



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 | |