

Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										

For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
3	
4	
5	
6	
7	
TOTAL	



General Certificate of Education  
Advanced Level Examination  
June 2011

## Leisure Studies

## LS09

### Unit 9 Working in the People Business

Monday 6 June 2011 9.00 am to 11.00 am

**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 4(a) 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.



J U N 1 1 L S 0 9 0 1

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## LS09

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

- 1 Study **Figure 1** which promotes volunteering at the National Maritime Museum, Cornwall.

**Figure 1**



**Volunteering...**  
the greatest gift you can give is the gift of time.

**Come aboard!**

If you would like to be part of the volunteering crew, **please fill in your details below and we'll rush you an application pack.**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_  
Tel \_\_\_\_\_  
Fax \_\_\_\_\_  
Email \_\_\_\_\_

Please return this form to the Volunteer Manager,  
National Maritime Museum Cornwall

**Volunteering**  
A little time makes  
a world of difference

**NATIONAL  
maritime  
museum  
CORNWALL**

The National Maritime Museum, Cornwall, has a team of 175 volunteers who are vital to the successful running of the museum – greeting visitors, helping them to find their way around, talking about the exhibits, researching, restoring boats, helping out at special events and supporting the staff team.



**1 (a)** Why is the local newspaper a suitable place to advertise for volunteers?

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*(3 marks)*

**1 (b)** Suggest why a young person's career development in the leisure industry might be helped by becoming a volunteer.

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*(4 marks)*

**Question 1 continues on the next page**

**Turn over ►**



**1 (c)** Explain the likely benefits and drawbacks **for the museum** of using volunteer staff.

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**2 (a)** What is meant by *staff turnover*?

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(2 marks)

**2 (b)** Explain why *staff turnover* is a significant issue for leisure organisations.

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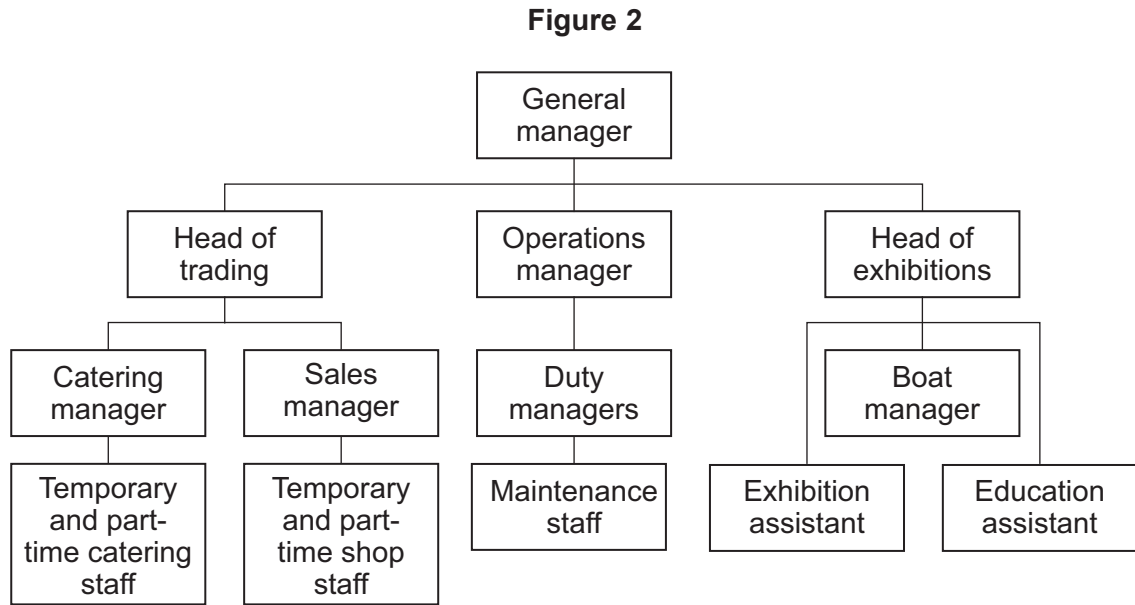
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Turn over ►



3 Study **Figure 2** which shows part of the organisational structure of the National Maritime Museum, Cornwall.



3 (a) Suggest why it is common for a leisure facility to employ shop and catering staff on a temporary and part-time basis.

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(3 marks)

3 (b) Explain how organising staff in a structured way, such as shown on **Figure 2**, assists the work of a leisure organisation.

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**Turn over for the next question**

**Turn over** ▶







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**4 (b)** Assess the likely consequences for a leisure organisation of failing to follow equal opportunities legislation.

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4 (c) Describe the key requirements of the Working Time Regulations.

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(4 marks)

<b>20</b>

5 Analyse how specific skills, experience and qualifications are needed to carry out the duties of **one** named leisure job that you have studied.

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**Turn over for the next question**

**Turn over ►**



**6 (a)** For **one** named job in the leisure industry, explain why bonus payments would be, or would not be, an appropriate method of motivation.

Leisure job .....

Explanation .....

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**6 (b)** Some leisure organisations allow staff to make use of their facilities. Discuss whether it is in the interests of leisure organisations to offer free or discounted use of facilities to staff.

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**Turn over for the next question**

**Turn over ▶**



7 (a) What is meant by *annual leave*?

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(2 marks)

7 (b) What is meant by *flexible working hours*?

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(2 marks)

7 (c) Evaluate the difficulties that **either** *flexible working hours* **or** *annual leave* can create for leisure organisations.

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14

**END OF QUESTIONS**



**There are no questions printed on this page**

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

ACKNOWLEDGEMENT OF COPYRIGHT-HOLDERS AND PUBLISHERS

Figure 1 National Maritime Museum, Cornwall

Figure 2 The Springboard Charity – supporting hospitality, Leisure Travel & Tourism and the National Maritime Museum, Cornwall.  
National Maritime Museum, Cornwall

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