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

1. Wye Wanderers is a football club with a stadium capacity of 10,000 people. Over the past few years it has enjoyed greater success and crowds have increased. For most matches the stadium is usually full. In the next fixture, a cup-tie against a top Premiership side, Wye Wanderers is expecting a capacity crowd.

(a) Explain **two** measures that could be put in place to ensure the safety of the crowd at this match.

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Due to the increase in supporters, the club is short of space for storage of match day stock such as programmes and food. As a result some non-perishable materials such as cleaning fluids and white line marking paint are simply left outside. Storage of these materials does not meet the requirements of the Control of Substances Hazardous to Health Act 1994 (COSHH).

(b) (i) Outline the key requirements of the Control of Substances Hazardous to Health Act 1994 (COSHH).

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(4)

A recent Health and Safety Executive inspection discovered that employees were leaving unmarked cans of cleaning fluids in areas open to the general public.

(ii) Identify and explain **one** sanction the Health and Safety Executive could enforce in view of this situation. Give a reason for your choice.

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The club is ambitious and is planning to build a new stadium with a capacity of 20,000. At present the stadium is on a town centre site where there is no room for expansion. Wye Wanderers is planning to sell the site and build the new stadium on the edge of the town. The new stadium will be expensive to build and run in order to comply with the requirements of the Fire Safety and Safety at Places of Sport Act 1987.

(c) Explain the effects of the Fire Safety and Safety of Places of Sport Act 1987 on the design and running of the stadium.

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For the cup-tie against the top Premiership side, demand for tickets will be very high. Far more people will want to see the match than there will be tickets available. This could lead to the problem of forged tickets being produced.

(d) Using the pro forma below, produce a risk assessment with the hazard being overcrowding due to the use of forged tickets.

Hazard	Overcrowding due to the use of forged tickets		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating
Measures to minimise risk			

Scale used for likelihood	Scale used for severity

(12)

(Total 34 marks)

Q1



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2. For part (a)(i) and (ii) you should choose **either** the Quest **or** the Clubmark quality system.

Quality system chosen .....

(a) (i) Describe your chosen quality system.

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(ii) Describe the process of accreditation that an organisation must take in order to achieve your chosen quality system.

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Wye Wanderers realises that in order to stay successful it needs to continually improve all aspects of its organisation. In particular it has the following aims:

- To maintain large crowds by ensuring that people have a good experience on match days
- To attract more sponsorship
- To encourage links with other clubs and schools in the area
- To reduce turnover of both playing and non-playing staff
- To increase job satisfaction in both playing and non-playing staff.

The club management has decided that it will introduce the Investors in People quality system.

(b) Explain how the introduction of the Investors in People quality system could help Wye Wanderers achieve its aims.

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(c) Explain **two** possible difficulties of introducing a new quality system to an organisation such as Wye Wanderers.

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Q2

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3. DEF Bowling is a large bowling venue. It has a traditional paper-based stock control system in place. It relies on regular stock counts to keep track of the items in its storeroom. Records of stock valuation are completed monthly.

(a) Explain what is meant by each of the following terms:

(i) Stock count

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(ii) Valuation of stock

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The following tables were part of DEF Bowling's stock records for last year.

**Table 1 Record of selected items of stock on 31st March**

Stock line	Number of units	Cost per unit	Selling price	Stock value
Chocolate bars	90	£0.32	£0.45	
Orange drinks	65	£0.50	£0.70	
Plain crisps	150	£0.35	£0.30	
Total stock value				

**Table 2 Stock records for selected stock lines 1st January – 30th September**

	Bowling balls		Bags		Bowling shoes (pairs)	
	Bought	Sold	Bought	Sold	Bought	Sold
Jan–Mar	80	50	50	50	70	70
Apr–Jun	80	50	50	50	80	75
Jul–Sept	80	40	50	50	80	73
Balance on 30th September						



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(b) (i) Complete the right-hand column in Table 1 to show the stock value for each item and the total stock value. **(3)**

(ii) Complete the bottom row of Table 2 to show the balance for each stock line at the end of September. **(2)**

(iii) Using the information in the tables explain **two** problems that DEF Bowling appears to be having with stock control.

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Other problems that DEF Bowling has experienced with its stock control system include:

- The storeroom is often full, making it difficult to find items that customers have requested.
- At times staff are not sure whether items are in stock so they don't know whether to reorder them.

DEF Bowling has decided to introduce an electronic stock control system to resolve these problems.

(c) (i) Identify and describe an electronic stock control system that DEF Bowling could use.

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(ii) Analyse the possible effects on DEF Bowling of introducing an electronic stock control system.

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DEF Bowling has plans for expansion, including adding three more lanes, a licensed bar and a restaurant. There will also be a monthly programme of special events. As part of its plans it is going to set up a membership scheme, allowing unlimited bowling for a set monthly fee.

- (d) Analyse the possible benefits to DEF Bowling of having a customer membership system rather than just allowing casual users.

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Q3

(Total 33 marks)

**TOTAL FOR PAPER: 90 MARKS**

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