

Paper Code: M-EPA-HMF4003

Level 4

Hospitality Manager: Front Office 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 front office manager at a venue oversees reception and reservation operations, maximises room sales to optimise occupancy and revenue, while ensuring room allocations meet guest expectations and service standards. They lead the front office team, collaborate with other departments and ensure smooth day-to-day operations. By regularly analysing data, occupancy rates, guest satisfaction scores and performance metrics, they identify trends, gaps and opportunities to improve front office efficiency and service.

1

What data can the front office manager use to measure room upselling performance?

- A. Average check-in times and the number of rooms assigned to loyalty members
- B. Guest satisfaction surveys and the number of premium options sold at check-in
- C. The number of cancellations and booking customisations made by guests
- D. The percentage of rooms occupied by long-term guests and their preferences

2

How can the front office manager ensure the secure handling of personal information?

- A. By applying password protection to staff logins
- B. By assigning a code to each booking enquiry
- C. By downloading guest data to a shared spreadsheet
- D. By printing all bookings for the daily arrivals list

3

Which of the following actions supports the front office manager in minimising disruption during high occupancy periods?

- A. Allowing guests to choose any available space
- B. Delaying check-in until all guests have arrived
- C. Evaluating current availability before confirming changes
- D. Rotating arrivals between multiple reception points

4

Which of the following actions helps the front office manager reduce no-show rates using reservation data?

- A. Changing room rates based on guest loyalty to encourage earlier bookings
- B. Monitoring booking patterns and adjusting lead times for earlier arrivals
- C. Reviewing previous trends to forecast demand and adjusting availability accordingly
- D. Sending confirmation emails with flexible cancellation terms to guests upon booking

5

How can the front office manager use dynamic pricing to increase revenue?

- A. By adjusting room rates according to guest booking patterns and demand
- B. By increasing room rates during off-peak periods to boost revenue
- C. By lowering room rates during busy periods to attract more guests and bookings
- D. By offering the same rate for all room types regardless of demand

6

When assessing reservation performance, which of the following helps identify trends across reservation activity?

- A. Reviewing arrival times against staffing levels
- B. Reviewing lead times across different channels
- C. Tracking cleaning schedules against room status
- D. Tracking the number of key replacements per shift

7

Which of the following actions helps the front office manager to support the team to deliver a consistent arrival experience?

- A. Briefing staff on check-in procedures during team handovers
- B. Checking guest reviews before confirming the room assignment
- C. Offering reception staff flexible break times during peak check-in
- D. Relying on guest feedback after departure to check standards

8

Which of the following actions supports collaboration between departments during the room allocation process?

- A. Notifying individual teams in separate updates throughout the day
- B. Recording changes manually before sharing them with relevant teams
- C. Sharing allocation plans during scheduled daily team briefings
- D. Using printed reports to distribute allocations updates to relevant teams

9

Which of the following actions supports improvements when satisfaction scores fall below target?

- A. Comparing results from multiple review platforms
- B. Introducing a welcome gift for all new bookings
- C. Offering late departures to guests with complaints
- D. Updating room descriptions on the venue's website

10

Which of the following actions supports the front office manager in planning for expected occupancy levels in future months?

- A. Allocating rooms based on when guests book and what preferences they select
- B. Offering room discounts in upcoming busy periods to increase bookings
- C. Reducing prices in all periods to maintain steady demand throughout the year
- D. Reviewing past bookings and considering local events to predict demand



Level
4

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