

Surname		Other Names	
Centre Number		Candidate Number	
Candidate Signature			

For Examiner's Use
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General Certificate of Education  
June 2007  
Advanced Level Examination



**LEISURE STUDIES**  
**Unit 9 Working in the People Business**

**LS09**

Wednesday 6 June 2007 9.00 am to 11.00 am

<p><b>You will need no other materials.</b> You may use a calculator.</p>
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Time allowed: 2 hours

**Instructions**

- Use blue or black ink or ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- Answer the questions in the spaces provided.
- If you need extra paper, use additional answer sheets.
- Do all rough work in this book. Cross through any work you do not want to be marked.

**Information**

- The maximum mark for this paper is 90.
- The marks for questions are shown in brackets.
- 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.

For Examiner's Use			
Question	Mark	Question	Mark
1		5	
2		6	
3		7	
4		8	
Total (Column 1) →			
Total (Column 2) →			
TOTAL			
Examiner's Initials			

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

1 Study **Figure 1** below.

**Figure 1**

# OPEN DAY FOR RECRUITS

A top family attraction is opening its doors to allow potential recruits to discover the wide variety of jobs available.

The Dinosaur Adventure Park is holding its second staffing Open Day on Saturday 10 February.

Last year about 100 people attended the Open Day and the park manager hopes even more people will attend this year.

“Anyone interested in working at the park is welcome to come along, no matter what their age or background, and find out about us. We have staff aged from 16 to 66 and are able to offer flexible hours to fit with individual circumstances.



“This is our chance to show how working at the park can be great fun and rewarding.

“There is a wide variety of roles, so hopefully we can offer something to suit everyone,” he added.

(a) Suggest reasons why the leisure industry can offer flexible working hours.

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*(4 marks)*

**Question 1 continues on the next page**

**Turn over ►**



(c) Analyse the **range** of jobs within **one** leisure organisation that you have studied.

In your answer, show how this range offers ‘something to suit everyone’.

Name of organisation .....

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(10 marks)

2 Study **Figure 2**, which is a statement from a leisure manager.

**Figure 2**

*“Our policy is to motivate staff by using bonus payments.  
We find these more effective than offering ‘perks’.”*

(a) Describe the range of ‘perks’ available for different employees in leisure organisations.

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*(6 marks)*



3 Study **Figure 3**, which summarises the training given to front-of-house staff at a museum.

**Figure 3**

**Front-of-house training:**

1. Careful recruitment and selection of suitable people
2. Induction course
3. One-to-one supervision in the early days
4. Regular team briefings with the emphasis on good customer service
5. Specialised courses on:
  - Disability awareness
  - Dealing with aggressive behaviour.

(a) Suggest what should be covered by training on ‘disability awareness’.

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*(4 marks)*



(b) Assess the importance of **two** personal qualities that employers expect front-of-house staff in a leisure facility to have.

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*(4 marks)*

<b>8</b>

**Turn over for the next question**

**Turn over ►**

4 Simon works on the front desk at a leisure organisation. He is often disrespectful to other staff in the hearing of customers. Repeated reminders that he should stop behaving in this manner have had no effect.

Discuss how a leisure organisation should make use of its disciplinary procedure to deal with the problem and what it should do at each stage if Simon does not respond.

