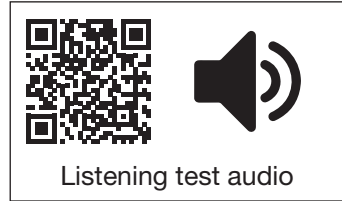


**PART 2**      **Questions 11–20**

*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.

|  |
|--|
| <p style="text-align: center;"><b>Ways of reducing staff turnover</b></p> <p><b>A</b> improving relationships and teamwork</p> <p><b>B</b> offering incentives and financial benefits</p> <p><b>C</b> providing career opportunities</p> |
|--|

**Hotels**

- 15 The Sun Club .....
- 16 The Portland .....
- 17 Bluewater Hotels .....
- 18 Pentlow Hotels .....
- 19 Green Planet .....
- 20 The Amesbury .....