

Centre Number						Candidate Number				
Surname										
Other Names										
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For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
3	
4	
5	
6	
7	
TOTAL	



General Certificate of Education
Advanced Level Examination
January 2011

Leisure Studies

LS09

Unit 9 Working in the People Business

Thursday 13 January 2011 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. 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 7 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 in this question.



J A N 1 1 L S O 9 0 1

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

- 1** Study **Figure 1**, which gives information about the staffing of a multiplex cinema.

Figure 1

The cinema is open 7 days per week for two evening performances plus weekend matinees.

Cinema staff

- Cinema manager (1)
- Deputy manager (1)
- Confectionery shop supervisor (1)
Shop assistants (3, part-time)
- Senior projectionist (1) Projectionists (2, part-time)
- Senior box office (1) Box office assistant (1)
- Ushers (4)

- 1 (a)** Using information from **Figure 1**, draw an organisational chart that would be likely at this cinema, showing the hierarchy of jobs at their different levels of seniority.

(4 marks)



1 (b) Referring to the organisational chart that you drew in 1(a), suggest what is meant by the 'span of control'.

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(2 marks)

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3 Figure 2 shows an advert for a job at a museum.

Figure 2

CITY MUSEUM

Interpretation Team member

Salary: £14 000 per annum, plus allowances for weekend work.

The City Museum is a nationally-acclaimed museum receiving half a million visitors a year. We want you to be part of our ongoing success.

You will work on the display galleries interpreting the exhibits for visitors and explaining the stories behind them. You will also prepare and deliver presentations in a lively and engaging way. Our aim is that families, school groups and teachers will have a safe and enjoyable educational visit.

For further information and a full job description please visit our website.

To apply please post your CV, together with a letter, to Human Resources, City Museum, NV5 6JT. Closing date 9 January 2011. Successful applicants should be available for a training week commencing on 28 February and be available to begin work immediately afterwards.

3 (a) Analyse how features of the job advert in **Figure 2** may succeed in attracting good applicants.

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(6 marks)



3 (b) Although there is no application form for the job shown in **Figure 2**, many leisure organisations insist that applicants should fill in an *application form*.

Assess the advantages for a leisure organisation of requiring applicants to fill in an application form.

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3 (c) Explain what an applicant should include in a *letter of application* to have the best chance of getting an interview for a job in the leisure industry.

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4 Study **Figure 3**.

Figure 3

LEISUREWORLD THEME PARK JOB DESCRIPTION	
Title of Post	Ride Operator
Responsible to	Park Manager
Job objective	To ensure the comfort, safety and enjoyment of visitors at all times.
Main Duties	<ol style="list-style-type: none"> 1. To operate rides in accordance with safety procedures 2. To report any malfunction to the engineer 3. To keep the ride clean 4. To collect tokens and tickets from customers 5. To inspect wristbands, ensuring they are valid 6. To retain any lost property in the secure container.
The post holder will undertake any other duties appropriate to the post that the Park Manager requires.	

4 (a) **Figure 3** shows the proper content for a *job description*.

Identify what *person specifications* should contain.

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(2 marks)

4 (b) The Ride Operators in **Figure 3** are given a contract.

Outline the theme park's likely contractual requirements on uniform and appearance when at work.

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(4 marks)

4 (c) What career development advice would you give to a Ride Operator if he or she is to have good prospects of advancement in the leisure industry?

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(4 marks)

4 (d) Name **one** job (other than Ride Operator) that you have studied in the leisure industry. Describe the qualifications and previous experience expected from a suitable applicant and explain why they are needed.

Name of leisure job.....

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5 (a) **Figure 4** shows some of the steps that the employee and the manager carry out each year in the appraisal procedure.

Figure 4

Agree extent to which targets were met	
Agree timetable for carrying out the appraisal	
Discuss any needs for training	
Discuss performance and work achievements	
Employee fills in the self-appraisal questionnaire	

Write the numbers 1 to 5 in the boxes in **Figure 4** to show the correct order of the appraisal procedure. (1 mark)

5 (b) **Figure 5** shows some of the information used by a leisure organisation in its annual appraisal of employees' performance at work.

Figure 5

Direct observation of tasks
 Filling in self-appraisal questionnaire
 Feedback from customer comment cards
 Training courses attended

Explain the use that leisure organisations make of information such as that shown in **Figure 5** when carrying out staff appraisal.

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5 (c) A leisure organisation believes that money motivates the workforce. Suggest and justify **one** method to motivate staff (**other than** appraisal) which uses financial rewards.

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6 Study **Figure 6**.

Figure 6

The Sex Discrimination Act 1986 and the Race Relations Act 1976 are examples of equal opportunities legislation that support employees who suffer from direct discrimination, *indirect discrimination* and *victimisation*.

It is lawful for an employer not to meet the requirements if there exists a *Genuine Occupational Requirement*.

6 (a) Answer **one** of the following questions:

EITHER

What is *Indirect Discrimination*?

OR

What is *Victimisation*?

OR

What is a *Genuine Occupational Requirement*?

Chosen question

Answer

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(3 marks)

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(12 marks)

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12

END OF QUESTIONS



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