

SECTION 4 Questions 31–40

Questions 31–34

Choose the correct letter, A, B or C.

Hotels and the tourist industry

- 31** According to the speaker, how might a guest feel when staying in a luxury hotel?
- A** impressed with the facilities
 - B** depressed by the experience
 - C** concerned at the high costs
- 32** According to recent research, luxury hotels overlook the need to
- A** provide for the demands of important guests.
 - B** create a comfortable environment.
 - C** offer an individual and personal welcome.
- 33** The company focused their research on
- A** a wide variety of hotels.
 - B** large, luxury hotel chains.
 - C** exotic holiday hotels.
- 34** What is the impact of the outside environment on a hotel guest?
- A** It has a considerable effect.
 - B** It has a very limited effect.
 - C** It has no effect whatsoever.

Test 3

Questions 35–40

Complete the notes below.

*Write **ONE WORD ONLY** for each answer.*

A company providing luxury serviced apartments aims to:

- cater specifically for 35 travellers
- provide a stylish 36 for guests to use
- set a trend throughout the 37 which becomes permanent

Traditional holiday hotels attract people by:

- offering the chance to 38 their ordinary routine life
- making sure that they are cared for in all respects – like a 39
- leaving small treats in their rooms – e.g. cosmetics or 40