Questions 1 - 5

Choose the appropriate letters A - D and write them in boxes 1 - 5 on your answer sheet.

1. The high costs of running AHI's hotels are rel	ated to their assumed was and was sends diges
(A) management.	
(B) size. (A) shift believes the same teles	
(C) staff. Tale Total Staff.	
(D) policies.	
2. SAH's new organisational structure requires _	S high Yesplayer supplyed Links to transfer employed Links to transfer empl
(A) 75% of the old management positions.	
(B) 25% of the old management positions.	
(C) 25% more management positions.	
(D) 5% fewer management positions.	
3. The SAH's approach to organisational structur	re required changing practices in
(A) industrial relations.	
(B) firing staff.	
as (C) hiring staff. at the author branched out	
(D) marketing.	
4. The total number of jobs advertised at the SA	H wasportal as we prove a sold smaller
(A) 70. as year est emalle, or shifty at	
(B) 120.	
(C) 170 melion extrationery doublet.	
(D) 280.	
send that starous cloudy supposts that these	
5. Categories A, B and C were used to select	series of study a first to present a first series
(A) front office staff.	
(B) new teams.	
(C) department heads.	
(D) new managers.	

Complete the following summary of the last four paragraphs of Reading Passage 1 using ONE OR TWO words from the Rdading Passage for each answer.

Write you answers in boxes 6 - 13 on your answer sheet.

WHAT THEY DID AT SAH

Teams of employees were selected from different hotel departments to participate in a... (6) ...exercise.

The information collected was used to compare... (7) ...processes which, in turn, led to the development of... (8) ...that would be used to increase the hotel's capacity to improve... (9) ...as well as quality.

Also, and older program known as... (10) ...was introduced at SAH. In this program, ... (11) ...is sought from customers and staff. Wherever possible... (12) ...suggestions are implemented within 48 hours. Other suggestions are investigated for their feasibility for a period of up to... (13)

neard of it seven years later? Presumable secures the report of the treatment has seen published only in sournals written I curopeon languages other than English. Secural comparable cases have been re-