

Paper Code: M-EPA-HMB4003**Level 4**

Hospitality Manager: Food and Beverage 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 food and beverage manager is responsible for several restaurants and bars within a busy venue that hosts private celebrations, conferences and formal dining events. They oversee the delivery of food and drink across all outlets and functions. The role includes monitoring stock, equipment and staffing while ensuring suitable service styles are used for different types of events. The manager also identifies ways to increase sales and supports the team in delivering a consistent experience.

1

Which of the following approaches allows the food and beverage manager to identify where processes need to be improved across the venue?

- A. Analysing previous event layouts used by other teams
- B. Collecting payment method data from each outlet
- C. Monitoring the number of bookings cancelled last-minute
- D. Reviewing staff feedback from multiple service periods

2

How can the food and beverage manager deliver a consistent guest experience at a formal dinner with plated courses?

- A. Arranging food stations in the corners of the room
- B. Delivering each dish directly to the seated guests
- C. Offering a range of options from a heated counter
- D. Providing dishes in large bowls for guests to share

3

How can the food and beverage manager encourage increased spending during formal dining events at the venue?

- A. By briefing teams to highlight premium options during service
- B. By focusing staff time on maintaining table presentation
- C. By offering set menus with restricted substitution options
- D. By removing items that have not been previously requested

4

Which of the following approaches can the food and beverage manager take to ensure suitable combinations are offered during a formal dining event?

- A. Avoiding items that share the same flavour profile
- B. Creating a contrast between lighter meals and heavier drinks
- C. Matching the strength of the drink with the depth of the dish
- D. Replacing traditional items with new alternatives at each event

5

How can the food and beverage manager reduce the chance of equipment breakdowns before formal dining events?

- A. By assigning staff to move equipment between events as needed
- B. By completing checks against scheduled servicing intervals
- C. By increasing the number of items used at each service
- D. By rotating equipment across outlets on a weekly basis

6

During a large conference lunch with staggered arrival times, which of the following service styles allows the food and beverage manager to accommodate high volumes of guests efficiently?

- A. Buffet service
- B. Cart service
- C. Russian service
- D. Silver service

7

Why would a pairing of high-tannin wine and rich food be offered at an event at the venue?

- A. It allows the acidity to remain noticeable in each course
- B. It balances the intensity of both components during the meal
- C. It creates a mild contrast between body and temperature
- D. It encourages guests to try items from a specific region

8

Which of the following actions helps the food and beverage manager plan staffing levels during peak trading periods?

- A. Analysing data from previous events and seasonal patterns
- B. Assigning fixed teams to each outlet throughout the year
- C. Deciding shift patterns based on team availability and preferences
- D. Increasing staff numbers for every booking regardless of size

9

How can the food and beverage manager maximise earnings from underused spaces during large conference events?

- A. By allocating the space for exclusive staff training sessions
- B. By converting suitable zones into extra seating for refreshments
- C. By providing access to staff for use during shift handovers
- D. By using the space for supplier storage during the event period

10

Which of the following actions helps the food and beverage manager maintain the availability of service items across multiple events?

- A. Allocating equipment based on recent guest reviews
- B. Increasing deliveries on the day of each event
- C. Prioritising the use of newer equipment over older stock
- D. Recording usage against upcoming function needs



Level
4

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