

Paper Code: M-EPA-HTMABB

Hospitality Team Member: Alcoholic Beverage Service (Beer/Cask Ale)

EPA On-Demand Test

Level 2
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

You currently work in hospitality and are looking for some advice about furthering your career. The **most** appropriate course of action to take is to:

- A. talk to your supervisor or manager
- B. visit the job centre
- C. read relevant trade press
- D. visit the local library

2

In your induction to a new role you are asked to define what hospitality means to you. You explain that some of the **key** principles of hospitality are:

- A. offering low prices and a very large choice of products and services
- B. offering excellent customer service and value for money
- C. having polite staff and offering a very large choice of products and services
- D. offering excellent customer service and keeping prices low enough to suit all budgets

3

Poor conduct or behaviour at work may affect other members of your team. Which of the following behaviours will have the biggest **negative** impact on your team?

- A. Wearing the incorrect uniform
- B. Not helping to take out the rubbish
- C. Constantly coming into work late
- D. Socialising with your team

4

You visit a hospitality establishment with your manager where the staff are unfriendly and service is inconsistent. As a result, the business has a poor reputation. How might this affect their business?

- A. Sales are likely to decrease
- B. The business will get a poor food safety record
- C. As long as the quality of the products is good there will be no effect on the business
- D. Prices will need to be reduced for all products

5

You work for a chain of outlets with well-defined brand standards. The **most** important reason for these brand standards to be followed in all outlets is so that:

- A. everything looks the same across all sites
- B. menu items are always the same across all sites
- C. customers receive the same welcome across all sites
- D. standards of service are maintained across all sites

6

Employees must ensure they are following the correct health and safety procedures at all times. According to health and safety legislation, employees have a duty to:

- A. always do as they are told
- B. take reasonable care of themselves and others
- C. take part in writing health and safety policies with their manager
- D. attend regular health and safety meetings

7

Your team has been asked to work additional hours next week. Some of the team are not happy about doing this. What effect is this **most** likely to have on the team?

- A. Productivity will improve as everyone wants to complete the work as soon as possible
- B. Team members will book more holidays
- C. Team members will work faster as there will be less social chat
- D. Team spirit will decrease along with productivity

8

You are taking part in customer service training and are talking about how to recognise customers' needs. To help you to identify their needs, it is **most** important for you to know the:

- A. range of skills that you have to help customers
- B. types of customers your business typically serves
- C. full range of products and services that can be offered to customers
- D. skills your colleagues have to help customers

9

Your manager has asked you to explain a simple new procedure to the rest of your team as you are already very familiar with it. The **most** effective and efficient way to do this is by:

- A. covering it in the daily shift briefing at the beginning of your next shift
- B. creating a process document and pinning it to the staff noticeboard
- C. meeting with each team member individually to outline the procedure and answer any questions
- D. watching as each team member completes the procedure for the first time to ensure they do it correctly

10

In a team meeting your supervisor reminds the team of the importance of efficient resource use. This is important because it helps your organisation to:

- A. sell more products or services
- B. save on costs
- C. exceed customers' expectations
- D. look good to customers

11

A customer approaches you and starts to complain about the level of service in your workplace. The **first** action you should take is to:

- A. defend your organisation
- B. listen to the customer
- C. suggest they speak to your supervisor
- D. offer them a free product or service

12

If you spot something potentially dangerous in the workplace, you should:

- A. ask your colleagues for their opinion
- B. wait to see if it causes an accident and then report it
- C. consider whether it is likely to cause problems, and if not, ignore it
- D. report it to your supervisor immediately

13

Part of your company's induction relates to employees' conduct and behaviour. The **most** appropriate behaviour for an employee to display when dealing with customers is:

- A. smiling at customers at all times
- B. avoiding speaking to colleagues while customers are present
- C. copying what colleagues are doing if they are unsure of correct procedures
- D. being respectful of customers at all times

14

It is important for all businesses to adhere to legislation relating to equality and diversity. The **main** impact of this is that it will help an organisation to achieve:

- A. a high annual revenue
- B. a workforce with people from all over the world
- C. an environment that is inclusive
- D. an environment where everyone gets along

15

It is important to ensure you adhere to relevant legislation in the workplace. According to the Consumer Protection from Unfair Trading Regulations it may be considered a criminal offence if:

- A. goods or services are priced higher than they are worth
- B. a customer complaint is received about the quality of goods or services
- C. goods or services are promoted with a misleading description
- D. a customer complaint is received about the delivery time of goods or services

16

Businesses have both external and internal customers. Internal customers can usually be defined as those who:

- A. regularly purchase products and services from the organisation
- B. work inside the organisation with you
- C. belong to the organisation's customer loyalty or discount scheme
- D. only buy items they have a specific need for

17

First impressions are key to establishing positive relationships with your customers. Which of the following could give the customer a **poor** first impression of you and your organisation?

- A. Greeting the customer and making eye contact
- B. Having a smart personal appearance
- C. Chatting with colleagues while the customer waits
- D. Smiling while the customer speaks

18

You are interested in progressing into a supervisory role in the hospitality industry in the future. Which of the following **best** describes some of the qualities you need to have?

