

**Paper Code: M-EPA-HSHK**

# Hospitality Supervisor: Housekeeping Supervisor EPA On-Demand Test

# Level 3

## Information for registered Centres

The seal on this examination paper must only be broken by the learner at the time of the examination.  
**Under no circumstances should a learner use an unsealed examination paper.**

## Information for candidates

**Under no circumstances should you, the candidate, use an unsealed examination paper.**

This examination consists of **52 multiple-choice** questions and is split into **two parts of 26 questions** each. The minimum **pass mark** is **18** out of **26** per part (**36** out of **52** overall). **Both parts must be passed** to obtain a pass. The minimum **distinction mark** is **44** out of **52** overall.

The duration of this examination is **90 minutes**. The apprentice will be given 30 minutes to read the question paper before attempting to provide any answers.

In total the examination will last **2 hours**.

You are **NOT** allowed any assistance to complete the answers.

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  D **ANSWER COMPLETED CORRECTLY**

**Examples of how NOT to mark your Examination Answer Sheet (EAS). These will not be recorded.**

01  A  B  C  D **DO NOT** partially shade the answer circle  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  D **DO NOT** use ticks or crosses  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  D **DO NOT** use circles  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  D **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.

## Part A: Core Knowledge

1

A member of your team has told you they are pregnant. You have identified a risk to this person as in their role they sometimes need to lift heavy items. You **must**:

- A. ask them to take sick leave or unpaid leave if they cannot carry out their duties in full
- B. adjust their duties so that the heavy lifting aspect is temporarily removed
- C. ask them to continue heavy lifting until the latter stages of pregnancy
- D. explain that if they cannot undertake their duties you will need to fire them

2

As a supervisor, you may deal with customers' complaints and must ensure you understand both business procedures and customers' rights. According to legislation, if a customer is unhappy with a product that is clearly poor quality they:

- A. must accept a replacement product initially and make the payment, but can lodge a complaint later
- B. must be given an immediate refund and further compensation for the inconvenience
- C. are entitled to reject the product and ask for a refund
- D. are legally entitled to speak to the manager

3

The effective use of key performance indicators (KPIs) is **most** important in enabling a business to:

- A. develop, and measure its achievement towards, SMART goals
- B. conduct a SWOT analysis
- C. implement changes in hierarchy and reporting structures
- D. recruit high quality staff members

4

As a supervisor, one of your responsibilities is likely to be scheduling staff. When creating a staff schedule, it is **most** important to consider:

- A. how near staff live to the business and what their childcare arrangements are
- B. whether each staff member is motivated and committed
- C. the experience and qualifications each staff member has
- D. how many staff members are required to satisfy demand

5

You are supervising a team that is mostly made up of staff members who are new to the organisation and the hospitality industry. The style of leadership that it is **least** appropriate for you to use with this team is:

- A. democratic
- B. laissez-faire
- C. autocratic
- D. transactional

6

You are supervising a team that has a lot of new team members. To ensure this team works together effectively, it is **most** appropriate to:

- A. be direct and communicate a clear structure to the team, ensuring you clarify roles and responsibilities
- B. be focused solely on team goals and avoid involvement in issues with team relationships
- C. manage the team authoritatively and ensure they know all issues and decisions must be discussed with you only
- D. ensure all team members are friendly outside of work and make it an expectation that everyone attends team social events

7

You are explaining your organisation's brand standards and why they need to be met to your team. The **best** explanation of the purpose of brand standards is that they:

- A. help the marketing team develop offers to appeal to new customers
- B. create a company identity and help customers remember and relate to the company
- C. ensure customers' expectations are always met in the way promised
- D. are designed to discourage individuality among staff members

8

Working in hospitality, you and your team are likely to encounter or process customers' personal data. Which of the following is **true** regarding customer data that can be collected and held?

- A. Data should be relevant and limited to what is necessary for the purpose for which it is collected
- B. You can collect as much data as you want, but it must be stored safely and must be deleted after 3 years
- C. Customer data cannot be stored, and must be collected again each time you deal with a customer
- D. Customer data can only be stored for 3 years, but there are no laws around the type of data that can be collected or the purpose of the data collection

9

You only have a certain number of staff employed that you can use on your staffing schedule. The **most** appropriate way to minimise the risk of not having sufficient staff to meet requirements is by:

- A. recruiting people that live close to the business
- B. asking staff to try not to use their holiday allowance
- C. giving bonuses to staff that provide cover at short notice
- D. multi-skilling each team member

10

Your manager sets you an objective to work on your ability to motivate your team. The **most** appropriate way to try to motivate your team over the course of the week is to:

- A. add extra staff to the rota so the work is less demanding
- B. promise staff a bonus if they perform well all week
- C. praise staff when they perform well
- D. set targets that are easily achievable every shift

11

Customer profiling is important to the success of many businesses. The **most** appropriate factors to base customer profiling on are:

- A. booking information of specific customers, such as name, address and telephone number
- B. information collated on repeat customers, including how much each customer spends per visit
- C. information from customer questionnaires, such as how they rated the service
- D. demographic information of typical customers, such as age, gender, family status and income

12

Your manager has asked you to assist with controlling costs in your department. Which of the following will **best** help to reduce costs for the department?