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*(12 marks)*

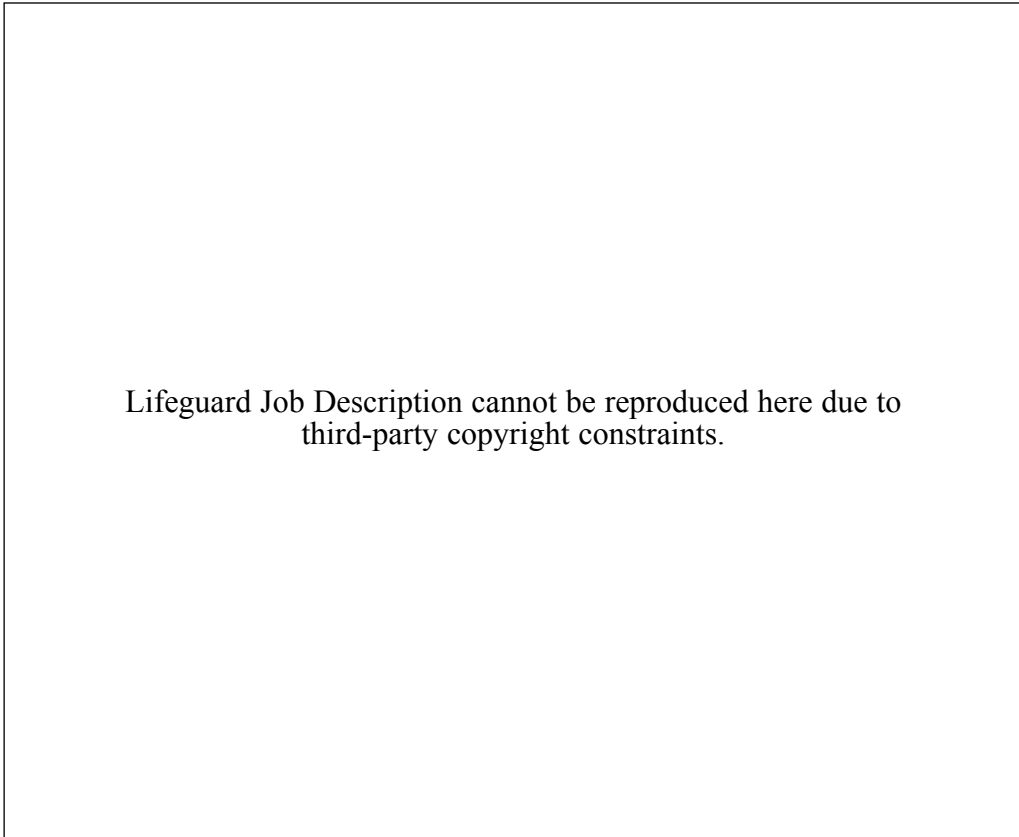
<b>12</b>

**Turn over for the next question**

**Turn over ►**

5 Study **Figure 4** below.

**Figure 4**



Explain why job descriptions are important when a leisure organisation reviews an employee's performance.

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*(6 marks)*

<b>6</b>

**Turn over for the next question**

**Turn over ►**

6 (a) **Figure 5** shows the ‘Positive about Disabled People’ symbol.

**Figure 5**



Describe the protection that UK legislation gives to employees with disabilities.

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*(6 marks)*

(b) Study **Figure 6** below.

**Figure 6**

A man was convicted of a crime when he was 25 and given a one-year sentence. Now aged 35, he is seeking work, including jobs in the leisure industry.

The Rehabilitation of Offenders Act (1974) reduces the likelihood that people who have been convicted will return to crime.

In what ways does the legislation support someone with a criminal conviction who is applying for a job?

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*(4 marks)*

<b>10</b>

**Turn over for the next question**

**Turn over ►**

7 Study **Figure 7** below.

**Figure 7**



**Apprenticeships are available for many types of leisure work, including:**

- Instructing Exercise Fitness
- Mechanical Ride Operation
- Spectator Control
- Outdoor Recreation
- Horse Care
- Activity Leadership
- Sports Turf Management
- Leisure Management
- Playwork
- Events and Hospitality

Since 1995, young people in the UK have had the opportunity to train under the Government’s ‘Apprenticeships’ scheme.

Explain the benefits for a young person starting out in the leisure industry of taking part in a training scheme such as an Apprenticeship.

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*(6 marks)*

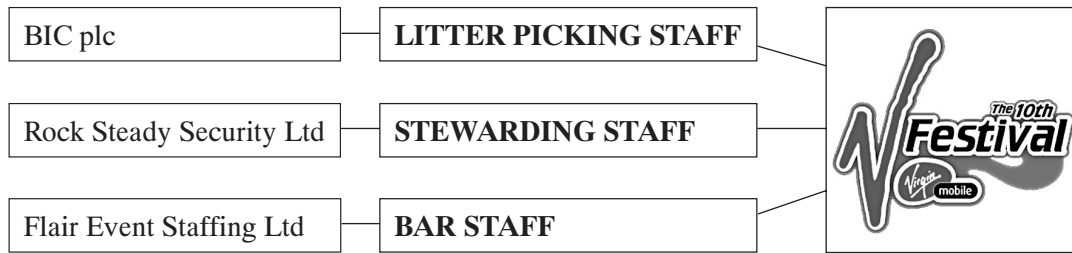
<b>6</b>

**Turn over for the next question**

**Turn over ►**

8 The agencies shown in **Figure 8** recruited staff to work at the V Festival of Music at Weston Park, Staffordshire, in August 2005.

**Figure 8**



Discuss the implications for the V Festival organisers of using agencies to provide these staff.

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*(10 marks)*

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**END OF QUESTIONS**

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Photograph: The Dinosaur Adventure Park, Lenwade, Norfolk
- Figure 3: Visitor Services Department, Imperial War Museum Duxford
- Figure 7: Learning and Skills Council
- Figure 8: V Festival logo: Virgin Group Ltd.