

## Questions 27–31

Look at the following statements (Questions 27–31) and the list of researchers below.

Match each statement with the correct researcher, **A–F**.

Write the correct letter, **A–F**, in boxes 27–31 on your answer sheet.

**NB** You may use any letter more than once.

- 27** Hotel managers need to know what would encourage good staff to remain.
- 28** The actions of managers may make staff feel they shouldn't move to a different employer.
- 29** Little is done in the hospitality industry to help workers improve their skills.
- 30** Staff are less likely to change jobs if cooperation is encouraged.
- 31** Dissatisfaction with pay is not the only reason why hospitality workers change jobs.

**List of Researchers**

- A** Pfeffer
- B** Lucas
- C** Maroudas et al.
- D** Ng and Sorensen
- E** Enz and Siguaw
- F** Deery

## Test 1

### Questions 32–35

Do the following statements agree with the claims of the writer in Reading Passage 3?

*In boxes 32–35 on your answer sheet, write*

<b>YES</b>	<i>if the statement agrees with the claims of the writer</i>
<b>NO</b>	<i>if the statement contradicts the claims of the writer</i>
<b>NOT GIVEN</b>	<i>if it is impossible to say what the writer thinks about this</i>

- 32** One reason for high staff turnover in the hospitality industry is poor morale.
- 33** Research has shown that staff have a tendency to dislike their workplace.
- 34** An improvement in working conditions and job security makes staff satisfied with their jobs.
- 35** Staff should be allowed to choose when they take breaks during the working day.

### Questions 36–40

*Complete the summary below.*

*Choose **ONE WORD ONLY** from the passage for each answer.*

*Write your answers in boxes 36–40 on your answer sheet.*

## Fun at work

Tews, Michel and Stafford carried out research on staff in an American chain of  
**36** ..... They discovered that activities designed for staff to have fun improved their **37** ..... , and that management involvement led to lower staff **38** ..... They also found that the activities needed to fit with both the company's **39** ..... and the **40** ..... of the staff. A balance was required between a degree of freedom and maintaining work standards.