

**ADVANCED GCE
LEISURE STUDIES**

Human Resources in the Leisure Industry

G184

Candidates answer on the question paper.

OCR supplied materials:

- Clean copy case study

Other materials required:

None

**Wednesday 19 January 2011
Afternoon**

Duration: 1 hour 30 minutes



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Answer **all** the questions.
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- The quality of your written communication will be taken into account when marking your answer to the question marked with an asterisk (*).
- This document consists of **20** pages. Any blank pages are indicated.

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..... [10]

[Total: 24]

(b)* Julie and Alfie have very different management styles, one being democratic and one being autocratic.

As an employee in the leisure industry, is it better to work for an autocratic manager or a democratic manager? Justify your answer.

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[12]

[Total: 24]

- 4 (a) At present, Julie carries out appraisals with all of the staff in the spa and leisure facility on a six-monthly basis. She is considering the use of other appraisal methods to improve the quality of the process.

Discuss the advantages and disadvantages to the appraiser and appraisee of **two other** appraisal methods.

Method 1:

Method 2:

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[Total: 24]

- 5 (a) The location of Greenwell Grange has an effect on its human resource planning because of its limited catchment area for staff.

Identify **two other** external issues which could affect human resource planning at Greenwell Grange.

Issue 1:

Issue 2: [2]

- (b) Internal issues also affect human resource planning at leisure organisations such as Greenwell Grange.

Evaluate how the rate of staff turnover might affect human resource planning within Greenwell Grange.

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