

Paper Code: M-EPA-HMH4001

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

Taylor is the housekeeping manager at a popular seafront hotel, which offers access to a number of different facilities. As part of their role, Taylor is responsible planning, monitoring and delivering housekeeping. Taylor is also required to manage resources and data, handle disruptions and decide when maintenance and repair work is required in the hotel.

1

Taylor wants to improve the housekeeping department's productivity. Which method will allow them to monitor productivity **most** effectively?

- A. Conducting regular 1-to-1 feedback sessions with staff members to discuss their completed tasks and challenges faced
- B. Implementing a rotation system where staff members switch tasks and areas periodically
- C. Setting a fixed number of rooms for each staff member to clean daily so that staff operate more efficiently
- D. Using a workload management system that tracks the time taken and amount of tasks completed

2

How can Taylor **best** optimise workforce resources and ensure efficient cleaning operations?

- A. Assigning fixed roles to each staff member to ensure they only carry out specific tasks
- B. Hiring additional staff during peak seasons to allow existing staff to focus on their usual tasks
- C. Implementing regular training sessions to allow staff to develop a diverse skillset
- D. Maintaining a rigid work schedule to ensure consistent work performance

3

The housekeeping team have reported a small number of maintenance issues. When is the **best** time for Taylor to schedule maintenance work?

- A. As soon as guests check-in
- B. As soon as the rooms are vacated
- C. At the end of the summer season
- D. At the same time every week

4

How can Taylor **best** manage resources to ensure efficient operations whilst remaining within budget?

- A. Conducting weekly audits of cleaning supplies to accurately track usage patterns and limit staff usage
- B. Implementing a First-In-First-Out (FIFO) system for perishable items and organising storage
- C. Minimising communication with suppliers to maintain professional boundaries, ensuring unbiased procurement decisions
- D. Negotiating long-term contracts with trusted suppliers based on both cost-effectiveness and consistent high-quality product supply

5

As a new manager, Taylor wants to ensure that the cleaning standards remain consistently high. The **most** effective way to monitor standards is to:

- A. conduct random spot-checks on a range of rooms and maintain records of findings
- B. read all of the current protocols and review any that seem inefficient
- C. read the hotel's business vision and core values and use them to inform a change in protocol
- D. service one of the rooms and ask a new employee for an explanation of the cleaning standards

6

A guest has been feeling unwell and is late checking out. To ensure the next guests are not delayed at check-in, Taylor should:

- A. ask the housekeeping team to help the unwell guest to check-out and check in the new guest
- B. ask the unwell guest to move rooms so that the next guests can be checked-in
- C. check on the unwell guest and ask the housekeeping team to quickly prepare the room
- D. switch room allocations and ask the housekeeping team to check on the unwell guest

7

When creating a work schedule, Taylor **must** ensure that rooms are serviced before:

- A. guests check-in to ensure immediate room availability upon arrival
- B. guests check-out to guarantee a fresh room for new arrivals
- C. late evening, accommodating guests who prefer their rooms to be cleaned during dinner
- D. midday, allowing flexibility for guests who might return to their rooms during the day

8

Taylor has noticed that housekeeping staff are not reporting required maintenance. Required maintenance work **must** be reported in order to:

- A. allow reception to add on damage charges to guests bills before they leave
- B. enable maintenance to order the spare parts required for the repair work
- C. make maintenance aware of the extent of the damage and allow them to book in repairs
- D. prevent the damage from worsening and minimise the cost of repair work

9

Taylor believes that the standards of presentation are inconsistent. The **most** effective way for Taylor to identify improvements that can be made is by:

- A. analysing customer feedback from online reviews
- B. asking other members of staff for their feedback
- C. observing the behaviour of customers in the establishment
- D. using social media to monitor customer comments

10

Taylor wants to minimise the disruption to the guests caused by the cleaning operations. They **must**:

- A. create a detailed cleaning schedule that prioritises less occupied areas during high guest traffic periods
- B. establish a clear communication system among team members to coordinate tasks effectively
- C. implement regular training sessions to improve staff knowledge and service quality
- D. increase the number of staff during peak operational hours to ensure quicker task completion

Level 4



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