Paper Code: M-EPA-HMR4002

Level **4**

Hospitality Manager: Revenue 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) (C̶) **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 revenue manager at a hotel is responsible for maximising income across rooms and other services. They gather data from internal systems and external sources, such as booking platforms, competitor rate tools and market reports. This helps them to monitor trends, guest behaviour and pricing activity. This information is used to inform pricing decisions, forecasting and performance reporting, which is shared regularly with the leadership team. The manager applies a range of techniques to analyse the data and support commercial planning.

1

How does a weekly pickup report support the revenue manager when making revenue-related decisions?

A. It outlines the maintenance issues raised by guests

B. It provides feedback on staff punctuality and performance

C. It shows updated forecasts for housekeeping stock

D. It tracks recent booking changes and pace trends

2

How can the revenue manager use historical booking patterns to inform dynamic pricing decisions?

A. By analysing previous booking volumes and adjusting rates based on emerging trends

B. By applying fixed rates for all room types based on previous booking behaviours

C. By reducing the price of rooms based on past cancellations and no-shows

D. By setting prices based on last year's occupancy rather than considering current conditions

3

Which of the following external data sources helps the revenue manager plan around seasonal demand?

A. Business travel reports from corporate partners

B. Financial reports produced by housekeeping

C. Local event calendars from tourism sites

D. On-site surveys completed by departing guests

4

What does a high no-show rate suggest when reviewing booking data?

A. The demand forecast has been set too conservatively

B. The guest communication process is working well

C. The pricing structure is encouraging early payments

D. The property may need to review cancellation policies

5

What is the purpose of using market-based forecasting at the hotel?

A. To adjust food and beverage pricing based on inventory use

B. To compare regional booking patterns across similar properties

C. To prepare inventory orders for the following quarter

D. To update training manuals for new team members

6

Which of the following actions helps the revenue manager ensure the data collected is suitable for use in forecasting and pricing decisions?

A. Checking that content is current and sourced from verified systems

B. Gathering opinions from staff about market activity and guest expectations

C. Preparing checklists that outline monthly meetings and task responsibilities

D. Reviewing team preferences on how information is accessed and stored

7

How can analysing lead times help the revenue manager adjust pricing strategies?

A. It determines the popularity of the hotel's location

B. It identifies which rooms require extra maintenance

C. It shows how far in advance guests are likely to book

D. It tracks customer satisfaction after check-out

8

How can the revenue manager anticipate future business levels using current patterns?

A. By collecting guest satisfaction scores after each service interaction

B. By comparing departmental spending against budget targets each week

C. By preparing updated rota schedules based on team availability

D. By reviewing how fast upcoming stays are being confirmed over a set period

9

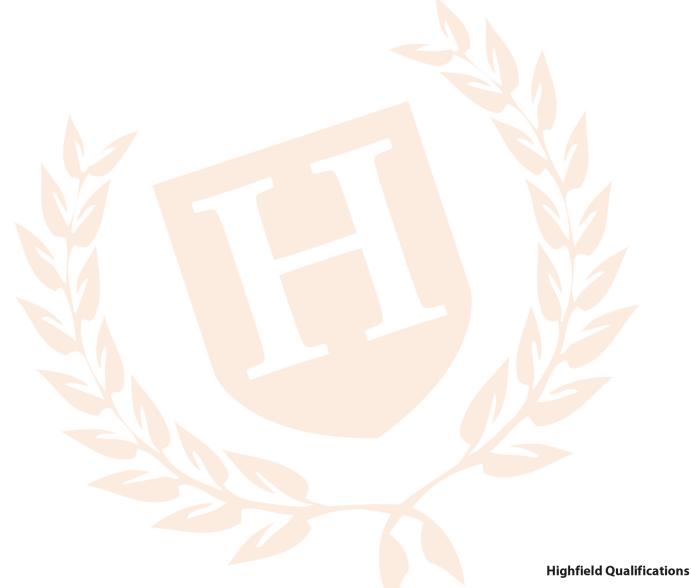When presenting data from a rate shopping tool, what does the revenue manager need to communicate to the leadership team?

A. Adjustments made to staffing levels in peak periods

B. Complaints about pricing submitted online

C. Differences in competitor pricing across dates

D. Feedback collected from in-house guest surveys

10

How does yield management support the hotel's commercial goals?

A. By managing availability to maximise income from limited inventory

B. By preventing changes to booking conditions after guest confirmation

C. By promoting seasonal offers based on guest feedback trends

D. By reducing reliance on external sales platforms during peak periods

Level 4