

## PART 1

### Questions 1 – 10

Complete the notes below.

Write **ONE WORD** for each answer.

#### Easy Life Cleaning Services

##### Basic cleaning package offered

- Cleaning all surfaces
- Cleaning the **1** ..... throughout the apartment
- Cleaning shower, sinks, toilet etc.

##### Additional services agreed

- Every week
  - Cleaning the **2** .....
  - Ironing clothes – **3** ..... only
- Every month
  - Cleaning all the **4** ..... from the inside
  - Washing down the **5** .....

##### Other possibilities

- They can organise a plumber or an **6** ..... if necessary.
- A special cleaning service is available for customers who are allergic to **7** .....

##### Information on the cleaners

- Before being hired, all cleaners have a background check carried out by the **8** .....
- References are required.
- All cleaners are given **9** ..... for two weeks.
- Customers send a **10** ..... after each visit.
- Usually, each customer has one regular cleaner.

## PART 2

### Questions 11 – 14

*Choose the correct letter, **A**, **B** or **C**.*

**11** Many hotel managers are unaware that their staff often leave because of

**A** a lack of training.

**B** long hours.

**C** low pay.

**12** What is the impact of high staff turnover on managers

**A** an increased workload

**B** low morale

**C** an inability to meet targets

**13** What mistake should managers always avoid?

**A** failing to treat staff equally

**B** reorganising shifts without warning

**C** neglecting to have enough staff during busy periods

**14** What unexpected benefit did Dunwich Hotel notice after improving staff retention rates?

**A** a fall in customer complaints

**B** an increase in loyalty club membership

**C** a rise in spending per customer

## Questions 15-20

Which way of reducing staff turnover was used in each of the following hotels?

Write the correct letter, **A**, **B** or **C**, next to Questions 15-20.

### Ways of reducing staff turnover

- A** improving relationships and teamwork
- B** offering incentives and financial benefits
- C** providing career opportunities

### Hotels

- 15** The Sun Club .....
- 16** The Portland .....
- 17** Bluewater Hotels .....
- 18** Pentlow Hotels .....
- 19** Green Planet .....
- 20** The Amesbury .....