Centre No.					Pape	r Refer	ence			Surname	Initial(s)
Candidate No.			6	9	6	7	/	0	1	Signature	

Paper Reference(s)

6967/01

# **Edexcel GCE**

### **Leisure Studies**

## **Advanced Subsidiary**

Unit 2: Working Practices in Leisure Thursday 12 January 2006 – Morning

Time: 1 hour 30 minutes

Materials required for examination	Items included with question papers
Calculator	Nil

#### **Instructions to Candidates**

In the boxes above, write your centre number, candidate number, your surname, initial(s) and signature.

Check that you have the correct question paper.

Answer ALL the questions. Write your answers in the spaces provided in this question paper.

#### **Information for Candidates**

The marks for individual questions and the parts of questions are shown in round brackets: e.g. (2). There are 3 questions in this question paper. The total mark for this paper is 90. There are 16 pages in this question paper. Any blank pages are indicated.

#### **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.

This publication may be reproduced only in accordance with Edexcel Limited copyright policy.

 ${\stackrel{\rm Printer's\ Log.\ No.}{M24307A}}_{{\tiny W850/6967/57570}}{\stackrel{\rm Printer's\ Log.\ No.}{66/6/6/}}$ 

LS147754\_M24307A\_AS\_GCE\_Leisure\_1 1





Total

Examiner's use only

Team Leader's use only

Team Ecader 3 dec om

Ouestion

1

2

07/10/2004 08:24:45

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

1. Freshfields is a country club offering a variety of leisure activities, including a gym and health spa, restaurant, bar, swimming pool and 18-hole golf course.

During the school holidays Freshfields runs a play scheme in the mornings for children under eight. Places on the scheme have to be booked a week in advance. This enables Freshfields to organise staff rotas. Children can be left at the scheme at 09:00 and must be collected before 12:30. For each child a record is kept of their address and an emergency contact telephone number.

(a) (i)	Outline the key requirements of the Data Protection Act for Freshfields.
	(4)

(ii)	Identify <b>two</b> measures that Freshfields could put into place to ensure the security of customers' information.
	1
	2
	(2)
(iii)	Explain how each of these measures helps Freshfields to comply with the Data Protection Act.
	1
	2
	(4)



3

Turn over

Leave blank (b) Explain what Freshfields needs to do to comply with the Children Act when running the play scheme. **(4)** (c) Explain the role of the Health and Safety Commission in developing safe working practices in the leisure industry.

**(4)** 

	al		
Hazard Who might be affected	Child injuring  Likelihood of hazard	themselves on damag  Severity of hazard	ed equipment  Risk rating
who might be uncered	occurring	Severity of hazard	reisk runnig
Measures to minimise ri	alr		
Measures to minimise II	SK		
Scale used f	or likelihood	Scale used	for severity
Scale used f	or likelihood	Scale used	for severity
Scale used f	or likelihood	Scale used	for severity
Scale used for	or likelihood	Scale used	for severity
Scale used f	or likelihood	Scale used	for severity
Scale used f	or likelihood	Scale used	for severity
Scale used f	or likelihood	Scale used	for severity (12)



Turn over

5

Leave
blank

2.	Freshfields	has	recently	carried	out	customer	surveys.	These	show	that:
----	-------------	-----	----------	---------	-----	----------	----------	-------	------	-------

- the level of customer service has declined
- changing rooms are not always clean
- service in the restaurant is slow
- reception staff appear uninterested in what they are doing

The management has decided that it wants to introduce the Investors in People quality system.

Describe the Investors in People quality system.
(4)
Explain the process that Freshfields would go through to achieve the Investors in People quality system.
(6

Leave blank (c) Explain the advantages to Freshfields of introducing the Investors in People quality system. **(8)** 



(8) (Total 26 marks)		
(8)		
(8)		
(8)	••••	
(8)	••••	
(8)		
(8)		
(8)		
(8)	••••	
(8)		
(8)		
(8)		
(8)		
(8)	••••	
(8)		
(Total 26 marks)		3)
		(Total 26 marks

Leave



Turn over

gement at Freshfie need to be improve							ms i	n the	bar	and
Describe a stock estaurant.	control	system	that	Freshfield	s could	use	for	the	bar	and
 			•••••							
 			•••••							
 	•••••	•••••	•••••							
 			•••••			•••••	•••••			
 	•••••				•••••					•••••
 	•••••				•••••					•••••
 	•••••		•••••							
 	•••••		•••••			•••••				
 	•••••	•••••					•••••			(6)

3.

(ii)	Explain <b>two</b> problems that might be caused by the bar and restaurant having too much stock.
	1
	2
	(6)



11

Turn over

Freshfields is open to members and non-members. The costs for non-members are:

	Cost (£)
Visit to gym or health spa	12.50
Round of golf	25.00
Aerobics class	4.50
Personal training session	21.00

Mrs Burns is not a member but made eight visits to the gym in December. She also attended five aerobics classes. She played three rounds of golf and had one personal training session.

(b) (i) Complete the invoice below for Mrs Burns for December. You should show your working in the space below the invoice.

Freshfield Date Account for	ds Count 01/01/: Mrs T	2006		Old Rambles Ilkington AZ32 9BB 0342 765432
Service used		Quantity	Item Cost (£)	Total Cost (£)
Visit to gym or health spa	a			
Aerobics class				
Personal training session	1			
Round of golf				
			Total due	

**(2)** 

Membership of Freshfields costs £65 per month. This includes unlimited access to all classes, the gym and the health spa. Members also get a 10% discount on golf, personal training and in the club shop, bar and restaurant.

(ii) You are a membership adviser. Calculate how much money Mrs Burns would have saved if she had been a member last month. Show all your calculations in the space below.

Total money saved

f

**(4)** 



(c) Evaluate the benefits to Freshfields of customers becoming members rather than staying as casual users. **(8)** 

Leave blank

(8) (Total 34 marks) TOTAL FOR PAPER: 90 MARKS	END
(8)	TOTAL FOR PAPER: 90 MARKS
	(Total 34 marks)
	 (8)

