



Listening test audio

## PART 2 Questions 11–20

### 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

- |           |                  |       |
|-----------|------------------|-------|
| <b>15</b> | The Sun Club     | ..... |
| <b>16</b> | The Portland     | ..... |
| <b>17</b> | Bluewater Hotels | ..... |
| <b>18</b> | Pentlow Hotels   | ..... |
| <b>19</b> | Green Planet     | ..... |
| <b>20</b> | The Amesbury     | ..... |