

(ii) Identify **two** measures that Freshfields could put into place to ensure the security of customers' information.

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(iii) Explain how each of these measures helps Freshfields to comply with the Data Protection Act.

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(4)



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Freshfields has an outdoor play area with swings and climbing frames which is used during the play scheme.

(d) Using the table below, complete a risk assessment for a child injuring themselves on damaged equipment.

Hazard	Child injuring themselves on damaged equipment		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating
Measures to minimise risk			

Scale used for likelihood	Scale used for severity

(12)

(Total 30 marks)

Q1

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2. Freshfields has recently carried out customer surveys. These show that:

- the level of customer service has declined
- changing rooms are not always clean
- service in the restaurant is slow
- reception staff appear uninterested in what they are doing

The management has decided that it wants to introduce the Investors in People quality system.

(a) Describe the Investors in People quality system.

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(b) Explain the process that Freshfields would go through to achieve the Investors in People quality system.

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(ii) Explain **two** problems that might be caused by the bar and restaurant having too much stock.

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Freshfields is open to members and non-members. The costs for non-members are:

	Cost (£)
Visit to gym or health spa	12.50
Round of golf	25.00
Aerobics class	4.50
Personal training session	21.00

Mrs Burns is not a member but made eight visits to the gym in December. She also attended five aerobics classes. She played three rounds of golf and had one personal training session.

(b) (i) Complete the invoice below for Mrs Burns for December. You should show your working in the space below the invoice.

Freshfields Country Club		<i>Old Rambles Ilkington AZ32 9BB 00342 765432</i>	
Date	01/01/2006		
Account for	Mrs T Burns		
Service used	Quantity	Item Cost (£)	Total Cost (£)
Visit to gym or health spa			
Aerobics class			
Personal training session			
Round of golf			
Total due			

(2)



Membership of Freshfields costs £65 per month. This includes unlimited access to all classes, the gym and the health spa. Members also get a 10% discount on golf, personal training and in the club shop, bar and restaurant.

- (ii) You are a membership adviser. Calculate how much money Mrs Burns would have saved if she had been a member last month. Show all your calculations in the space below.

Total money saved

£

(4)



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