Surname				Other	Names			
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For Examiner's Use

General Certificate of Education June 2008 Advanced Level Examination

LEISURE STUDIES Unit 9 Working in the People Business

LS09

G/M27031 6/6/6



Tuesday 3 June 2008 9.00 am to 11.00 am

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. Answers written in margins or on blank pages will not be marked.
- Do all rough work in this book. Cross through any work you do not want to be marked.
- If you need extra paper, use additional answer sheets.

Information

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

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Question	Mark	Question	Mark			
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	Answer all questions in the spaces provided.							
1 Induction takes place in the early days of a person's employment with a leisure organisation.								
1	(a)	Give two benefits for leisure organisations of providing new employees with a programme of induction training.						
		1						
		2						
		(2 marks)						



1	(b)	During and after induction, leisure organisations can arrange on-the-job training or send employees on courses.
		Assess the advantages and disadvantages of on-the-job training.
		(8 marks)

Turn over for the next question



2 Study **Figure 1**, which shows a simplified version of **part** of the organisational structure of the retailing section of a large London museum.

Figure 1 Director of Retailing Retail Direct Mail Merchandise Buying Operations Manager Manager Manager Manager * ≸ Branch Shop Main Museum Manager Shop Manager ≰ Deputy Shop Manager Deputy Shop Manager Stock Room Supervisor Team of Retail Assistants (temporary, part-time and full-time) Stock Assistant Stock Assistant

2	(a)	Suggest reasons why the museum shop chooses to employ some retail assistants only on a part-time or temporary basis.
		(3 marks)



2	(b)	Explain the likely benefits to the museum of organising its staffing structure as shown in Figure 1 .
		(8 marks)

Question 2 continues on the next page



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3 Study Figure 2.

Figure 2

The Leisure Employability Scheme is a sport and leisure trainee scheme offered in an inner city area of Newcastle-upon-Tyne. It provides 12 months of employment and training for young unemployed people at the local sports centre.

Suggest what the young people could gain from the trainee scheme shown in Figure 2 that will make them more employable.
(4 marks)

Turn over for the next question



4	(a)	Explain the purpose of a contract of employment.
		(2 marks)
4	(b)	Suggest three key points that should appear in a typical contract, giving reasons for their inclusion.
		1
		2
		3
		(8 marks)



5	Candidates for jobs are often interviewed by a panel of interviewers.
	Discuss ways in which it can be made more likely that, during an interview, a panel will identify the best candidate.
	(9 marks)



6 Study Figure 3, which is a draft job advertisement.

Figure 3

ASSISTANT MANAGER

An exciting vacancy has arisen at one of England's top adventure activity centres. The successful candidate will be experienced in the world of outdoor pursuits, and familiar with working in an educational environment.

The person appointed will report to the Centre Manager and take responsibility for a range of duties.

We will consider applicants who have an enthusiastic attitude. An attractive salary will be offered together with valuable benefits.

Please send your CV to:

M. Jones, Head Office, Greys Lane, Neverwich, NV14 4JG

6	(a)	Give reasons why the draft is ineffective as a piece of recruitment advertising, and suggest ways in which it could be improved.



		(10 marks)
6	(b)	Suggest where the improved advertisement should be placed. Justify your answer.
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Turn over for the next question



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Turn over for the next question	



8 Study Figure 4.

Figure 4

Donna is 26 and has worked as a fitness instructor in a hotel for four years. When a new company takes over the hotel, it closes the gym and Donna's job is lost.

Robert has been a porter and cleaner in the hotel for 25 years, but for the last year he has been helping Donna in the gym – work which will also disappear.

Analyse the factors that the new company might take into account in deciding how to proceed with any redundancy. Refer to the above scenario or to another leisure organisation that you have studied.
(6 marks)



(Choose one job from the leisure industry that you have studied.
	Evaluate the positive and negative aspects of your chosen job. Explain whether you could ecommend it to a young person looking for a long-term career in the leisure industry.
(Chosen leisure job
•	
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•	
-	(9 marks)
	(9 marks)

END OF QUESTIONS





