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.

LIVEWORKSHEETS

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

LIVEWORKSHEETS

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 .....

LIVEWORKSHEETS