

## ADVANCED GCE LEISURE STUDIES

Unit 5: Human Resources in the Leisure Industry

**MONDAY 16 JUNE 2008** 

Afternoon
Time: 1 hour 30 minutes

G184

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Candidates answer on the question paper

Additional materials (enclosed): Clean copy Case Study

Additional materials (required):

None



Candidate Forename				Candidate Surname			
Centre Number				Candidate Number			

## **INSTRUCTIONS TO CANDIDATES**

- Write your name in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use blue or black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer all the questions.
- Do not write in the bar codes.
- Write your answer to each question in the space provided.
- Additional answer space is available on the lined pages at the back of this booklet. Answers on these
  pages must be clearly numbered.

## INFORMATION FOR CANDIDATES

- The number of marks for each question is given in brackets [ ] at the end of each question or part question.
- The total number of marks for this paper is **100**.

FOR EXAMINER'S USE				
1				
2				
3				
4				
TOTAL				

This document consists of 10 printed pages and 2 lined pages.

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(a)	Mat	ernity cover is <b>one</b> reason why leisure organisations need to recruit staff.
	(i)	State <b>two other</b> reasons why leisure organisations might need to recruit staff.
		1:
		2:[2]
	(ii)	Explain what is meant by the term 'maternity benefits'.
		[4]
(b)	Disc at 7	cuss how the changing market demand for leisure might affect human resource planning Thamesbridge City Council's (TCC's) Leisure Services Department.

	[10]
(c)	
(-)	Discuss how <b>both</b> the high and low rates of labour turnover might affect human resource planning within the Leisure Services Department at <i>TCC</i> .
	[12]

2	(a)	Suggest <b>two</b> suitable external methods of recruitment advertising that could be used for the post of Head of Arts and Entertainment. Explain why <b>each</b> method would be appropriate for this particular post.
		1:
		Explanation:
		2:
		Explanation:
		[6]
	(b)	Analyse the benefits and limitations of introducing an on-line recruitment procedure within the
	,	Leisure Services Department of <i>TCC</i> .
		[6]

(c)	Megan Williams has decided that the vacancy arising as a result of Jenny Carroll going maternity leave will only be advertised internally.	g on
	Evaluate the advantages <b>and</b> disadvantages of this decision to both the Leisure Servi Department of <i>TCC</i> and applicants.	ices
		[10]

(d)	Assess the impact on leisure organisations of recruiting and selecting poorly performing employees to senior managerial positions.
	[10]

[Total: 32]

3	(a)	Megan Williams has decided that the growing problems of sickness and absenteeism should be a priority for her and the <b>three</b> new senior managers.
		Discuss how Megan and the new senior managers could attempt to solve these problems.
		1101

(b) After many years as Director of Leisure, Megan Williams is concerned that her management

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(a)	What is meant by <b>each</b> of the following terms:
	training?
	development?
	[2]
(b)	Training and development has been identified as a significant strength at TCC.
	Assess the advantages <b>and</b> disadvantages of investing in employees through training and development. You should refer to a leisure organisation you have studied or with which you are familiar.

	[12]
(c)	Staff at the Leisure Services Department of TCC are about to have appraisals.
	Suggest <b>two</b> items of advice which should be given to managers conducting staff appraisal interviews.
	1:
	2:
	[2]
	[Total: 16]

If you use these lined pages you <b>must</b> write the question number next to your answer.
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