

Paper Code: M-EPA-HMM4001

Level
4

Hospitality Manager: Multifunctional 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 ☐ C ☒ **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

Max is a multifunctional manager at a luxury hotel with a bar and restaurant. Their role requires them to effectively manage and plan the activities of multiple teams and ensure that the teams they oversee use resources efficiently and adapt service to changing business priorities while maintaining business/brand standards. As Max is a multifunctional manager, they are also responsible for overseeing the kitchen, following and implementing relevant legislation, reviewing procedures and improving both on-site and off-site sales.

1

Max wants to deliver a series of team building activities alongside regular training sessions to enhance team performance. When tailoring activities for different teams, it is essential that Max:

- A. adapts activities to suit the unique requirements, challenges and goals of each team
- B. conducts generic team-building sessions to foster a sense of unity among diverse teams
- C. implements standardised training methods for all teams to ensure consistency in knowledge
- D. provides specialised mentorship to reflect team roles, responsibilities and expertise

2

How will implementing supportive systems help Max to manage multiple teams?

- A. By eliminating the need for regular team meetings, allowing teams to work independently and minimising the need for oversight
- B. By facilitating the implementation of standardised operating procedures, to foster independence in the team and enable staff to learn on the job
- C. By focusing on rewarding individual achievements, promoting competition among team members and developing a cohesive workforce
- D. By streamlining communication, enhancing collaboration and promoting skill development while fostering a motivated workforce

3

How can Max conduct effective research to adapt and evolve business standards across multifunctional teams?

- A. By attending industry events and conferences
- B. By conducting thorough competitor analysis
- C. By monitoring social media discussions
- D. By seeking internal employee feedback

4

How can Max promote open communication to ensure that the teams they oversee are able to implement the business priority of an improved food offering throughout the hotel?

- A. By conducting regular one-on-one meetings with team members to discuss updates, challenges and ideas
- B. By organising regular team meetings where everyone has the opportunity to share updates, challenges and ideas
- C. By using messaging applications and project management software to share updates, challenges and ideas
- D. By using official channels to provide management with updates, challenges and ideas

5

How will the use of recommend, agree, perform, input and decide (RAPID) frameworks help Max to utilise resources effectively across multiple teams?

- A. By automating financial calculations for staffing budget planning purposes
- B. By enabling teams to share personal opinions and feedback openly
- C. By facilitating clear communication and allocation of teams' tasks
- D. By monitoring staff attendance and leave schedules in real-time

8

Max is responsible for increasing both on-site and off-site sales in the hotel bar. This can be done by:

- A. installing menu displays to provide detailed descriptions and visuals
- B. limiting the operating hours during the weekend to focus on weekday sales
- C. raising the drink prices to create an illusion of higher quality and exclusivity
- D. reducing the variety of drinks offered to streamline the menu

6

Max is reviewing the kitchen's procurement process. Which is the **most** efficient method of procuring new products?

- A. Checking a supplier's delivery options before negotiating terms and ordering
- B. Finding a competitive supplier and negotiating a further discount before placing an order
- C. Identifying suppliers and negotiating terms and prices before ordering
- D. Placing an order with the supplier and then checking if their produce is ethically sourced

9

A customer is unhappy with the quality of an item they have been served at the hotel. Which piece of legislation requires Max to provide them with a refund?

- A. The Consumer Rights Act
- B. The Data Protection Act
- C. The Licensing Act
- D. The Trade Descriptions Act

7

Max needs to ensure food in the hotel is delivered to a consistent and high quality standard. This can be achieved by making sure kitchen staff:

- A. are provided with regular team training opportunities
- B. are provided with suitable and safe working conditions
- C. follow food safety standards
- D. follow standardised recipes and specifications

10

Max feels that the current standard operating procedures (SOPs) are not fit for purpose. Standard operating procedures:

- A. create an autocratic atmosphere, emphasising rules over flexibility and creativity
- B. establish a structured framework, ensuring consistency, efficiency, and maintaining quality standards
- C. outline tasks and responsibilities, providing clear guidelines for their completion to increase staff efficiency
- D. provide a rigid set of rules, reducing the likelihood of errors and ensuring customer satisfaction



Level
4

Highfield Qualifications

Highfield ICON
First Point
Balby Carr Bank
Doncaster
South Yorkshire
DN4 5JQ
United Kingdom

01302 363277
info@highfield.co.uk
www.highfieldqualifications.com