- A. The ability to follow instructions, the ability to respect authority and basic communication skills
- B. Decision-making skills, excellent communication skills and the ability to motivate others
- C. The ability to hire and fire employees, a high level of creativity and excellent typing skills
- D. Good written communications skills, excellent maths skills and a preference for working alone

19

In your place of work you consistently receive good feedback from customers and your supervisors. The **most** likely outcome of this for you personally is:

- A. praise from your manager, but less opportunity for personal development as you are already good at your job
- B. you will be able to come into work late or leave early without your manager minding
- C. an increased chance of promotion and more opportunities for personal development
- D. a guaranteed pay rise and regular bonuses

20

Your business is very keen to use only local suppliers. This will benefit the environment because:

- A. suppliers will drive fewer miles to make deliveries so carbon emissions will be reduced
- B. suppliers will put money back into the conservation of the local environment
- C. no delivery vehicles will be needed as you will be able to pick up large amounts of stock on foot
- D. fewer resources will be used as you will only need to purchase them when you run out

21

Effective teamwork is important in achieving the business's objectives. The **most** important strategy to help a team work together successfully and achieve its goals is:

- A. ensuring the team has a shared sense of humour and similar interests
- B. all team members having the same skillset at the same level
- C. giving each team member the tasks that they prefer
- D. ensuring open, honest and respectful communication among the team

22

How you present yourself will help with the impression you make on customers. The **most** likely way to make a positive first impression on a customer is by having:

- A. closed posture and a serious expression
- B. relaxed and open body language
- C. folded arms and a smile
- D. an informal and casual attitude

23

In team meetings, staff members may be reminded of the importance of suggesting upgrades or additional items to customers when making sales. This is considered to be important to many businesses because it:

- A. reduces costs for the business
- B. means customers will leave larger tips
- C. means customers will be happier with the service
- D. helps to increase revenue for the business

24

While assisting your supervisor with training a new member of staff, you notice they have made the same mistake several times. The **most** effective way of dealing with this is by:

- A. taking a short break so your supervisor can remind the team of the process without singling out the new member of staff
- B. asking the new member of staff to try a different activity instead
- C. briefly stopping the activity to point out the correct process and then letting the new team member continue
- D. making a note of the mistakes so your supervisor can mention them to the new team member at the end of the shift

25

A basic principle of customer service that staff are typically expected to follow in hospitality roles is:

- A. greeting the guest before they greet you
- B. always smiling, even if a guest is angry
- C. only smiling if the guest is smiling
- D. greeting all guests with a strong handshake

26

You are the last person to leave your area at the end of a shift and are carrying out some final tasks. The action that will best help your organisation with **cost saving** is:

- A. disposing of any waste
- B. cleaning the area thoroughly
- C. turning off all non-essential lights, appliances and heating
- D. leaving the lights on so burglars are deterred

Part B: Alcoholic Beverage Service (Beer/Cask Ale)

27

You are describing the characteristics of stouts to a customer. One **common** characteristic that stouts share is a:

- A. very dark colour
- B. cloudy sediment in the liquid
- C. buttery taste
- D. light amber colour

30

As part of your job preparing and serving alcoholic beverages and bar snacks you are required to follow food safety requirements at all times. The **most** important reason to do this is to help to:

- A. prevent food and beverage wastage
- B. attract new customers
- C. ensure foods and beverages are safe to eat and drink
- D. ensure foods and beverages are of the correct quality

28

A 16 or 17-year-old eating a table meal on licensed premises may consume certain alcoholic drinks if they are purchased by an accompanying adult. The alcoholic beverages this applies to are:

- A. spirits and beer
- B. beer, wine and cider
- C. cider and alcopops
- D. cocktails, wine and beer

31

A customer approaches the bar and threatens one of your colleagues with a weapon. The **most** appropriate action to take is to:

- A. ask the customer to leave
- B. immediately call security or, if unavailable, the police
- C. wait for your supervisor to intervene
- D. threaten the customer with being banned

29

You are taking in a delivery of kegs. The **best** way to transport them into position is by:

- A. dragging them
- B. pulling them
- C. carrying them on your shoulder
- D. rolling them

32

You are storing newly cleaned glassware ready for service. To ensure glasses are in appropriate condition for serving, it is **best** to store them:

- A. in the cellar out of the way
- B. stacked neatly inside each other
- C. set out on a clean countertop on their bases
- D. set out upside down on a rack

33

To help prevent contamination of beer when dealing with casks in the cellar, it is **most** important to:

- A. ensure casks never touch the floor when being transported into the cellar
- B. wear gloves and a hairnet when tapping and venting casks
- C. ensure the shive, keystone and cask tap are clean before venting or tapping a cask
- D. keep access to the cellar limited to supervisors or managers only

36

Your establishment uses sparklers when pouring beer. The **main** effect of using a sparkler is to:

- A. give a fizzier beer with a flat head
- B. aerate the beer and give a frothier head
- C. cool down the beer as it pours
- D. ensure pouring can be done as quickly as possible

