

Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										



General Certificate of Education  
Advanced Level Examination  
June 2010

# Leisure Studies

# LS09

## Unit 9 Working in the People Business

Monday 7 June 2010 1.30 pm to 3.30 pm

**You will need no other materials.**  
You may use a calculator.

### Time allowed

- 2 hours

### Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- You must answer the questions in the spaces provided. Do not write outside the box around each page or on blank pages.
- Do all rough work in this book. Cross through any work you do not want to be marked.

### Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 90.
- In Question 7 you will be marked on your ability to use an appropriate form and style of writing, to organise relevant information clearly and coherently, and to use specialist vocabulary where appropriate. The legibility of your handwriting and the accuracy of your spelling, punctuation and grammar will also be considered in this question.

For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
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4	
5	
6	
7	
8	
<b>TOTAL</b>	



J U N 1 0 L S 0 9 0 1

Answer **all** questions in the spaces provided.

1 Study **Figure 1** which is an advertisement for a job in the leisure industry.

**Figure 1**

**FAST STRIKE BOWLING CENTRE**

The Fast Strike Bowling Centre on the outskirts of the town of Neverwich continues its successful growth and is now seeking to fill the following position.

**DUTY MANAGER**

The Duty Manager will be responsible for supervision of staff and day-to-day operations to provide our customers with a high quality service. We are looking for a team player who is eager to advance his or her career.

Candidates for the post should have relevant experience in a multi-use leisure environment featuring ten-pin bowling, electronic games, café, bar facilities.

We offer in return a competitive salary and benefits package, as well as the opportunity to progress through one of Britain's leading leisure retailers. Fast Strike is part of the Wenham Leisure international group of companies.


*Closing date 8 July 2010*

*A letter of application should be sent, together with a current CV, to:*

Greg Newman, General Manager, Fast Strike Bowling, Castle Road, Neverwich, NV9 5RF.  
Tel: 0987 654321 E-mail: gnewman@fast-strike.com

We welcome applications from all sections of the community

**WENHAM LEISURE GROUP**



1 (a) Explain how specific features of the job advertisement (**other than** typeface and fonts) help to make it an effective piece of recruitment advertising.

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(6 marks)

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**1 (b)** Recommend **one** suitable place for the advertisement and justify your recommendation.

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(3 marks)

**Question 1 continues on the next page**

**Turn over ►**



1 (c) Applicants for a job are often asked to send in a CV and a *letter of application*.

Suggest what such a *letter of application* should contain. Justify your suggestions with regard to the impression which the applicant is trying to make on the employer reading the letter.

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**1 (d)** At the end of job advertisements, leisure organisations often include the phrase:  
*“We welcome applications from all sections of the community”.*

Why is this phrase often added to job advertisements?

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(2 marks)

<b>19</b>

**Turn over for the next question**

**Turn over ►**



2 (a) Explain why coaches need to be fully qualified.

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(2 marks)

2 (b) Study **Figure 2** which is a flyer for the Disability Multi-Sports Club in a town’s leisure centre.

**Figure 2**

**Disability Multi-Sports Club**

Come along, join in and have fun!  
Take part in a variety of fun sports  
with our fully qualified coaches.

Who? The club caters for young  
people with either a physical or  
sensory disability, and their families.

When? Every Saturday,  
10 am till noon.



A fully-qualified coach, who has a disability himself, wishes to work at the club.

Describe examples of special provision which UK legislation requires the leisure centre to make so that he can apply and work as a coach at the club.

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<b>8</b>

Turn over ►



**3 (a)** Describe, with the use of examples, ways in which *perks* can be used by an employer in the leisure industry to motivate employees who are at different levels of seniority.

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**3 (b)** Outline **one** method, **other than** *perks*, used to motivate staff in the leisure industry, and evaluate the success of this method.

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**Turn over for the next question**

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4 Study **Figure 3** which shows part of the fitness class programme at a town’s leisure centre.

**Figure 3**

**Leisure Centre: Fitness Class Programme**

<b>Day</b>	<b>Time</b>	<b>Class</b>	<b>Instructor</b>
<b>Tuesday</b>	10.00 – 11.00	New Body Aerobics	Helen
	10.00 – 11.00	Body Pump	Maisy
	11.00 – 11.45	Rhythm Driven	Helen
	11.00 – 12.00	Studio Cycling	Maisy
	16.00 – 16.45	Teen Studio Cycling	Maisy
	18.00 – 19.00	Studio Cycling	Harry
	18.00 – 19.00	Body Combat	Rob
	19.00 – 20.00	Body Pump	Rob
19.30 – 20.30	Body Balance	Harry	
<b>Wednesday</b>	07.15 – 08.00	Studio Cycling	Maisy
	10.00 – 11.00	Fitness Pilates	Helen
	10.00 – 11.00	Bums and Tums	Maisy
	11.00 – 12.00	New Body Aerobics	Helen
	18.00 – 19.00	Body Pump	Helen
	18.00 – 19.00	Studio Cycling	Rob
	19.15 – 20.15	Body Combat	Rob

Discuss the factors that the leisure centre should take into account when staffing its class programme.

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**Turn over for the next question**

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5 Study **Figure 4** which is about the National Trust's trainee scheme called 'Careership'.

**Figure 4**

**Careership**

The National Trust is an organisation that preserves and protects the countryside, coastline and historic buildings of England, Wales and Northern Ireland.

Whether you're a school leaver or an established professional looking for a new, more fulfilling direction, the National Trust offers a unique training programme called 'Careership'.

You'll be offered employment at a specially selected area of countryside, coastline or gardens. This will become your workplace for the next three years where, with plenty of help from senior National Trust colleagues, you'll develop a range of new skills.

Each year you'll spend around 10 weeks at college before returning to your workplace to carry out assignments to complete your NVQ portfolio, putting theory into practice.

A sensible blend of college theory and hands-on work, with plenty of constructive reviews, means you'll quickly make progress in your new career.

5 (a) Assess the main advantages **to the National Trust** of offering their trainee scheme.

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**5 (b)** Certain leisure organisations, including the National Trust, use *volunteering* as a method of employment. What are the main benefits of making use of voluntary staff?

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(4 marks)

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Turn over ►



**6** Every leisure organisation must provide each of its employees with a contract of employment.

**6 (a)** What is the purpose of a contract of employment?

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(2 marks)

**6 (b)** *Period of notice* is a feature of all employment contracts. Explain **two** reasons for including *period of notice* in a normal contract of employment.

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(2 marks + 2 marks)

<b>6</b>

**Turn to page 16 for Question 7**



**Turn over for the next question**

**DO NOT WRITE ON THIS PAGE  
ANSWER IN THE SPACES PROVIDED**

**Turn over ►**



7 Choose **two** leisure jobs from different components of the leisure industry. Compare the specific requirements needed to perform the duties of each job.

COMPONENTS OF THE LEISURE INDUSTRY

Arts and entertainment  
Sports and recreation  
Heritage  
Catering  
Countryside recreation  
Shopping as a leisure pursuit  
Home-based leisure

Answer this question in continuous prose. The quality of written communication in your answer will be assessed.

Leisure job 1 .....

Leisure job 2 .....

Comparison.....

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**Turn over for the next question**

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**8** An agency can provide staff to work at major leisure events including music festivals, horse shows, exhibitions, and motor races. Temporary job opportunities include programme sellers, safety stewards, litter pickers, bar staff, etc.

Discuss the implications for a leisure organisation running a major event of using an agency to provide staff.

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*(9 marks)*

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**END OF QUESTIONS**

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ANSWER IN THE SPACES PROVIDED**

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Figure 4: © The National Trust 2009.

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