

Thursday 26 January 2012 – Afternoon

A2 GCE APPLIED BUSINESS

F257/01 Managing Risk in the Workplace

Candidates answer on the Question Paper.

OCR supplied materials:

None

Other materials required:

None

Duration: 2 hours



Candidate forename		Candidate surname	
-----------------------	--	----------------------	--

Centre number						Candidate number				
---------------	--	--	--	--	--	------------------	--	--	--	--

INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

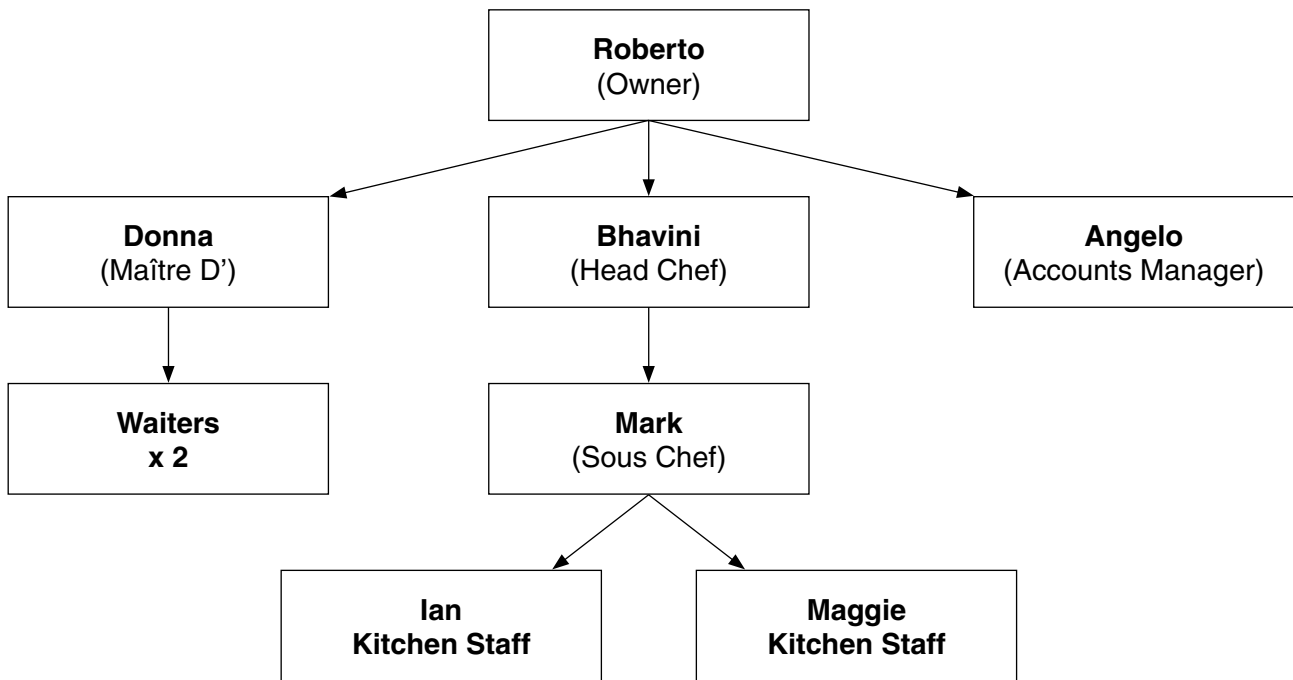
- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- Your Quality of Written Communication will be assessed in questions marked with an asterisk (*).
- This document consists of **20** pages. Any blank pages are indicated.

Café Garda**Text 1**

Roberto (Rob) del Piero, a sole trader, is the proud owner of an authentic Italian restaurant called *Café Garda*.

He employs eight staff, two of whom are his children, Donna and Angelo. Donna is the Maître D', who takes bookings and manages the waiters. Angelo is the Accounts Manager. There is also a Head Chef, Bhavini, who is highly experienced; a sous chef, Mark, who is an assistant to Bhavini; two waiters and two kitchen staff (**see diagram below**).

Rob knows how dangerous restaurants can be so, before opening his restaurant, he participated in a risk management course. Here he learnt all the relevant health and safety laws which could affect his business; in particular the Health and Safety at Work Act and the Manual Handling Operations Regulations. Before the grand opening a year ago, he undertook a risk assessment of the premises and thought that he had taken all the necessary steps to comply with such legislation. He still thought that it would be sensible, however, to send his staff on a course at a local hotel for health and safety based induction training. Bhavini did not attend, however, as she felt that she knew the dangers in a kitchen and that she did not need such training.



1 Refer to Text 1.

(a) What is meant by the term ‘risk management’?

.....

.....

.....

..... [2]

(b) (i) The table below shows a partially completed risk assessment for the kitchen at *Café Garda*.

Complete the risk assessment by filling in the unshaded boxes.

Type of risk	Likelihood of risk (Low, Med, High)	Who is at risk?	Method to minimise risk
Person being burnt		Kitchen staff	
Person receiving electric shock	Medium	Kitchen staff	
Person inhaling dangerous fumes	Low	Kitchen staff	

[4]

(ii) Explain **three** stages involved in carrying out a risk assessment.

1:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

3:
.....
.....
.....
.....
.....
..... [6]

(e) Explain **two** advantages of off-the-job training to *Café Garda*.

1:
.....
.....
.....
.....
.....
..... [4]

2:
.....
.....
.....
..... [4]

[Total: 25]

Text 2

Two weeks into *Café Garda's* second year of trading, the number of reservations which Donna was taking was increasing rapidly. This meant that Bhavini and her kitchen staff were working very hard and felt stressed.

