Centre No.						Paper Reference							Surname	Initial(s)
Candidate No.						6	9	7	0	/	0	1	Signature	

Paper Reference(s)

6970/01

Edexcel GCE

Leisure Studies

Advanced

Unit 5: Employment in Leisure

Wednesday 24 January 2007 – Morning

Time: 1 hour 30 minutes

Examiner's use only

Team Leader's use only

Question Number	Leave Blank
1	
2	
3	
Total	

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, initials 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 12 pages in this question paper. Any blank pages are indicated.
You may use a calculator.

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.

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Turn over

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Leave blank

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

1. Reedlam Manor is a public house that was refurbished a year ago and now includes a restaurant. This has led to a steady increase in customers since its opening.

A job analysis has indicated that it is necessary to employ a senior waiter/waitress in addition to the present waiting staff. The main function of the new post is to supervise the waiting staff. A job description and person specification for the new post have been prepared.

(a) Explain what is meant by the term *job analysis*.

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(b) Produce a checklist of details that should be included in an advert for the position of senior waiter/waitress.

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(c) Identify **three** headings you would expect to be included in a person specification for a senior waiter/waitress. Give reasons for your choices.

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(d) Analyse how the person specification and job description are used in the recruitment process.

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Reedlam Manor has decided to ask applicants to apply for the position of senior waiter/waitress by sending in their Curriculum Vitae (CV).

(e) Analyse the advantages and disadvantages to Reedlam Manor of asking applicants to submit a CV rather than an application form.

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(Total 32 marks)

Q1

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2. There were two internal applicants for the post, both of whom had worked in the restaurant since it opened. For Melanie this was her first appointment in the industry. She has a bubbly personality and is popular with the customers. Andy is registered deaf and is a perfect lip-reader. He has worked as a waiter in two other restaurants before Reedlam Manor. He is keen to be promoted as his wife has just been made redundant.

Melanie was appointed as the senior waitress. Andy feels that he did not get the job because of his disability. He is considering taking out a grievance procedure against Reedlam Manor.

(a) (i) Explain how the Disability Discrimination Act might be relevant to this situation.

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(ii) Explain what is meant by a *grievance procedure.*

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(iii) Explain how Andy could try to prove that his grievance was valid.

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To replace Melanie, Reedlam Manor has advertised her old post as full-time or job share.

(b) (i) Explain what is meant by the term *job share*.

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(ii) Explain the advantages and disadvantages to Reedlam Manor of offering Melanie's old post as a job share.

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(c) Explain what could be included in the induction for Melanie's replacement as a waiter/waitress.

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(Total 32 marks)

Q2

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3. Andy decided not to pursue his grievance. The management have since noticed that he does not appear to be working with as much enthusiasm as before. They hope to motivate Andy using remuneration as they feel that he is too valuable an employee to lose.

(a) Analyse the use of remuneration as a method of motivating Andy.

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Towards the end of the first year of opening the manager discovers there is a problem with annual leave. All of the staff have at least a week's leave still to take and this could mean they will be short of staff to run the restaurant.

(b) (i) What is meant by annual leave?

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(ii) Explain how the management at Reedlam Manor could deal with the issue of staff leave to prevent future problems.

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Melanie has been in post as senior waitress for six months. She is due to have her six-month appraisal. In addition she is going on a management training course.

(c) Analyse the benefits of appraisal and a management training course as methods of motivating Melanie.

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(8) Q3

(Total 26 marks)

TOTAL FOR PAPER: 90 MARKS

END