34

A customer requests a low-alcohol lager. For a lager to be classed as low alcohol, it must have an ABV% of:

- A. 1.2% or less
- B. 5.2% or less
- C. 3.2% or less
- D. 2.2% or less

37

Cask ale needs to be prepared before it is ready for serving. The **most** important reason to ensure this is completed within appropriate timescales is to:

- A. help you to meet customer expectations and demand
- B. reduce the amount of orders you need to place for stock
- C. ensure there is more free time during service
- D. ensure you never run out of any of the beers

35

Working in a bar, you need to be aware of the legislation concerning the sale of alcohol. According to the Licensing Act 2003, anyone who does not hold a personal licence can only sell alcohol if they are:

- A. trained to serve the full variety of drinks the bar offers
- B. booked on to a personal licence holder course
- C. over the age of 21
- D. authorised to do so by a personal licence holder

38

Your supervisor asks you to monitor the conditions in the cask ale cellar. The **most** appropriate temperature to maintain the cellar at is:

- A. 7°C
- B. 12°C
- C. 16°C
- D. 20°C

39

When pouring out a bottled beer for a customer, you pour slowly down the side of the glass. The **main** reason for this is to:

- A. stop the glasses getting too dirty
- B. ensure you look professional to the customer
- C. avoid too much foam being created
- D. make the beer froth up

42

You are pouring a pint of cask conditioned ale and notice that it is cloudy. Of the following, the **most** likely reason for this is that the:

- A. beer was poured into a freshly washed glass
- B. beer was not left to settle in the barrel for long enough
- C. barrel was left to condition on its side before being served
- D. beer was poured too quickly

40

When serving draught beer to a customer, which of the following is **not** a measure you could legally offer?

- A. 3/4 of a pint
- B. 1 pint
- C. 1/2 a pint
- D. 1/3 of a pint

43

A customer asks for more information about the characteristics of a number of alcoholic drinks on the menu they are considering ordering. The **most** important reason to provide accurate information is to:

- A. show the customer you know what you are talking about
- B. help to ensure the customer is satisfied with their purchase
- C. reduce the amount of time you need to spend answering the customer's questions
- D. encourage the customer to buy as many drinks as possible

41

You want to ensure that beer is being served at the correct temperature. The **most** appropriate way to do this is to:

- A. ask customers for their opinions on the temperatures of the beers you are serving
- B. check the temperature of the bar area where the beer is being poured
- C. check the cellar temperature where the beer is being stored
- D. pour a beer into a clean, room temperature glass and check the temperature with a probe

44

Working in a bar, you need to be aware of the signs that may indicate a customer has drunk an excessive amount of alcohol or is under the influence of drugs. Of the following, the sign that is **most** likely to indicate a customer is under the influence of drugs is that they:

- A. are laughing a lot with their friends
- B. speak quietly when they order
- C. look tired
- D. have very dilated or constricted pupils

45

In addition to being clean, dry and at the correct temperature, it is **most** important for areas where alcoholic beverages are stored to:

- A. get lots of natural light
- B. have windows
- C. be above ground level
- D. be secure

46

A customer requests a specific type of cask ale, but you realise you have run out. Your organisation sells a very similar cask ale for the same price. The **most** appropriate action to take is to:

- A. serve the customer the similar cask ale as they will not be able to tell the difference
- B. inform the customer the cask ale has run out and tell them when you are expecting the next delivery
- C. inform the customer the original cask ale has run out and offer them the similar cask ale instead
- D. offer the customer the similar cask ale for free to make up for the inconvenience

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When pouring a pint of draught beer, the head should **usually** be:

- A. around 5% of the total drink
- B. around 20-30% of the total drink
- C. topped up to the customer's preference
- D. only present on stouts

48

A customer asks you if a particular drink contains sulphites as they have an allergy, but you are not sure. The **most** appropriate action to take is to:

- A. tell the customer to check with one of your colleagues
- B. suggest a different drink that you are sure does not contain sulphites
- C. tell the customer it does not contain sulphites and they should be fine to order it
- D. check the ingredients and ensure you provide the customer with the correct information

49

You are serving a bottled beer to a customer by pouring it into a glass. It is **best** practice to:

- A. never touch the glass with the bottle
- B. place the edge of the bottle on the glass
- C. only ever pour a small amount into the glass
- D. never allow the customer to drink from the bottle

50

When serving alcoholic beverages, you must ensure that you are abiding by all relevant legislation. According to legislation, to purchase alcohol, a person must be at least:

- A. 16 years old
- B. 17 years old
- C. 18 years old
- D. 21 years old

51

You notice that the cellar door is open and nobody is around. It is **most** appropriate to:

- A. leave the door open until you can find out who opened it
- B. check no one is in the cellar and then close and secure the door
- C. ignore the open door as someone else will probably be back to close it
- D. ask one of your colleagues if you should close the door

52

You are presenting a glass of lager to a customer. It is **most** appropriate to hold the glass:

- A. towards the bottom
- B. around the rim
- C. with 2 hands
- D. with only 2 fingers



Level
2

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