



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