- A. Encouraging your team to recycle
- B. Recording all outgoing
- C. Improving how efficiently resources are used within the department
- D. Using an authoritative management style with your team

13

Your company is offering a staff reward for the team that performs the best over the 3-month summer period. The **most** appropriate way to keep your staff motivated towards this target is by:

- A. promising you will reward the team yourself if your team does not win to make up for the loss
- B. celebrating any achievements towards the target and giving short updates on teams' progress at weekly team meetings
- C. preparing a newsletter with an update on progress and passing it around each month to all team members
- D. texting all team members with daily updates of what has been achieved, and what still needs to be done to win

14

Your team are not working well with each other and it is causing disputes, misunderstandings and errors. You decide to arrange a training session to help address the problem. The **most** important elements to include are:

- A. discussion on social activities, ice-breakers, importance of team targets and decision-making skills
- B. confidence building, taking initiative, written communication skills and presentation skills
- C. team roles, meeting performance goals, personal improvement and opportunities for further development
- D. team building exercises, communication styles, active listening and team dynamics

15

You are discussing customer profiling with a new member of staff. You explain that customer profiles are important to the business because they:

- A. allow you to build a database of customers' contact information to use for promotional purposes
- B. enable you to check if your customers are using other businesses for similar products and services
- C. help you to identify and understand the needs and expectations of your customers
- D. mean you can get to know each customer individually and personalise the service you offer

16

Which figure is the **most** helpful to look at when measuring how efficient a business is at controlling expenses and costs associated with its activity?

- A. Gross profit
- B. Net profit
- C. Clear profit
- D. Operating profit

17

As a supervisor, it is essential to be able to communicate effectively with both customers and your team. A **key** part of effective communication is:

- A. being friendly and chatty
- B. active listening
- C. only communicating face-to-face
- D. having extensive knowledge

18

A member of your team has poor personal hygiene, and other members of the team have complained to you about the problem. The **most** effective way to approach the situation is by:

- A. asking a colleague the team member gets on well with to mention the hygiene problem to them tactfully
- B. sending the team member an email outlining the problem and making some suggestions as to how their hygiene can be improved
- C. arranging a private meeting with the team member to explain that others have complained about the issue and to tell them it is not acceptable
- D. arranging a private meeting with the team member to discuss the issue, explain they are not meeting required standards and agree a way forward

19

When discussing management styles, your manager identifies themselves as being an autocratic type of leader. Autocratic leaders are typically leaders that:

- A. make decisions without consulting their team
- B. only make final decisions after asking opinions from their team
- C. give team members the freedom to make their own decisions and take initiative
- D. provide a lot of support and motivation to their team

20

You have been asked to be more involved in the purchase of supplies in your department. The **most** important impact of adhering to your department's budget when completing this task is that it will:

- A. help to ensure the department's financial goals are achieved
- B. ensure the company's profits increase
- C. mean you are able to spend more money than usual on better quality products or resources
- D. impress your manager

21

You are planning the weekly staff schedule. Of the following, the **most** relevant data that will influence your schedule for the following week is:

- A. the number of recent customer complaints regarding service
- B. current customer spend per head
- C. whether there are any events planned
- D. the weather forecast for the next week

22

You have arranged the rota so that you can observe the team for a whole shift. The **main** benefit of this is that it will:

- A. improve the organisation's reputation as customers will see there is a high standard of supervision
- B. enable you to identify the learning and development needs of your team members
- C. demonstrate to your own manager that you are supervising the team successfully
- D. ensure your team members work harder as they know you are watching them

23

You are required to brief your team on brand vision and values. The **most** appropriate description of the purpose of a brand vision is that it ensures:

- A. everybody in the business is working towards the same goals
- B. there is no room for individuality
- C. staff members are being as productive as possible
- D. all areas of the business are profitable

24

Your manager has asked you to assist with improving your establishment's current waste management procedures to help save on costs. The most appropriate action to take **first** is to:

- A. write a waste management policy to outline how waste should be dealt with in your organisation
- B. suggest a different waste contractor to your manager and buy more recycling bins
- C. ask team members to recycle more
- D. review where waste is currently being created, what is being disposed of and how, and the costs involved

