

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCE

Leisure Studies

Advanced Subsidiary

Unit 2: Working Practices in Leisure

Monday 14 May 2012 – 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(b). 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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PEARSON

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

1 The Plum Tree is a pub with a restaurant that can seat 80 customers. In running the kitchen, management has to follow the requirements of the Food Safety Act.

(a) Outline **four** key requirements of the Food Safety Act.

(4)

1

2

3

4



The car park at The Plum Tree is at the rear of the building and there are no security measures in place. In the last month, one car has been stolen and two cars have been damaged. The management wants to improve security for cars in the car park.

(b) Identify and explain **two** measures that the pub could put in place in order to improve the security of cars in the pub car park.

(6)

1

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2

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The Plum Tree is soon to be visited by the Health and Safety Executive (HSE).

(d) Identify and describe **two** sanctions that the HSE can apply to leisure organisations.

(4)

Sanction

Description

Sanction

Description



The Plum Tree has a garden which is popular with families in the summer. Customers can sit in the garden and there is a play area for children. This has activities such as climbing frames and slides.

(e) Using the following pro forma, complete a risk assessment with the key hazard being an injury to a child in the play area.

(12)

Hazard	<i>Injury to a child in the play area</i>		
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 = 34 marks)



2 The management team at The Plum Tree has decided that it wishes to introduce the Investors in People quality system.

(a) (i) Identify **two** types of evidence that the Investors in People assessor will look at. For each, explain how this type of evidence will be used in the assessment.

(4)

Type of evidence

Explanation

Type of evidence

Explanation

(ii) Describe what The Plum Tree will have to do in order to gain Investors in People accreditation.

(4)



Figure 1 is an extract from a website that posts customer reviews of restaurants.

Eatatapub.co.uk – Reviews for pubs and restaurants

Find out what they are really like!

The Plum Tree: *March 11th 2011*

Review: We got the wrong starters and the wrong main courses – the waiter just said he was new and didn't know which table was which...

The Plum Tree: *April 23rd 2011*

Review: My waiter said that they only have one supervisor for new staff – and there's lots of new staff! Didn't seem to know who his line manager was...

The Plum Tree: *June 29th 2011*

Review: Booked a table for 7.30 for 16 of us for my 85-year-old granny's birthday – it wasn't ready until almost 9 o'clock...

The Plum Tree: *October 7th 2011*

Review: The staff don't appear to speak to each other or help each other – if your waiter has a break you just don't get any service for ten minutes...

The Plum Tree: *December 5th 2011*

Review: The waitress spilt wine on my new bag – and just gave me a tissue to mop it up...

Figure 1



The management team knows that Investors in People charge a large sum of money for the accreditation of the system. However, there are also other possible problems with introducing a new quality system.

(c) Explain **two** other problems that The Plum Tree might experience in introducing the Investors in People quality system.

(6)

1

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2

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Before deciding on Investors in People, the management considered the Customer Service Excellence (CSE) quality system.

(d) Explain why the CSE quality system might be more suited to solving The Plum Tree's problems than Investors in People.

(4)

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(Total for Question 2 = 26 marks)



3 Figure 2 is an extract from The Plum Tree's accounts for 2011.

Income/expenditure items	Value in £(000)
Interest on loans	15
Money taken for food	310
Money taken for drinks	90
Restaurant utility costs (gas, electric, phone etc.)	17
Staff wages	325

Figure 2

(a) Complete Figure 3 to show the income, expenditure and profit for the restaurant for 2011. Show any working in the space provided.

(3)

Income	
Expenditure	
Profit	

Figure 3 – Income, expenditure and profit for 2011 (£000)



