

## 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 .....