

**ADVANCED GCE  
LEISURE STUDIES**

Unit 5: Human Resources in the Leisure Industry

**G184**

Candidates answer on the question paper

**OCR Supplied Materials:**

- Clean copy Case Study

**Other Materials Required:**

None

**Friday 23 January 2009  
Morning**

**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 clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use 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.

**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**.
- This document consists of **20** pages. Any blank pages are indicated.

Examiner's Use Only:			
1			
2			
3			
4			
<b>Total</b>			



(c) Refer to **Fig. 1**.

Assess the extent to which the human resource plan at *Blake's Bistro* may be affected by the forecast data.

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**[Total: 28]**

2 (a) Natural wastage is **one** reason why leisure organisations need to recruit staff.

State **two** causes of natural wastage.

- 1. ....  
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  - 2. ....  
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- [2]

(b) Cerys has decided to use application packs as part of the recruitment process.

Analyse possible advantages to the applicants of providing such packs.

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**[Total: 26]**

3 (a) What is meant by an autocratic management style?

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(b) Explain **two** advantages to *Blake's Bistro* of **job rotation** as a method of motivating employees.

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(c) Explain **two** disadvantages to *Blake's Bistro* of **job enlargement** as a method of motivating employees.

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**(d)** Discuss the arguments for and against the decision to delegate more authority to the teams at *Blake's Bistro*.

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4 (a) Evaluate the extent to which employees might benefit from *Blake’s Bistro* achieving the Investors in People (IIP) award.

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