

Paper Code: M-EPA-HMM4003

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 ☒ ☒ **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 multifunctional manager oversees the kitchen, bar and restaurant at a hospitality outlet. The outlet is undergoing refurbishment while continuing with normal service and hosting events, requiring the manager to co-ordinate teams, adapt resources and maintain service standards. They are responsible for food safety, legal compliance and brand consistency across all operations. The manager also works with external contractors to plan and schedule essential maintenance work.

**1**

Why is it useful for the multifunctional manager to involve all departments in early planning for shared events?

- A. It encourages teams to operate without supervision
- B. It helps identify conflicting priorities in advance
- C. It reduces the need for a structured service plan
- D. It supports teams to develop their own separate goals

**2**

How can the multifunctional manager effectively uphold brand expectations during high-pressure periods?

- A. By briefing teams to focus on a single aspect of service
- B. By directing all effort toward the quickest tasks
- C. By postponing checks until service demand has reduced
- D. By reviewing delivery against agreed benchmarks

**3**

Which of the following approaches helps the multifunctional manager identify inconsistencies across service areas?

- A. Checking social media for customer feedback
- B. Comparing previous mystery guest reports
- C. Observing team members at key points in service
- D. Rotating supervisors between areas during service

**4**

How can the multifunctional manager ensure equipment is performing as expected?

- A. By assigning responsibility for checks to individual team members
- B. By documenting identified issues in a shared maintenance log
- C. By requesting feedback on equipment during monthly meetings
- D. By rotating use of equipment across all sections of the kitchen

**5**

Which of the following actions supports effective team co-ordination when refurbishment activities overlap with service?

- A. Briefing teams separately once service has already started
- B. Encouraging teams to use their own initiative
- C. Prioritising dining areas by closing other parts of the outlet
- D. Sharing the agreed procedures ahead of service

**6**

Which of the following is a suitable response when the restaurant is understaffed during a peak booking?

- A. Asking customers to reschedule their reservations
- B. Extending opening hours to spread out guest arrivals
- C. Reducing food options across all services that week
- D. Using flexible roles to balance the demand in service

7

How can the multifunctional manager support food safety during the refurbishment?

- A. By adding extra prep stations in high-traffic areas
- B. By inspecting new setups for possible issues
- C. By relying on contractor schedules to manage risks
- D. By trusting teams to follow their usual routines

8

Which of the following actions supports compliance with current age-restricted product legislation in the bar?

- A. Asking customers for proof of age when placing large orders
- B. Confirming team members are aware of popular drinks trends
- C. Ensuring team members follow the agreed verification process
- D. Providing non-alcoholic versions of all listed cocktails

9

How can the multifunctional manager ensure that equipment is used efficiently across the kitchen and bar?

- A. By co-ordinating prep times to reduce overlap in equipment use
- B. By encouraging teams to bring in personal equipment during busy shifts
- C. By hiring extra equipment to accommodate for occasional service needs
- D. By moving infrequently used equipment to an off-site storage

10

Which of the following is a suitable method to effectively communicate scheduled repairs to all teams?

- A. Asking supervisors to mention it informally during service
- B. Discussing the updates during the next monthly meeting
- C. Posting the information on the staff room noticeboard
- D. Sharing the information during daily service briefings



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**4**

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