

Test 4

LISTENING

PART 1 Questions 1–10

Complete the notes below.

Write **ONE WORD** for each answer.



Listening test audio

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 11–20

Questions 11–14

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



Listening test audio

- 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