

## PASSAGE 4 – MOTIVATIONAL FACTORS AND THE HOSPITALITY INDUSTRY

1. What is a synonym for **Motivational**?
  - a) Tiresome
  - b) Inspirational
  - c) Boring
  - d) Discouraging
2. Which word is a synonym for **Hospitality**?
  - a) Hostility
  - b) Indifference
  - c) Friendliness
  - d) Coldness
3. What is another word for **Ingredient**?
  - a) Mixture
  - b) Result
  - c) Factor
  - d) Outcome
4. Which word is a synonym for **Superior**?
  - a) Inferior
  - b) Excellent
  - c) Average
  - d) Ordinary
5. What is another word for **Performance**?
  - a) Mistake
  - b) Neglect
  - c) Failure
  - d) Accomplishment
6. Which word is a synonym for **Employees**?
  - a) Customers
  - b) Leaders
  - c) Staff
  - d) Owners
7. What is another word for **Human Resource Management (HRM)**?
  - a) Accounting system
  - b) Marketing strategy
  - c) Personnel management
  - d) Public relations
8. Which word is a synonym for **Practices**?
  - a) Opinions
  - b) Theories
  - c) Procedures
  - d) Ideas
9. What is another word for **Organizations**?
  - a) Families
  - b) Citizens
  - c) Companies
  - d) Individuals
10. Which word is a synonym for **Invest**?
  - a) Remove
  - b) Waste
  - c) Hoard
  - d) Allocate
11. What is another word for **Acquire**?
  - a) Decline
  - b) Obtain
  - c) Lose
  - d) Discard
12. Which word is a synonym for **Retain**?
  - a) Keep
  - b) Forget

c) Remove  
d) Release

13. What is another word for **Aim**?  
a) Target  
b) Game  
c) Reason  
d) Task

14. Which word is a synonym for **Conditions**?  
a) Circumstances  
b) Tools  
c) Advantages  
d) Objects

15. What is another word for **Workplaces**?  
a) Homes  
b) Parks  
c) Streets  
d) Job sites

16. Which word is a synonym for **Emphasized**?  
a) Reduced  
b) Ignored  
c) Denied  
d) Stressed

17. What is another word for **Fun**?  
a) Amusement  
b) Anger  
c) Sorrow  
d) Pain

18. Which word is a synonym for **Enjoyment**?  
a) Regret  
b) Boredom  
c) Misery  
d) Delight

19. What is another word for **Work-life balance**?  
a) Professional success  
b) Financial independence  
c) Harmony between work and personal life  
d) Career growth

20. Which word is a synonym for **Service sector**?  
a) Service industry  
b) Mining sector  
c) Agricultural industry  
d) Manufacturing industry

21. What is another word for **Traditionally**?  
a) Rarely  
b) Unexpectedly  
c) Conventionally  
d) Unusually

22. Which word is a synonym for **Extended**?  
a) Expanded  
b) Reduced  
c) Limited  
d) Shortened

23. What is another word for **Basic**?  
a) Advanced  
b) Complicated  
c) Secondary  
d) Essential

24. Which word is a synonym for **Needs**?  
a) Requirements  
b) Luxuries  
c) Wealth  
d) Surpluses

25. What is another word for **Competitors**?

- a) Partners
- b) Customers
- c) Rivals
- d) Allies

26. Which word is a synonym for **Advantage**?

- a) Disadvantage
- b) Weakness
- c) Benefit
- d) Risk

27. What is another word for **Recognition**?

- a) Forgetfulness
- b) Acknowledgment
- c) Neglect
- d) Ignorance

28. Which word is a synonym for **Motivate**?

- a) Inspire
- b) Suppress
- c) Discourage
- d) Delay

29. What is another word for **Obstacles**?

- a) Hindrances
- b) Solutions
- c) Benefits
- d) Supports

30. Which word is a synonym for **Effective**?

- a) Useless
- b) Productive
- c) Inefficient
- d) Weak

31. What is another word for **Obligated**?

- a) Required
- b) Free

c) Optional

d) Voluntary

32. What is another word for **Summary**?

- a) Detail
- b) Novel
- c) Synopsis
- d) Expansion

33. What is another word for **Support**?

- a) Harm
- b) Neglect
- c) Assistance
- d) Opposition

34. What is another word for **Confidence**?

- a) Doubt
- b) Trust
- c) Anxiety
- d) Fear

35. What is another word for **Predisposition**?

- a) Inclination
- b) Neutrality
- c) Balance
- d) Resistance

36. What is another word for **Environment**?

- a) Surroundings
- b) Idea
- c) Personality
- d) Thought

37. What is another word for **Hypothesis**?

- a) Theory
- b) Proof
- c) Fact
- d) Law

38. What is another word for **Workplace**?  
a) Office  
b) Garden  
c) Street  
d) Home

39. What is another word for **Evidence**?  
a) Proof  
b) Guess  
c) Fiction  
d) Lie

40. What is another word for **Complaint**?  
a) Protest  
b) Reward  
c) Gratitude  
d) Praise

41. What is another word for **Luxury**?  
a) Necessity  
b) Simplicity  
c) Richness  
d) Poverty

42. What is another word for **Market**?  
a) Sector  
b) School  
c) Factory  
d) House

43. What is another word for **Sophisticated**?  
a) Elegant  
b) Simple  
c) Crude  
d) Basic

44. What is another word for **Dichotomy**?  
a) Unity  
b) Similarity

45. What is another word for **Management**?  
a) Disorder  
b) Leadership  
c) Anarchy  
d) Failure

46. Which word is a synonym for **Inspire**?  
a) Prevent  
b) Suppress  
c) Motivate  
d) Delay

47. What is another word for **Competent**?  
a) Skilled  
b) Incapable  
c) Weak  
d) Inadequate

48. What is another word for **Understanding**?  
a) Confusion  
b) Comprehension  
c) Ignorance  
d) Forgetfulness

49. What is another word for **Favorable**?  
a) Damaging  
b) Positive  
c) Negative  
d) Harmful

50. What is another word for **Satisfaction**?  
a) Gratification  
b) Sadness  
c) Misery  
d) Disappointment