible portable toilet in addition to the other toilets
- D. check the legal implications of not providing accessible facilities

41

You are completing a cost breakdown report to ensure that resources are being managed correctly. The **most** important reason for completing this task is to ensure resources are:

- A. stored and rotated correctly
- B. deployed and used effectively to maximise profitability
- C. attained and accounted for promptly to ensure speed of service
- D. always ordered in bulk

42

You are creating a spreadsheet for customers to enable them to help manage their budget when planning events at your bar and restaurant venue. It is **most** important for the spreadsheet to include:

- A. overnight accommodation costs, insurance costs and staffing costs
- B. internet access, alcohol costs, staff training costs and utility costs
- C. parking charges, maintenance costs, pest control costs and cleaning costs
- D. room and equipment hire costs, food and beverage costs, entertainment costs and any extras

43

Your manager has asked you to prepare budgets for 3 different catered events packages at your venue. Of the following, the **most** important information you will need for this task is:

- A. any fixed costs, details of each package, food and beverage costs, and costs of extras and sundries
- B. clients' budgets, target gross profit, staff training costs and printing costs for menus
- C. staffing costs, facilities available, maintenance costs and alcohol cost
- D. gross profit margins, training costs, utilities and food and beverage costs

44

You are reviewing the cost effectiveness of events under your supervision and you need to assess the productivity of your team. The **most** appropriate way of measuring this is by:

- A. multiplying the number of staff by the number of guests and dividing by the total income
- B. dividing the number of guests by the number of staff and multiplying by the total income
- C. adding the total income and the cost of staff labour and dividing by the number of guests
- D. dividing the total spend by the number of guests attending and measuring this against costs

45

You have a large event due to take place at your venue. Prior to setting up rooms for the event, it is **most** important to check and document that:

- A. rooms have been aired out, bins have been cleaned and first aid kits are in place
- B. cleaning has been carried out, emergency lighting is all working, and fire alarms have been tested
- C. requests for time off have been agreed, windows are closed, and fire doors are open
- D. emergency evacuation routes are clear, fire doors are locked and there are no fire hazards present

46

A customer has hired specialised equipment to be delivered directly to your venue. The contractor is only able to deliver at 6am on the day of the event, but you work in a small venue that does not open until 8am. The **most** appropriate action to take is to:

- A. ask the customer to come to the venue at 6am and take in the delivery
- B. ask the customer if the equipment can be left at the venue without someone there to accept it
- C. rearrange the rota to allow a suitable member of the team to come in early and accept the delivery
- D. refuse to take the delivery and suggest the contractor arranges a more convenient time

47

You are supervising an event at a music festival. To ensure legal compliance, before the event starts it is **most** important to ensure you have in place:

- A. promotional posters and a list of VIPs
- B. a record of recent pest control visits and the guest list
- C. a cleaning schedule and a staff training schedule for the year
- D. risk assessments and appropriate insurance

48

You have been asked to calculate the venue capacity for a number of different sized rooms at your venue. To give clients the best possible experience, when calculating capacity, it is **most** important to consider the:

- A. comfort factor
- B. food safety policy
- C. number of chairs you have on-site
- D. toilet facilities

49

You have taken over the planning of an event because a colleague is ill. After checking the costings, you realise that mistakes have been made and it is likely that money will be lost as a result. The **most** appropriate action to take is:

- A. look at the plan and identify areas where you can cut corners without the customer noticing
- B. reduce the number of staff at the event and reduce food portions to cut costs
- C. talk to the customer and see if the budget can be modified and changes made that will limit the impact
- D. go ahead with the event as planned and invoice the customer for any additional costs afterwards

50

You are creating rotas to cover events across a busy period of the year. When allocating staff to the roles required, of the following, it is **most** important to consider:

- A. absence and disciplinary records of team members available
- B. which team members are the most enthusiastic
- C. the total budgets for each event
- D. staffing budgets for events and service levels required

51

You meet with the organiser of a conference to discuss the buffet lunch menu. The organiser explains that a number of attendees have severe allergies and are concerned about cross-contamination. Of the following, the **best** solution is to:

- A. ensure separate serving implements are provided for all foods in the buffet
- B. plate, cover and label suitable meals for each of the guests with allergies
- C. tell the guests to bring their own foods and offer to refrigerate them
- D. print out the ingredient's lists highlighting the allergens in each food for the guests with allergies

52

Clients have booked a wedding reception for up to 200 guests in 12 months' time. The **best** approach to take to ensure you plan effectively is to:

- A. obtain all the information you need at the initial planning meeting and then do not follow up again until the week before the wedding
- B. ask for an outline of the event at the initial meeting and request that the clients keep in touch with you regularly. Meet again to finalise any last details the week before the wedding
- C. ask for relevant information at the initial meeting, then follow up quarterly until the final month when you meet again. Liaise with them daily in the week before the wedding
- D. ask for general details only at the initial meeting and then speak to the clients weekly throughout the planning process to ensure everything meets their standards



**Level  
3**

**Highfield Assessment**

Highfield House  
Heavens Walk  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5HZ  
United Kingdom

Tel: +44 0845 2260350 Tel: +44 01302 363277

Fax: +44 0845 2260360 Fax: +44 01302 739144

[info@highfieldassessment.com](mailto:info@highfieldassessment.com) [www.highfieldassessment.com](http://www.highfieldassessment.com)