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|---|-----------------------------------|
| Write your name here | |
| Surname | Other names |
| Centre Number | Candidate Number |
| Edexcel GCE | |
| <h1>Leisure Studies</h1> <h2>Advanced</h2> <h3>Unit 5: Employment in Leisure</h3> | |
| Friday 11 June 2010 – Afternoon Time: 1 hour 30 minutes | Paper Reference 6970/01 |
| You do not need any other materials. | Total Marks |

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is 90.
- The marks for **each** question are shown in brackets
– *use this as a guide as to how much time to spend on each question.*
- Quality of written communication will be taken into account in the marking of your responses to questions 1(e) and 2(c). These questions are indicated with an **asterisk** (*).
– *you should take particular care on these questions with your spelling, punctuation and grammar, as well as the clarity of expression.*

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

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Turn over ►

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

1 Thodis Park is a leisure park in south-west England. It has recently seen a decline in visitor numbers. The customer service team did have three full-time members of staff and two part-timers. Two of the full-time staff have left and a suggestion has been made that the customer service team only need to recruit one new full-time member of staff.

(a) Explain why a job analysis is needed before this decision is made.

(4)

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(b) State **four** items that you would expect to find in a job advert.

(4)

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3

4



The Human Resources Department has decided to use the following criteria in the recruitment and selection process for this customer service post.

Essential criteria

Good communication skills
Confident personality

Desirable criteria

Previous customer service experience

(d) (i) Evaluate the choice of these criteria.

(4)

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(ii) Describe how the criteria will be used in the recruitment process.

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(f) Describe the process that will take place following the selection day in order to make a successful appointment.

(3)

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(Total for Question 1 = 33 marks)



Thodis Park is concerned that some 18 year old recruits to its maintenance and ride operations teams do not have the practical skills necessary to carry out the jobs. Instead, it has decided to employ 16 year old school leavers on an apprentice scheme.

(b) Explain how Thodis Park would benefit from employing apprentices.

(6)

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Alan has had to work for six days per week, four weeks in a row as another member of staff has been ill. He argues that this is against the terms of his contract and wishes to complain about it through the use of a grievance procedure.

(c) Describe the process that this grievance procedure could follow.

(4)

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(c) Identify **one** other motivational method that could be used effectively with the staff in this situation. Explain how it could be used to motivate them.

(3)

Motivational method selected

Explanation

(Total for Question 4 = 17 marks)

TOTAL FOR PAPER = 90 MARKS



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