

**Paper Code: M-EPA-HMH4002****Level 4**

# Hospitality Manager: Housekeeping 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 housekeeping manager is responsible for planning and overseeing cleaning and presentation standards across guest rooms and public areas. The hotel includes leisure and dining facilities and operates at high occupancy during peak periods. As part of the role, the manager uses data to allocate resources, responds to unexpected issues affecting operations and identifies when maintenance work is required. Routine checks are carried out to monitor team performance and address any recurring issues.

**1**

How can the housekeeping manager effectively reduce the risk of repeated disruptions?

- A. By cross-training the team to carry out a range of tasks
- B. By limiting team movement between guest and staff areas
- C. By reviewing checklists used during busy and quiet periods
- D. By setting fixed time limits for all tasks during each shift

**2**

What data can the housekeeping manager use to support decisions about ordering guest amenities during high occupancy periods?

- A. Average customer spend per room over the past month
- B. Cleaning supply levels recorded at the end of each shift
- C. Logs showing how often items were restocked per shift
- D. Notes collected during team performance reviews

**3**

How can the housekeeping manager assess when to request follow-up action for issues raised by the team?

- A. By adjusting the number of rooms serviced per shift
- B. By analysing repeated entries in handover reports
- C. By identifying which rooms were serviced last
- D. By reviewing the number of guests checked in

**4**

Which of the following actions helps identify trends in guest satisfaction related to cleanliness?

- A. Analysing comments from recent feedback reports
- B. Comparing the number of early check-in requests
- C. Following up with staff to discuss checklist results
- D. Inspecting rooms that were cleaned most recently

**5**

What data helps the housekeeping manager address recurring performance issues during busy periods?

- A. Breakdown reports from recent equipment servicing
- B. Charts showing cleaning times across different shifts
- C. Inventory levels submitted by suppliers each month
- D. Feedback collected during end-of-season appraisals

**6**

How can the housekeeping manager ensure the appearance of all areas continues to reflect brand identity?

- A. By adjusting colour schemes and lighting based on feedback
- B. By balancing team tasks between guest and staff spaces
- C. By checking that each space follows agreed visual standards
- D. By ensuring room types are allocated evenly across floors

7

When equipment fails during a peak service period, which of the following actions helps reduce operational disruption?

- A. Allocating remaining resources to essential areas first
- B. Increasing break times for team members to allow for recovery
- C. Limiting access to affected areas until the following morning
- D. Using the opportunity to trial a different service approach

8

How can the housekeeping manager determine when to request proactive maintenance?

- A. By comparing the amount of stock used by each team
- B. By evaluating the time of day that rooms are serviced
- C. By monitoring guest movement in shared spaces
- D. By reviewing patterns noted during scheduled inspections

9

Which of the following methods can be used to check that cleanliness checks are carried out consistently?

- A. Analysing how often guest complaints are received
- B. Completing internal audits against a structured checklist
- C. Monitoring room turnaround times on a daily basis
- D. Timing how long each inspection takes to complete

10

How can the housekeeping manager ensure staffing levels match demand during busy periods?

- A. By discussing shift preferences with each team member
- B. By changing team duties on a weekly basis
- C. By reducing cleaning times across all departments
- D. By reviewing forecast data in advance

# Level 4



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