

Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										



General Certificate of Education
Advanced Level Examination
June 2012

Leisure Studies

LS09

Unit 9 Working in the People Business

Friday 15 June 2012 1.30 pm to 3.30 pm

You will need no other materials.
You may use a calculator.

Time allowed

- 2 hours

Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- You must answer the questions in the spaces provided. Do not write outside the box around each page or on blank pages.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 90.
- In Question 3(a) you will be marked on your ability to:
 - use an appropriate form and style of writing
 - organise relevant information clearly and coherently
 - use specialist vocabulary where appropriate.
 The legibility of your handwriting and the accuracy of your spelling, punctuation and grammar will also be considered in this question.

For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
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TOTAL	

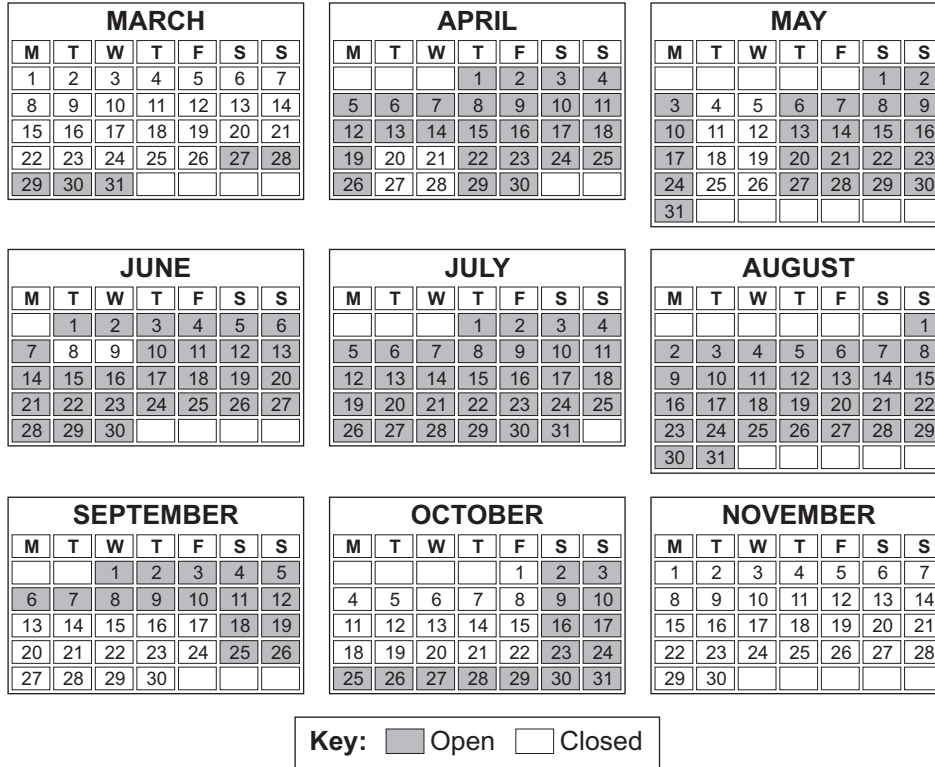


J U N 1 2 L S O 9 0 1

Answer **all** questions in the spaces provided.

- 1 Study **Figure 1**, which shows the pattern of opening dates for a theme park in the UK.

Figure 1



Assess the staffing difficulties that the theme park's pattern of opening may cause for managers.

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Turn over for the next question

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- 2 Study **Figure 2**, which shows the draft advertisement for a vacancy at a town's swimming pool.

Figure 2

Allertown Swimming Pool

FEMALE POOL ASSISTANT

35 hours per week Competitive wage

Applicants must hold the National Pool Lifeguard Qualification (NPLQ), and be willing to work towards a swimming teaching qualification. The post is restricted to female applicants.

Duties include supervision of the pool and pool users, cleaning, reception work and, if possible, teaching. We are seeking a young, energetic person, as the job requires evening and weekend work, and the post holder must be prepared to work flexibly.

Application forms may be downloaded from www.allertownpool.co.uk and should be returned before 19 June 2012. Application forms are available in large print and Braille formats.

We are an Equal Opportunity Employer and welcome applications from all sections of society.

- 2 (a) Comment on how far the draft advertisement meets the requirements of equal opportunities legislation.

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Question 2 continues on the next page

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- 2 (b)** Assess the advantages and disadvantages for the employer of using application forms in the recruitment process.

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- 2 (c)** Give reasons why a job as a pool assistant would appeal to someone wishing to begin a career in the leisure industry.

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(4 marks)

- 2 (d)** By the closing date of 19 June, Allertown Swimming Pool has received a large number of completed application forms for the pool assistant job.

List the next steps in the recruitment procedure.

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(4 marks)

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Figure 3

3 (a) Evaluate the strengths and weaknesses **for a leisure organisation** of using **one** technique from **Figure 3** to motivate staff.

Chosen technique



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Question 3 continues on the next page

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3 (b) Explain why it is important to motivate staff in the leisure industry.

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(6 marks)

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4 Study Figure 4.**Figure 4****Memo**

To: Assistant Manager of 'Duffy's' nightclub

Our new club in the city centre opens next month.

Doors open at 9.30 pm so we'll want staff there by 8 pm.

We have obtained a licence to keep the club open until 3 am at weekends (staff will finish work at 4 am) and we must be careful to keep within the regulations about working time.

Can you find out the main points I should bear in mind about the Working Time Regulations?

General Manager

Outline the aspects of the Working Time Regulations that the manager should consider.

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6 A grievance procedure should encourage employees to meet with their employer so that injustices at work can be resolved.

6 (a) Describe **one** situation at work where an employee in a leisure organisation could begin a grievance procedure.

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(3 marks)



- 6 (b)** Explain the likely consequences for the organisation of failing to deal properly with an employee's grievance.

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(6 marks)

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7 A *person specification* and a *job description* are documents used in the recruitment procedure.

A *person specification* includes a list of essential and desirable attributes of the ideal candidate.

7 (a) What should be included in a *job description*?

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(3 marks)

7 (b) Complete the table opposite to show a *person specification* for **one** leisure job that you have studied.

Outline **one** example in each row of the table, indicating whether it is desirable (D) or essential (E), and show how the organisation will identify whether the candidate has that attribute.



Leisure job

PERSON SPECIFICATION

A personal quality

.....

..... D or E *

How identified?

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A skill

.....

..... D or E *

How identified?

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Previous experience

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..... D or E *

How identified?

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A qualification

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..... D or E *

How identified?

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* Delete as applicable

(8 marks)

11

Turn over ►



Assess the advantages and disadvantages of self-employment.

[illegible]

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8



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