

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCE

Leisure Studies

Advanced Subsidiary

Unit 2: Working Practices in Leisure

Monday 6 June 2011 – Morning

Time: 1 hour 30 minutes

Paper Reference

6967/01

You must have:

Calculator

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(c) and 2(a)(ii). 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.

Turn over ►

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

1 Sportall is a sports centre with a large indoor stadium. It is open from 06:00 to 22:00. It needs to operate a shift system with its staff to ensure that it can keep within the requirements of the Working Time Regulations.

(a) Identify **four** key requirements of the Working Time Regulations.

(4)

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Many people pay for using the facilities at reception because Sportall only has a limited membership scheme. At the end of each day the money taken is counted in the small office behind reception and then taken to be stored in a safe in the Manager's office. The next morning it is taken to the bank as soon as it opens.

(b) Explain **two** measures that Sportall could put in place in order to safeguard the security of its staff when handling this money.

(6)

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Sportall has a cafe, which is a popular venue for children's parties. There is an indoor play area with a variety of climbing and other play equipment in one corner of the cafe. Although the cafe is usually open to the rest of the centre, it has a partition that can be pulled across when necessary. Permanent staff work at these parties as well as casual staff if needed. Some parents stay for the parties but most drop their children off at the cafe and leave.

* (c) Explain how the requirements of the Children Act will affect the running of the children's parties at Sportall. You should use the above information in your response.

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The cafe at a nearby sports complex has recently been identified as the cause of an outbreak of food poisoning. Twenty people became ill, one of them needing hospital treatment.

(d) Identify and describe **two** sanctions that the Health and Safety Executive (HSE) could impose upon this sports complex as the result of this. For each sanction, explain why it might be suitable in this situation.

(6)

Sanction 1

Description

Explanation

Sanction 2

Description

Explanation



Sportall's cafe serves a wide variety of hot and cold food. By law it must carry out regular risk assessments concerning food safety.

(e) Using the following pro forma, complete a risk assessment with the key hazard being a customer falling ill from food poisoning.

(12)

Hazard	Customer falling ill from food poisoning		
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	

(Total for Question 1 = 36 marks)



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2 Sportall has a wide variety of indoor sports on offer including indoor athletics, table tennis, indoor bowls and tennis. The opening of a new sports centre nearby means that it needs to keep improving to stay competitive. It has identified the following as key areas for improvement:

- Customer feedback indicates that they rate their experience as only satisfactory most of the time.
- Not all customer complaints are recorded.
- Not all staff have had up to date training and careless record keeping means that supervisors are not aware of this.
- Some of the equipment regularly breaks down and the few replacements bought do not last long. Additionally, some areas of the centre are looking rather shabby.

To ensure that staff give customers the best possible experience at Sportall, the management team has decided to try to achieve the Quest quality system.

(a) (i) Describe the Quest assessment process.

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*(ii) Analyse the benefits to Sportall of introducing the Quest quality system. You should use the information from Page 8 in your response.

(8)

A series of horizontal dotted lines for writing the response.



Sportall also considered introducing the Customer Service Excellence (CSE) quality system.

(b) Explain how the introduction of CSE could help Sportall improve in **one** of the key areas identified on page 8.

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(c) Explain **two** problems that Sportall might have in introducing any new quality system.

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(Total for Question 2 = 24 marks)



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- 3 Sportall has a small conference centre that can hold a maximum of 30 people. For each event there is a set price per person and the centre gains additional income from its sales of food and drink. The management of Sportall is considering extending the conference centre to hold 60 people. Some of the figures that it has based its calculations on are given in Table 1.

Average number of events per year (calculated over the last 5 years)	15
Average number of people attending each event	20
Price charged per person	£17
Average additional income per person	£7
Annual operating costs	£6500

Table 1

- (a) (i) Calculate the average annual income from the conference facility. Show your working in the space provided.

(3)

Answer = £



Market research has shown that if Sportall extended the conference centre to hold a maximum of 60 people then it could expect to hold 30 events per year. If 60 people attended each event then the income would rise to £43,200.

(ii) Based on the information given above and in Table 1 on page 12, calculate the expected annual profit from conference events once the extension is complete.

(1)

Expected profit = £

(iii) Explain **two** reasons why the profit might **not** be as much as this if the conference centre was extended.

(4)

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Sportall has an electronic stock control system, but it is old and they wish to replace it.

(b) (i) Describe **one** electronic stock control system that they might use.

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(ii) Explain **two** ways in which an electronic stock control system can benefit an organisation such as Sportall.

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Sportall offers a wide range of sports activities for its customers, as well as its cafe, restaurant and bar. All facilities can also be hired for private functions. Some activities are not well used so discounted rates are offered to members. This includes the hiring of facilities.

(c) Explain why it is beneficial to Sportall to offer discounted rates to members. You should use the information above in your response.

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Sportall holds about 10 regional athletics events each year. At present ticketing for these is done through a specialist ticketing company. However, Sportall is considering acquiring its own electronic ticketing system. At present the events are not well attended and the management think this is because:

- Potential customers are not getting enough information early enough. Their main sources of information are posters in the centre and adverts in the local press.
- Sportall has no information about the types of customers coming to these events. This means its advertising is inefficient.

(d) Assess the advantages and disadvantages of Sportall purchasing its own electronic ticketing system. You should use the information above in your response.

(8)

(Total for Question 3 = 30 marks)

TOTAL FOR PAPER = 90 MARKS

