

Centre No.						Paper Reference						Surname	Initial(s)
Candidate No.						<b>6</b>	<b>9</b>	<b>6</b>	<b>7</b>	<b>/</b>	<b>0</b>	<b>1</b>	Signature

### Paper Reference(s)

6967/01

# **Edexcel GCE**

# Leisure Studies

## Unit 2: Working Practices in Leisure

Friday 11 January 2008 – Morning

Time: 1 hour 30 minutes

Examiner's use only

INTERVIEW WITH A CHIEF OF POLICE

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Team Leader's use only

ANSWER

## Instructions to Candidates

In the boxes above, write your centre number, candidate number, your surname, initials and signature.  
Check that you have the correct question paper.

Check that you have the correct question paper.  
Answer ALL the questions. Write your answers

**Answer ALL the questions. Write your answers in the spaces provided in this question paper.  
Do not use pencil. Use blue or black ink.**

**Do not use pencil. Use blue or black ink.**

## **Information for Candidates**

The marks for individual questions and the parts of questions are shown in round brackets: e.g. (2). The total mark available in this section is 100.

There are 3 questions in this question paper. The total mark for this paper is 90.

You may use a calculator.

## **Advice to Candidates**

You will be assessed on your ability to organise and present information, ideas, descriptions and arguments clearly and logically, including your use of grammar, punctuation and spelling.

Include diagrams in your answers where these are helpful.

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*Turn over*

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**Answer ALL the questions. Write your answers in the spaces provided.**

1. Althor Land is a theme park. It covers a large site, with twenty rides and a boating lake. The park is a popular visitor attraction, with over half a million visitors per year. It is open every day in the summer from 08.00 until sunset. There is a number of fast food outlets, a restaurant and also a large picnic area. The restaurant and fast food outlets will need to take into account the requirements of the Food Safety Act 1990.

- (a) Outline the key requirements of the Food Safety Act 1990.

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**(4)**



- (b) Identify and explain **two** measures that the management of the theme park should put in place to ensure the safety of rides for customers.

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**(6)**

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**Turn over**

Althor Land collects customer information from visitors in two ways:

- It has a loyalty visitor scheme, in which information about special attractions and cheap off-peak offers is sent to people registered on it. These customers can pay in advance by credit/debit card to avoid queuing at the gates at peak times.
- It collects information about the running of the park from customer comment cards. On the cards customers are asked to put contact details if they want management to contact them about any complaints they might have.

The park combines its own customer information with that from other major attractions in the region. This makes advertising the whole region more effective, attracting more visitors.

- (c) Analyse the possible effects of the Data Protection Act 1998 on the running of Althor Land theme park.
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Althor Land has experienced three visits from the Health and Safety Executive in the past year.

- (d) Explain **two** possible reasons why the Health and Safety Executive may have visited Althor Land.

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(4)

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Turn over



As Althor Land theme park is spread out over a large area, one of the most common problems the theme park has to face is children being separated from their families or school parties.

- (e) Using the following proforma, produce a risk assessment with the hazard being children getting lost in Althor Land theme park.

Hazard	Children getting lost in Althor Land theme park		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating
Measures to minimise risk			

Scale used for likelihood	Scale used for severity

(12)

Q1

(Total 34 marks)



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7

**Turn over**

2. The customer comment cards have identified problems with some aspects of the service provided. Customers often complain that queues at the entrance gates are long. They seem to move slowly as the staff taking entry fees make mistakes with the equipment. The staff do not appear to be interested in helping customers get through the entrance gates as quickly as possible.

There are also internal staff problems. There is no opportunity for staff to tell the management what they think about the theme park. New staff make a lot of mistakes when they first join and this means they often lose confidence in doing their job. Overall they lack motivation as they do not seem to feel involved in the running of the theme park. Some staff are never sure if they are doing a good job or how they contribute to the overall aims of Althor Land.

The management of Althor Land has decided to introduce the Investors in People quality system.

- (a) Explain how Althor Land would go about achieving the Investors in People quality system.

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(5)



- (b) Analyse the benefits to Althor Land of introducing the Investors in People quality system.

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(8)



9

Turn over

Introducing a new quality system is not straight-forward. Some of the staff at Althor Land were unhappy with the introduction of the Investors in People quality system. A staff meeting was held to explain the benefits of successfully achieving Investors in People.

Some of the comments made by staff at the meeting were:

‘I think they’re just trying to get rid of some of us.’

'It's just a different way of trying to save money.'

'I've always been able to do my job OK so what good does this do?'

'A new ride would attract more customers I reckon.'

- (c) Explain how the introduction of the Investors in People quality system might cause issues similar to those identified by staff at Althor Land.

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Part of Althor Land boating lake is used by a local canoe club. The canoe club has also recently achieved a quality system, the Clubmark system.

- (d) (i) Why can the canoe club apply for Clubmark whilst Althor Land cannot?

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(2)

- (ii) Describe the main features of Clubmark.

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(4)

Q2

**(Total 25 marks)**



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3. At the end of the financial year Althor Land has to produce a final set of accounts. Information from documents, such as invoices and credit notes, is entered into its records. From these records the profit and loss account and the balance sheet are produced.

(a) Explain the meaning of the following terms:

*Invoice*

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*Credit note*

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(4)

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Table 1 is a summary of income and expenditure items for the restaurant at Althor Land in 2007.

**Table 1**

Income/Expenditure items	Value (£)
Staff wages	250 000
Money taken from sale of food	820 000
Delivery charges for food	1 500
Cost of food	520 000
Maintenance of buildings and equipment	17 000

(b) (i) Complete Table 2 to show the income, expenditure and profit made by the restaurant for 2007. Show your working in the space provided.

**Table 2 – Income, expenditure and profit for 2007**

Income	
Expenditure	
Profit	

(3)



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Table 3 shows the balance sheet for the souvenir shop at the end of each of the last three years.

- (ii) Fill in the missing figures in Table 3 to complete the balance sheet.

**Table 3**

	<b>Assets (£)</b>	<b>Liabilities (£)</b>	<b>Capital (£)</b>
2005	30 000	20 000	.....
2006	.....	25 000	3 000
2007	24 000	.....	-1 000

**(2)**

- (iii) Suggest **one** possible reason why liabilities may have increased between 2005 and 2006.

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**(1)**

- (iv) Explain how the figures in Table 3 show that the souvenir shop is not being successful.

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The souvenir shop is near the main entrance gates, away from the main office buildings. A large number of the theme park's visitors go to the souvenir shop and, although there are only two tills in operation for most of the time, there are rarely queues. The souvenir shop has a large range of goods, from cheap souvenir key rings to expensive models of the most popular rides.

- (c) (i) Explain **one** benefit to **Althor Land** of customers using credit cards to purchase items from the souvenir shop.

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(3)

- (ii) Explain **one** benefit to **customers** of being able to use credit cards to purchase items from the souvenir shop.

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(3)

- (iii) Explain **one** possible disadvantage to **Althor Land** of more customers using credit cards to purchase items from the souvenir shop.

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(3)



Use all the information you have been given about Althor Land to answer this question.

- (d) Analyse the possible benefits to Althor Land of using an electronic ticketing system for customer entry into the park.

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(Total 31 marks)

**TOTAL FOR PAPER: 90 MARKS**

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