

Question 1-11 are based on the following passage.

### The Business of Hospitality

1 A 150-plus wedding party, a business conference, and a family reunion have all 2 plummeted on the hotel grounds in the same weekend. Ballrooms need tables and food; front desk and cleaning staff need to be supervised and require shift assignments; and all of the other hotel guests not affiliated with these large-scale affairs also must have 3 his needs met. If this sounds like a massive enterprise that requires a level-headed, experienced leader, it is. This is the role of the hotel's General Manager. The work is challenging and requires long hours and hefty responsibility but can be rewarding for those who undertake it.

1

Which choice most effectively introduces the scene described in the paragraph?

- A) An expansive hotel bustles with activity.
- B) There are many reasons people gather together.
- C) In the hospitality industry, customer satisfaction is paramount.
- D) Hotels are popular venues for weddings.

2

- A) NO CHANGE
- B) submerged
- C) lowered
- D) descended

3

- A) NO CHANGE
- B) her
- C) their
- D) its

4 Due to information from the Bureau of Labor Statistics, hotel general managers held approximately 51,000 jobs in 2010 in the United States, and this number is expected to increase slightly during the next several years 5 when there will be more jobs in this field. While often no post-secondary education is required, hotel manager candidates can make themselves more competitive by earning a Bachelor's degree in a business-related field, or an Associate's degree in hotel management or operations. The duties of general managers may 6 include the following tasks: overseeing employees, scheduling shifts, managing on-site events, ordering supplies, and resolving customers' issues. These duties require an array 7 of interpersonal and planning skills, as well as the ability to juggle multiple assignments.

4 Which choice most effectively introduces the information provided in the rest of the sentence?

- A) NO CHANGE
- B) According to the Bureau of Labor Statistics,
- C) From the Bureau of Labor Statistics:
- D) As the Bureau of Labor Statistics once said,

5 Which choice most effectively completes the sentence?

- A) NO CHANGE
- B) as the number of hotel manager jobs grows.
- C) when there will be more than 51,000 hotel general manager jobs.
- D) DELETE the underlined portion and end the sentence with a period.

6 Which choice most effectively completes the sentence?

- A) NO CHANGE
- B) include: the following tasks,
- C) include, the following tasks:
- D) include the following tasks;

7 Which choice most effectively completes the sentence?

- A) NO CHANGE
- B) in
- C) from
- D) DELETE the underlined portion

8 Shan Kanagasingham was born in Malaysia, speaks several languages, and studied at a university in Switzerland before working at the Ritz-Carlton in Maui, Hawaii, and the Mandarin Oriental in Hong Kong. Her most recent 9 job: at The Surrey in New York City, offered Kanagasingham the opportunity, to help upgrade and gain more recognition for the hotel. 10 She oversaw The Surrey’s redesign, which included updating the spa and adding kitchens to suites for “extended stay” customers. Kanagasingham says she welcomes the opportunity to make her mark on a hotel and to meet people from all over the world.

The rigorous career path of hotel management provides challenges, as well as many rewards. For the hotel manager juggling three major events in one weekend, these rewards come in various forms: 11 The business conference runs like clockwork. The family reunion fills the hotel with chatter and laughter. A happy customer offers a word of thanks.

8 Which choice most effectively establishes the main topic of the paragraph?

- A) Lucrative salaries are a draw for many prospective hotel managers.
- B) New elements to the hospitality industry, such as “extended stay” suites, are becoming more popular.
- C) One hotel manager in New York City says she enjoys the fast-paced challenges this career offers.
- D) Hotel managers also must have the flexibility and willingness to travel.

9

- A) NO CHANGE
- B) job, at The Surrey in New York City,
- C) job at the Surrey, in New York City
- D) job; at The Surrey in New York City,

10

- A) NO CHANGE
- B) Overseeing
- C) When she oversaw
- D) DELETE the underlined portion.

11

The writer wants to provide a supporting example consistent with the frame set up in the first paragraph. Which choice best accomplishes this goal?

- A) Customer complaints allow managers to improve.
- B) The wedding is a picture-perfect celebration.
- C) Kanagasingham enjoys working with a large hotel staff.
- D) The business executives discuss crucial issues at their conference.