

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 related to their _____.
(A) management.
(B) size.
(C) staff.
(D) policies.
2. SAH's new organisational structure requires _____.
(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 structure required changing practices in _____.
(A) industrial relations.
(B) firing staff.
(C) hiring staff.
(D) marketing.
4. The total number of jobs advertised at the SAH was _____.
(A) 70.
(B) 120.
(C) 170.
(D) 280.
5. Categories A, B and C were used to select _____.
(A) front office staff.
(B) new teams.
(C) department heads.
(D) new managers.

Questions 6 – 13

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

Write your 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, an 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)