

Write your name here

Surname

Other names

**Pearson**  
**Edexcel GCE**

Centre Number

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Candidate Number

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# Leisure Studies

**Advanced**

**Unit 5: Employment in Leisure**

Monday 8 June 2015 – 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.*
- Questions labelled with an **asterisk** (\*) are ones where the quality of your written communication will be assessed  
– *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.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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**PEARSON**

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

- 1** Longburn Safari Park is a large safari park. It has a range of animals such as lions, giraffes and monkeys roaming freely in some areas and customers drive through these areas to view the animals. At the entrance there is an education centre and other customer facilities such as cafés and souvenir shops.

Longburn Safari Park needs to recruit a new Security Supervisor. The first task in the recruitment process is to produce a Job Description and a Person Specification.

- (a) (i) Describe what is meant by a *Person Specification*.

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- (ii) Explain the purpose of a *Job Description*.

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**The following is the first draft of the advert for the post of Security Supervisor.**

### Security Supervisor

An exciting opportunity has arisen for a Security Supervisor at this large safari park. The purpose of this role is to provide a supervisory role for the internal security requirements for the park. This roll would require you to manage a small team and carry out staff scheduling and colleague appraisals. You will be over-seeing the 24-hour operation of the security function.

This is a permanent post with an average of 41 hours a week, spread over 5 days. It will include some weekend and evening work to cover special avents.

We offer a competitive remuneration package to attract the best candidate and a full Job Discription can be supplied on request. There are good opportunities for personal progression.

If you feel you are the right person to grasp this opportunity at one of the UK's leading visitor attractions, please submit your full CV with covering letter to [recruitment@safaripark.co.uk](mailto:recruitment@safaripark.co.uk)



\*(b) Evaluate the effectiveness of this advert for attracting suitable applicants for the post of Security Supervisor at Longburn Safari Park.

(8)

A series of horizontal dotted lines for writing the answer.



The Human Resources department has decided to use the following criteria in the recruitment and selection process for the post of Security Supervisor.

**Essential criteria**

Well organised  
Good customer service skills

**Desirable criteria**

Good communication skills  
Experience of security work

(c) Evaluate the choice of these criteria for the recruitment and selection of a Security Supervisor.

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**Use the following information to answer Question 1(d).**

Longburn Safari Park is also in the process of recruiting a new Head of Customer Service. The successful candidate will be involved in managing a team working in all areas of the park and providing training for all staff. This should ensure that all customer complaints are resolved in the best interests of the park. The Head of Customer Service will be answerable directly to the General Manager and will be actively involved in dealing with serious complaints.

(d) Identify **two** suitable methods of advertising that could be used to recruit a Head of Customer Service. Justify your choices.

(6)

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Five candidates are to be invited for interview. They will all attend on the same day and will each have an individual interview. In addition, they will be given two other tasks to do to assess their suitability for the post of Head of Customer Service.

(e) Suggest **two** activities that could be used in the interview process to choose the best candidate for the post of Head of Customer Service. Justify your choices.

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Once appointed, the new Head of Customer Service will be given a contract to sign before starting work.

(f) (i) Identify **three** items, apart from the employee signature, that would be found in a contract of employment.

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(ii) Explain why employees have contracts of employment.

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**Use the following information to answer Question 1(g).**

Before starting work, the new Head of Customer Service will undergo a thorough induction. She previously worked in customer service for a large retail store where most of the issues were concerned with customers returning goods. She has not worked in a visitor attraction such as the safari park before.

**\* (g)** Analyse the benefits of a thorough induction for the new Head of Customer Service.

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**(Total for Question 1 = 50 marks)**



**Use the following information to answer Question 2(a).**

**2** Sandra and Harry are working as retail assistants in Longburn’s souvenir shop. Sandra has previous retail experience and her queues tend to move faster than Harry’s. He is new to the role. Sandra has complained because she thinks she should be paid more than Harry as she serves more customers. She has been told she cannot be paid more but she has not been given a reason for this decision.

(a) Explain why Sandra is **not** correct to think she should be paid more. You should refer to specific legislation in your answer.

(3)

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Sandra did not agree with the decision and she has started a grievance procedure.

(b) Explain how a grievance procedure could be used to resolve this issue.

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Longburn recruits a number of apprentices each year, especially for roles that involve looking after the animals.

(c) Explain the benefits of apprenticeships to both Longburn and the apprentices.

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**Use the following information to answer Question 2(d)(ii).**

As with many outdoor visitor attractions, visitor numbers at Longburn are higher in the summer than in the winter. Visitors also vary in type, as in the winter more school parties come to the education centre.

The park employs people on different types of contract. There are 15 full-time staff and the park employs casual staff but keeps these to a minimum. The majority of its workforce is seasonal staff and many of these have been working at the park for more than five years.

(d) (i) Explain what is meant by *casual staff*.

(3)

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(ii) Analyse the benefits for Longburn of using seasonal staff for some job roles rather than casual or full-time staff.

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**(Total for Question 2 = 24 marks)**



**3 Use the following information to answer Question 3(a)(ii).**

Hashim has worked in Longburn’s education centre for six years. His main role is organising visiting groups and the resources for them, but he has become bored with this. He works hard and would like to try for promotion but he does not get on with his line manager, who ignores all his attempts to talk about this. He thinks he is doing a good job but this lack of communication means that he does not know whether this is the case. His attitude has declined and he has recently had a verbal warning for being rude to a customer.

As a result of this, the Human Resources department has suggested that he needs motivating. It has considered using job rotation but has decided to use appraisals instead.

(a) (i) Explain what is meant by *job rotation*.

(2)

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(ii) Evaluate the decision to use appraisals to motivate Hashim.

(8)

Area with horizontal dotted lines for writing the answer.



**Use the following information to answer Question 3(b).**

Longburn has recently employed some new staff to look after the animals. The new staff are not very popular with the established staff, who have not helped them settle in. This has led to mistakes being made, resulting in financial losses to the park and some customers being upset. The established staff have blamed the newcomers for this and everybody's work rate has declined. The Human Resources department has decided to try to increase motivation for all these staff.

(b) Other than appraisals, suggest **one** method of motivation that would be suitable to motivate the staff at Longburn Safari Park in this situation. Justify your choice.

(6)

Method chosen .....

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**(Total for Question 3 = 16 marks)**

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**TOTAL FOR PAPER = 90 MARKS**