25

While supervising a shift, you notice a new team member is not following a procedure correctly. The **best** way of correcting the new team member is to:

- A. remind the whole team of the correct process at the next shift briefing so the new team member does not feel singled out
- B. stop the practice early before incorrect habits develop and ask the team member to do a different task instead
- C. stop the practice and coach the team member on the correct process before letting them continue
- D. let the team member carry on until the shift ends and make a note to point out the errors at their next performance meeting

26

Your manager has asked you to review the risk assessment for your organisation. The documents that will give you the **most** assistance when assessing the effectiveness of the current controls are:

- A. incident records
- B. customer complaint records
- C. employee training records
- D. employee disciplinary records



## Part B: Housekeeping Supervisor

27

Housekeeping work can require some lifting and moving of heavy items. It is **most** important to ensure that any team members undertaking this type of work:

- A. have received suitable manual handling training
- B. have read the company's health and safety policy
- C. work in pairs at all times
- D. provide a doctor's note to certify they are fit to lift and carry items

30

As part of your role as a housekeeping supervisor you need to report maintenance issues promptly and accurately to the maintenance team. It is **most** important to do this to:

- A. ensure the maintenance team have enough work to do
- B. reduce the workload for the maintenance team
- C. help the maintenance team to work out the cost of any work required
- D. ensure the maintenance team can effectively prioritise work required

28

You are training a new team member on mopping floors. For **most** effective results, the best technique to recommend is:

- A. side to side mopping moving forwards
- B. forward and backwards mopping
- C. side to side mopping moving backwards
- D. mopping in wide circles

31

You need to ensure control over the use and security of bedroom supplies and resources. The **most** appropriate way to do this is by having a:

- A. key access storage room with a stock log
- B. bag check policy for your staff members
- C. file where delivery notes are kept
- D. annual stock count

29

One of your duties as a housekeeping supervisor is likely to involve maintaining suitable storage areas and conditions. Of the following, the **best** way to store clean linen is:

- A. on the linen trollies to reduce the amount of preparation work at the start of a shift
- B. on a clean racking/shelving system in a secure and cool area
- C. in stacked, plastic storage boxes in a heated, secure room
- D. in cardboard boxes, stacked in a secure room or cupboard

32

You have purchased a new piece of electrical cleaning equipment and will be training a number of staff in how to use it. Before staff members start using it, it is **most** important to:

- A. try it yourself to make sure it is safe
- B. schedule maintenance for six months' time
- C. complete a risk assessment
- D. check the health and safety policy permits its use

33

Of the following, the **best** way to store contaminated sheets and towels awaiting commercial laundry collection is in:

- A. green bags, stacked at the end of the one of the hotel's hallways
- B. black bin bags, tightly fastened and placed in a corner of the linen cupboard
- C. heavy duty bin bags in an outside area away from clean linen
- D. colour-coded and fastened bags in a designated area away from clean linen

34

The hotel manager has asked you to avoid the use of aerosol furniture polishes on newly purchased vintage wood furniture. The **most** appropriate alternative to use is:

- A. a cleaner with high acidic content
- B. traditional wax cream
- C. an all-purpose cleaning spray
- D. bleach that has been diluted in cold water so that it is very weak

35

Your team put out 'wet floor' signs when mopping public areas. To ensure the safety of guests and staff, it is **most** important to remind them to also:

- A. notify reception of areas that are being mopped
- B. add a handwritten notice on the entrance to any areas being mopped
- C. leave the signs out permanently to ensure that they are never forgotten
- D. remove the signs as soon as possible when the floors are dry

36

As a housekeeping supervisor, you will need to conduct monitoring activities on the work carried out by your team. Of the following, the **most** appropriate way to do this is by:

- A. recording your team members cleaning and checking the footage at regular intervals
- B. carrying out spot checks on rooms your team members have cleaned
- C. asking your team members to give you verbal reports on the cleaning activities they have undertaken
- D. shadowing each team member through a full shift every month

37

A new team member has asked you to recommend a product to use for the lounge bar tables which will both clean and disinfect. It is **most** appropriate to advise them to use:

- A. soap
- B. detergent
- C. sanitising spray
- D. bleach

38

Planned preventative maintenance (PPM) is commonly used in hotels to ensure:

- A. maintenance is approached proactively and disruption to guests is minimised
- B. maintenance is only completed when an issue is identified and staff spend as little time as possible carrying out maintenance
- C. all minor faults, defects and maintenance issues are addressed immediately upon being identified
- D. all equipment, furniture, fixtures and areas are checked on an annual basis to ensure no maintenance is required



39

Your team have reported a build-up of limescale in some bathroom areas. Of the following, the **most** appropriate action to recommend they take is to use:

