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

1. Dingos Night Club is a popular venue for teenagers in a lively town centre. It has a large number of members, whose personal details are kept by the club. This means that the club will need to take into account the requirements of the Data Protection Act.

(a) Outline the key requirements of the Data Protection Act.

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Dingos Night Club has experienced theft of valuables and money from customers and theft of money from the tills behind the bar.

(b) Identify and explain **two** security measures that the management of Dingos Night Club could put in place to reduce the possibility of theft occurring.

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Dingos Night Club has live bands on some Saturday nights, but for most nights it has two resident DJs providing the music. This involves a large amount of electrical equipment, including heavy speakers and cables, being set up. There can be as many as 400 people in the venue on busy Saturday nights. Staff have to deal with many lively and unexpected situations involving over-excited customers. The management at Dingos Night Club has to ensure that they follow the Health and Safety at Work Act (HASAWA) in order to ensure the safety of their staff.

(c) Analyse the possible effects of the Health and Safety at Work Act (HASAWA) on the running of Dingos Night Club.

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Organisations such as Dingos Night Club experience accidents from time to time. Health and safety legislation concerning accidents is governed by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

(d) Explain **two** ways in which RIDDOR helps to make leisure organisations safer places to work.

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One of the key hazards of running a night club such as Dingos Night Club is dealing with anti-social behaviour from a minority of the customers.

(e) Using the following pro forma, produce a risk assessment with the key hazard being injuries caused by anti-social behaviour of customers.

Hazard	Injuries being caused by anti-social behaviour of customers.		
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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2. (a) Describe **either** the Chartermark quality system **or** the Clubmark quality system.

Chosen quality system.....
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Use the following information to answer Question 2(b).

Sportzwood is a well-established health and fitness centre. It is often busy but there has been an increasing number of complaints from members about the gym, the studios, the café and the lounge. Below are some of the emails Sportzwood has received recently from customers.

- Although the warm temperature in the café is good, it is too warm for the studios – I was far too hot in my class!
- The reception staff are too busy chatting to each other to answer my queries.
- The other day I could not find a locker that still had a coat hanger in it.
- Couldn't you have a better booking system for classes? I often don't know whether I want it until a day or so before and don't want to have to come in just to sign a sheet of paper.
- I've just become a member but I'm not sure what I'm allowed to use for free and what I have to pay extra for.
- I only use your facilities during the day when there aren't many people about – why do I have to pay the same as those who use it when it is busy?



(b) (i) Explain how the introduction of the Quest quality system might help to reduce the number of complaints made to Sportzwood.

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(ii) Identify **two** pieces of evidence that Sportzwood might need to produce for the Quest assessor. Explain how each would help Sportzwood satisfy the Quest criteria.

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(iii) Explain **two** difficulties that an organisation such as Sportzwood might experience in introducing a new quality system such as Quest.

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Q2

(Total 22 marks)



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3. In order to raise its profile in the town and raise money for possible future expansion, Dingos Night Club has decided to stage an event with three of its most popular acts. A feasibility study has shown that this event is likely to attract far more people than the night club can hold. It has been suggested that the event could be held at the Arts Centre in the town instead. This would involve much greater costs than at the night club so costings have been collected to compare the two possible venues.

Table 1 – Costs of holding the event at Dingos Night Club and the Arts Centre

	Dingos Night Club	Arts Centre
Booking venue	£0	£10,000
Payment to bands	£5,000	£5,000
Advertising	£200	£1,400

Income

The price of tickets at both venues would be £12.

Dingos Night Club can hold a maximum of 400 people, whilst the Arts Centre can hold a maximum of 1,500 people.

If the event were to be held at Dingos Night Club they would expect to gain an additional profit of £6 per customer from bar sales.

- (a) (i) Showing your calculations in the space provided, calculate the maximum profit that the event could make if it were to be held at the Arts Centre.

Maximum profit = £

(2)



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(ii) Showing your calculations in the space provided, calculate the maximum profit that the event could make if it were to be held at Dingos Night Club.

Maximum profit = £

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(iii) Suggest **one other** cost, not already shown, that would need to be considered if the event were to be held at Dingos Night Club.

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Once the decision on where to hold the concert has been taken, a schedule for the event has to be produced.

(b) (i) Explain **one** reason why it is important to have an accurate schedule of events to follow.

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The event is to be held at the end of July. The following chart shows the first attempt that was made at producing a schedule for the event:

Task	Week beginning (Monday)									
	1 Jun	8 Jun	15 Jun	22 Jun	29 Jun	6 Jul	13 Jul	20 Jul	27 Jul	3 Aug
Agree plan of event	■									
Book bands			■							
Prepare publicity material					■					
Book Arts Centre						■				
Send out publicity material								■		
Check details of arrangements with Arts Centre and bands							■			
Stage concert									■	
Gather and evaluate data to assess event's success								■		

■ Length of time over which each task will be carried out



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(ii) Identify and explain **two** possible problems that could be caused by this schedule of events.

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(iii) Explain **two** ways in which the management of Dingos Night Club could evaluate the success of the event.

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Some of the events with live bands are now so popular that Dingos Night Club has to make them 'ticket only'. In order to do this, it is considering introducing an electronic ticketing system. This system would be used about ten times per year.

(c) (i) Describe **two** possible advantages that electronic ticketing systems can bring to organisations such as Dingos Night Club.

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(ii) Explain why the introduction of an electronic ticketing system might not be a good decision for Dingos Night Club.

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