

Surname		Other Names	
Centre Number		Candidate Number	
Candidate Signature			

For Examiner's Use
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General Certificate of Education  
January 2009  
Advanced Level Examination



**LEISURE STUDIES**

**LS09**

**Unit 9 Working in the People Business**

Tuesday 13 January 2009 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 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. Answers written in margins or on blank pages will not be marked.
- 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			

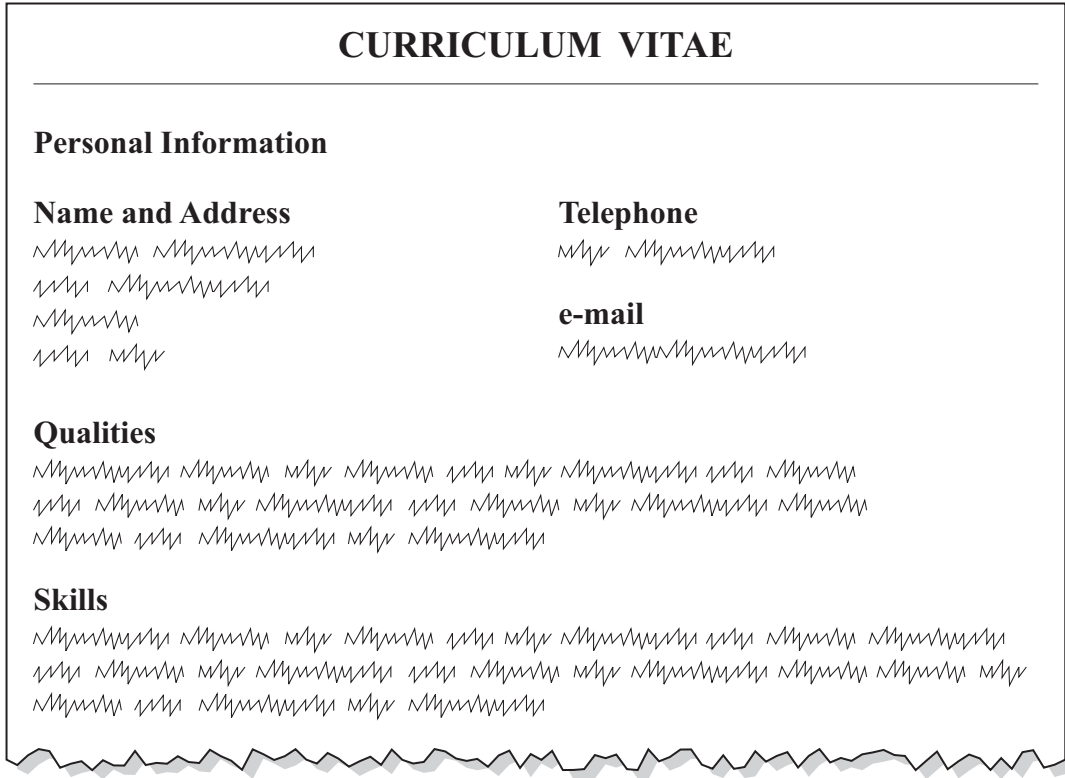


J A N O 9 L S O 9 0 1

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

**1 Study Figure 1.**

**Figure 1**



**1** A curriculum vitae (CV) usually includes sections where the person states his or her ‘qualities’ and ‘skills’.

**1 (a) (i)** What is the difference between *qualities* and *skills*?

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(2 marks)



1 (a) (ii) Choose **one** quality that is relevant to **all** people working in leisure jobs dealing with the public. Explain why your chosen quality is important.

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(2 marks)

1 (b) Suggest ways in which a person might make his or her CV as effective as possible when applying for a particular leisure job.

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(6 marks)

10

Turn over for the next question

Turn over ►



2 Teams of employees at a new pizza restaurant chain are told that, if they do their jobs well, they could gain a bonus payment at the end of each month.



2 (a) Assess the difficulties of operating a bonus scheme based upon team achievement.

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(10 marks)

2 (b) Justify **one** method, **other than** a bonus scheme, that managers in the new pizza restaurant chain could use to motivate the workforce.

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(6 marks)

16

**Turn over for the next question**

**Turn over ►**



**3** Leisure organisations need to hold information about their employees.

**3 (a) (i)** Outline the types of information that would normally be held concerning the performance of staff at work.

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*(4 marks)*

**3 (a) (ii)** Evaluate how useful such information can be when used as part of staff appraisal procedures.

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*(6 marks)*



3 (b) Give **two** legal requirements that every employer must meet when holding information used for staff appraisal.

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(2 marks)

12

**Turn over for the next question**

**Turn over ►**



4 Discuss how well the employment of casual or seasonal staff meets the needs of **one** leisure organisation that you have studied.

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(6 marks)

6

5 It is sometimes necessary for a leisure organisation to take action when employees do not keep to workplace rules or if their work performance is not satisfactory.

Explain the formal procedure by which the management of a leisure organisation should deal with employees who cause persistent or serious problems.

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6 (a) Explain why every leisure organisation should be an 'equal opportunities employer'.

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(6 marks)



6 (b) Choose **one** of the following examples of UK/European Union legislation.

- Maternity/Paternity Benefit Regulations
- or**
- Equal Pay Act
- or**
- Minimum Wage Regulations
- or**
- Age Discrimination Legislation

Outline the **main** legal requirements that your chosen example of legislation places upon leisure organisations.

Chosen legislation .....

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(3 marks)

9

**Turn over for the next question**

**Turn over ▶**



7 A 'career plan' shows how a person might make progress in a particular career. It sets down:

- the skills and interests that a person needs to develop
- the qualifications that should be gained
- the possible progression into different jobs
- the sources of advice and help needed to make it happen.

Choose **one** career in the leisure industry.

Suggest and justify a draft career plan that would help a student who has just passed GCE A Level Leisure Studies to make progress in that career.

Chosen career .....

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*(12 marks)*

<b>12</b>

**Turn over for the next question**

**Turn over ►**



8 (a) A vacancy has arisen in a leisure organisation. Study **Figure 2**.

**Figure 2**

Appointment	
Recruitment advertising	
Shortlisting	
Interview	
Job analysis	

Write the numbers 1 to 5 in the blank boxes in **Figure 2**, to show the correct order of the recruitment and selection procedure.

*(1 mark)*

8 (b) Suggest reasons why an organisation should make a thorough analysis of what a job entails whenever a vacancy arises.

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*(4 marks)*



**8** (c) For **one named** job that you have studied in the leisure industry, describe the information that its *job description* should include.

Named job .....

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(8 marks)

13

**END OF QUESTIONS**



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