- A. undiluted bleach
- B. washing up liquid
- C. a firm scouring brush and spend more time on the tiles
- D. a descaler with sulphuric acid content

40

To ensure your team's safety when cleaning rooms, it is **most** appropriate to instruct them to:

- A. only clean rooms with the door closed
- B. leave the door open when cleaning alone
- C. shout to their colleagues in different rooms regularly to ensure someone knows they are ok
- D. only clean rooms in pairs

41

As a housekeeping supervisor, you may need to carry out a COSHH risk assessment to identify and control hazards arising from the use of cleaning products in your organisation. To help you identify which products present a hazard, it is **most** appropriate to:

- A. call the manufacturers of each cleaning product
- B. test each product personally
- C. check product labels or safety data sheets
- D. ask your team which products they have had issues with

42

You enter a guest bedroom that is being cleaned and notice your team member is reading some paperwork that the guest has left on their desk. The **most** appropriate action to take is to:

- A. give them more work to do as they should not have time to read
- B. take the paperwork from them and lock it in away in your office until you can speak to the customer about the incident
- C. inform your manager and ask them to book the whole team on a data protection course
- D. inform them their behaviour is not appropriate and reiterate the importance of data protection and confidentiality procedures

43

A guest has asked one of your team members the opening times for the hotel's pool. It is **most** important for them to know information like this to:

- A. reduce the workload for reception staff
- B. ensure appropriate levels of customer service are maintained
- C. help them to achieve promotion
- D. ensure the pool is used regularly

44

You notice cleaning material stock is being used up more quickly than expected by your team. The **most** appropriate action to take is to:

- A. report the issue to your manager
- B. book your team in for re-training
- C. tell your team to halve the amount of materials they are using
- D. discuss with the team to identify the cause and possible solutions

45

You are advising your team on the best way to clean a tiled wall. An industry recognised technique is to:

- A. clean, rinse, clean again and rinse one final time
- B. use cleaning chemicals sparingly
- C. clean upwards and rinse downwards
- D. clean from side to side and do not rinse

46

Some members of a housekeeping team may work alone and therefore may be classed as more at risk. This is because lone workers:

- A. may have difficulty in summoning assistance in an emergency
- B. work longer hours than other staff
- C. may not take all their allocated breaks
- D. may be unhappy due to lack of contact with other staff

47

Your team have all been issued with housekeeping uniforms and personal protective equipment. The **most** important reason for you to ensure these are being worn or used is because they:

- A. convey a professional image
- B. protect members of staff from hazards
- C. have been paid for by the company
- D. make the housekeeping team easily recognisable to customers

48

As a housekeeping supervisor, you are likely to have access to personal data and records for your team members. You **must**:

- A. ensure personal information and records are stored securely at all times
- B. delete all personal data after 1 year
- C. ensure all personal information and records for all team members are kept together in one place
- D. share personal information with others only if they ask for it

49

You have just purchased a new floor polisher that your team are unfamiliar with. To ensure it is used safely and efficiently, it is **most** appropriate to:

- A. give each team member a copy of the instruction manual
- B. tell team members they cannot use it without you present
- C. train key team members in its use and monitor them when they begin to use it
- D. explain how it is used in a team briefing

50

A guest has asked you if the pillows in their room are filled with feathers as they are allergic to them. You are unsure of the answer. The **most** appropriate action to take is to:

- A. have a look at the pillows and see if they appear to have feathers in them
- B. advise them that if they are concerned, they are welcome to use their own purchased pillows
- C. advise them that the pillows are unlikely to contain feathers and they should not have a problem
- D. find out the exact materials used in the pillows and immediately arrange replacements if they are feather filled

51

You are completing a daily check of the hotel premises and have discovered that there is some flaking paintwork in one of the corridors, and the carpet in that area now needs vacuuming. The **most** appropriate action to take is to:

- A. report the problem to the hotel reception team and allow them to sort out the issue
- B. report the problem according to your organisation's maintenance procedures and block the corridor off to guests until it can be repainted
- C. report the problem according to your organisation's maintenance procedures and vacuum the floor area
- D. speak to the maintenance department and insist the area is repainted immediately

52

You are informing a new member of your team when it is appropriate to use disposable gloves. The **most** appropriate and realistic practice to ensure safe and hygienic working is to:

- A. always wear disposable gloves for all cleaning tasks and dispose of them at the end of the shift
- B. always wear disposable gloves for hazardous areas (e.g. toilet areas) and ensure they are correctly disposed of after each use
- C. never wear disposable gloves as this will help to reduce spend on resources
- D. only wear disposable gloves if the team member finds a certain activity is causing them skin problems



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