

8.3_B

Sentence	Main clause	(Subordinating conjunction)	Dependent clause		
			Subject	Verb	By whom/ what
a	Areas ... include customer service and staffing.	which	which*	have to be considered	by companies
b					
c					
d					

*Note that in a, the relative pronoun is the subject of the dependent clause. In c, it is not the subject, but rather, the subject is *all these aspects*.

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Answers

Sentence	Main clause	(Subordinating conjunction)	Dependent clause		
			Subject	Verb	By whom/ what
a	Areas ... include customer service and staffing.	which	which*	have to be considered	by companies
b	Hospitality businesses have known for a long time	that	success	is increased	by good marketing.
c	Companies should use a marketing system	in which	all these aspects	are checked.	–
d	It is clear	that	this question	is now being addressed	by the majority of hospitality operators.

*Note that in a, the relative pronoun is the subject of the dependent clause. In c, it is not the subject, but rather, the subject is *all these aspects*.