One evening Mark was struggling with the lack of space in the kitchen. Food had been piling up on the work surface throughout the day. He had repeatedly told Ian to clean it up, yet Bhavini had called Ian away to help with 'more urgent' duties. As Mark was busily cooking, he knocked over a bottle of oil which started to pour onto the floor. Mark knew the danger this could cause. Unfortunately, he could not leave his work station, so he called Ian to clean it up and to put up an appropriate sign.

"Leave it Ian, we are too busy trying to get the orders out tonight. As usual Donna has taken more bookings than we can cope with", shouted Bhavini. So Ian obediently continued with his other duties, ignoring Mark's pleas to sort out the mess.

Shortly after the spill, Donna came into the kitchen to complain that the orders were coming out too slowly. Just as she did, she slipped on the floor knocking Mark off-balance. He consequently dropped a pan of boiling hot sauce which landed on Donna's arm.

She screamed out in agony, "Help Mark! My arm! Get Dad to phone for an ambulance – quick!".

Fifteen minutes later an ambulance arrived and after Donna had initially been treated at the scene, she was taken to hospital by the paramedics. The next morning, Rob called a meeting with all the staff to find out exactly what had happened.

After listening to the staff, Rob told Mark to leave *Café Garda* and not to return on the basis that it was Mark who had caused the spill which had led to Donna's injury.

2 Refer to Text 2.

(a) Explain **two** possible causes of Donna's accident in the kitchen.

- 1:
-
-
-
-
-
-
-
-
- [4]

(b) Explain **two** ways in which excessive workload may negatively affect the employees at *Café Garda*.

1:

.....

.....

.....

.....

.....

.....

2:

.....

.....

.....

.....

.....

.....

..... [6]

(c) The incident involving Donna and Mark is likely to have consequences for *Café Garda*.

Assess the possible consequences to *Café Garda* as a result of Rob telling Mark to leave and not to return to the business.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

A series of 25 horizontal dotted lines spanning the width of the page, intended for writing.

Text 3

A month later the conditions at *Café Garda* had not improved. Rob had found it difficult to find someone to replace Mark and felt that he had no alternative but to ask Maggie to temporarily ‘fill in’ for Mark. Although Maggie was not as qualified as Mark, she did her best to carry out his daily duties. However, she could not prepare meals to the same standard or as quickly as Mark. As a result, orders started to be frequently sent back and reservations decreased.

When one of the handles on a saucepan broke, it was too much for Bhavini and she stormed into the office to speak to Rob.

“It’s ridiculous, how on earth can you expect us to work under these conditions with this second rate equipment?”, she shouted. “We’re trying our best with less staff and now the equipment is falling apart. Have you even considered the Provision and Use of Workplace Equipment Regulations? If you want another accident like Donna’s, you are going the right way about it!”, she continued.

“I’m sorry, but Angelo said, that with orders down, we cannot afford to replace the equipment yet”, Rob replied. “Anyway, I bought the equipment from reputable suppliers and they are all quality brands”, he added.

“That’s not the point! Things need to change and quick. Why don’t you get a health and safety advisor in to help sort out the kitchen?”, she suggested. Rob was not sure. Yet he knew that Bhavini had a point.

3 Refer to Text 3.

(a) State **three** features of the Provision and Use of Workplace Equipment Regulations.

- 1:
-
- 2:
-
- 3:
- **[3]**

(b) What is the role of a health and safety advisor?

-
-
-
- **[2]**

A series of 25 horizontal dotted lines spanning the width of the page, providing a template for handwriting practice.

.....

.....

..... [14]

[Total: 19]

Text 4

A few weeks later Rob arranged for a health and safety advisor to visit *Café Garda*. The advisor made several specific recommendations about how to minimise the health and safety risks at the restaurant, as well as emphasising Rob’s ‘duty of care’ as an employer and the need for some contingency planning. Rob reluctantly agreed to implement the changes suggested.

A month later a new sous chef had been appointed and trained. This meant that the kitchen staff were now able to cope with the number of reservations. New equipment had been bought and Bhavini had been on a ‘Health and Safety Refresher’ course.

After completing the latest set of accounts, Angelo was very concerned about the mounting debts of the business. He warned his father that if things did not improve quickly, the business would struggle to survive.

“Dad, we need some extra funds from somewhere to keep the business going”, Angelo pleaded. “Could you consider turning the business into a private limited company and selling shares to members of the family?”, he continued.

“I’m not sure. That would mean I would lose sole ownership of *Café Garda*. I’ve put everything into it”, Rob replied.

“But if we carry on like this, you may stand to lose everything”, replied a concerned Angelo.

4 Refer to Text 4.

(a) What is meant by the term ‘duty of care’?

.....

.....

.....

..... [2]

(b) Explain the duty of care which each of the following may have at *Café Garda*:

- kitchen staff:

.....

.....

.....

.....

.....

.....

- customers:

.....

.....

.....

.....

.....

.....

- Rob:

.....

.....

.....

.....

.....

.....

..... [6]

(c) (i) State **two** procedures involved in contingency planning.

1:

.....

2:

..... [2]

(ii) Explain **two advantages** of effective contingency planning to a business such as *Café Garda*.

1:

.....

.....

.....

.....

2:

.....

.....

.....

..... [4]

(iii) Explain **two disadvantages** of contingency planning to a business such as *Café Garda*.

1:

.....

.....

.....

.....

2:

.....

.....

.....

..... [4]

(d) Evaluate whether or not Rob should give up his sole ownership of *Café Garda* in an attempt to save the business.

.....

.....

.....

.....

.....

.....

.....

.....

A series of 25 horizontal dotted lines for writing.

PLEASE DO NOT WRITE ON THIS PAGE

PLEASE DO NOT WRITE ON THIS PAGE



Copyright Information

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.