



## LICENSED HOSPITALITY OPERATIONS

### Specimen Questions

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The specimen examination questions contained in this publication are representative of the type of questions used to assess candidates taking the LICENSED HOSPITALITY OPERATIONS examination.

Candidates are assessed by a 40 question, 45 minute, multiple choice examination. Candidates have to answer correctly 32 out of 40 questions to pass.

The answers to each of these questions are shown on the last page.

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## Specimen Questions

- 1 Where should an employer display a written health and safety policy?
  - A In a place where the cleaners will see it
  - B In a prominent place on the premises
  - C In the managers office only
  - D In the staff toilets only
  
- 2 What is the **correct** definition of the 'break even point'?
  - A All running costs are covered without making a profit
  - B All running costs are covered without making a profit or loss
  - C Most running costs are covered without making a loss
  - D Most running costs are covered without making a profit or loss
  
- 3 With regard to the security of cash on the premises, what is confidential information which should **never** be discussed outside work?
  - A Banking procedures, cocktail recipes and holidays
  - B New promotions, menu ideas and best selling items
  - C Product launches, advertising and pricing
  - D Staffing, key holders and alarm codes
  
- 4 Which spirits **must** be sold in measures of 25 ml or 35 ml, or multiples thereof?
  - A Gin, rum, vodka and whisky
  - B Port, sherry, vodka and rum
  - C Rum, brandy, gin and port
  - D Sherry, brandy, vodka and whisky
  
- 5 'Passing off' is illegal as it is the act of:
  - A Suggesting an alternative product for the customer to purchase
  - B Serving a different brand to the one ordered by the customer
  - C Advising the customer to purchase a premium product
  - D Offering additional products for the customer to purchase
  
- 6 Who enforces the National Minimum Wage?
  - A Department for Work and Employment
  - B Department of Trade and Industry
  - C HM Revenue and Customs
  - D HM Treasury and Finances

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- 7 What information should be included in a job description for an employee?
- A Job title, who the employee reports to, general description of main duties and tasks
  - B Name of the premises licence holder, business name and contact details
  - C Required qualifications, skills and desirable personality traits
  - D Salary, annual leave, pension and medical cover, plus any other benefits included
- 8 With regard to a SWOT analysis, what do the letters 'O' and 'T' stand for?
- A Observations and training
  - B Operations and timescales
  - C Opportunities and threats
  - D Output and turnover
- 9 Which factor would **not** influence the customer's view of good customer service?
- A Accessibility of the premises
  - B Colours of the soft furnishings
  - C Employee social skills
  - D Good signage within the premises
- 10 How should pint glasses be held when serving customers?
- A Around the base of the glass
  - B Around the middle of the glass
  - C By the rim of the glass
  - D By the side of the glass
- 11 What information needs to be considered when calculating the cost of a dish?
- A Availability of fresh ingredients, plate size and kitchen staffing costs
  - B Cost of ingredients, the standard recipe and portion size
  - C Gas and electricity costs, quality of ingredients and number of kitchen staff
  - D Kitchen size, storage space for ingredients and the cost of required crockery
- 12 How many category C or D gaming machines are licensed premises automatically entitled to provide?
- A 2 machines
  - B 4 machines
  - C 6 machines
  - D 8 machines

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## Answers

<b>Q</b>	<b>Answer</b>	<b>Assessment Criteria</b>
1	<b>B</b>	1.1 State the required Health & Safety documents, records and certification, and the requirements for the exhibition of such documentation
2	<b>B</b>	2.4 State what is meant by the break even level
3	<b>D</b>	3.2 State how to ensure cash and stock is secure on the premises
4	<b>A</b>	4.1 State the legal measures for selling beers, ciders, wines and spirits
5	<b>B</b>	5.1 State the law with regard to smuggled goods, tipping, substitution and passing off
6	<b>C</b>	6.1 State the law with regard to the national minimum wage
7	<b>A</b>	7.1 Identify the key elements of a job description
8	<b>C</b>	8.2 Identify key marketing tools (SWOT analysis, market segmentation, marketing objectives)
9	<b>B</b>	9.1 Identify the essential elements of effective customer service
10	<b>A</b>	10.3 Identify good practice guidelines for the service and presentation of the retail offer
11	<b>B</b>	11.3 State the factors involved in costing a dish and the information required in a dish specification
12	<b>A</b>	12.1 State the law with regard to gaming, betting, lotteries and gaming (AWP) machines