

Leisure and Tourism

48403

Unit 3 The Business of Leisure and Tourism

Insert

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For use with Question 1

Figure 1

Tom Wnuk is a restaurant supervisor on a cruise ship



Tom said:

"I used to be a cook in a restaurant in Poland, but now I work as a supervisor in one of the restaurants on board the cruise ship Majestica.

"Part of my job is to answer passengers' questions: for example, if they have allergies or if they want vegetarian food."

For use with Question 2

Figure 2

Extract from Tom Wnuk's rota, showing his shifts and periods of rest

Sunday 1 June		4pm-9pm
Monday 2 June	6am-11am	4 pm – 9 pm
Tuesday 3 June	6am-11am	4pm-9pm
Wednesday 4 June	6am-11am	4pm-9pm
Thursday 5 June	11 am – 4 pm	9pm-2am
Friday 6 June	11 am – 4 pm	9pm-2am
Saturday 7 June	11 am – 4 pm	9pm-2am
Sunday 8 June		4pm-9pm
Monday 9 June	6am-11am	4pm-9pm
Tuesday 10 June		
Wednesday 11 June		4pm-9pm
Thursday 12 June	11 am – 4 pm	9pm-2am
Friday 13 June	11 am – 4 pm	9pm-2am
Saturday 14 June	11 am – 4 pm	9pm-2am
Sunday 15 June		
Monday 16 June		
Tuesday 17 June		
Wednesday 18 June		
Thursday 19 June		4pm-9pm
Friday 20 June	6am-11am	4pm-9pm
Saturday 21 June	6am-11am	4pm-9pm
Sunday 22 June	6am-11am	4pm-9pm
Monday 23 June	11 am – 4 pm	9pm-2am
Tuesday 24 June	11 am – 4 pm	9pm-2am
Wednesday 25 June	11am-4pm	9pm-2am
Thursday 26 June		4pm-9pm
Friday 27 June	6am-11am	4pm-9pm
Saturday 28 June		

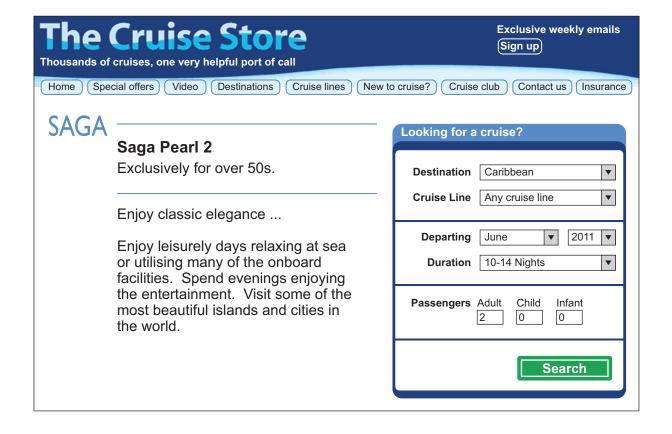
Tom said:

[&]quot;I enjoy my job, but it's hard work, especially all the shifts when we're at sea. However, we do have long periods of rest."

For use with Questions 4 and 5

Figure 3

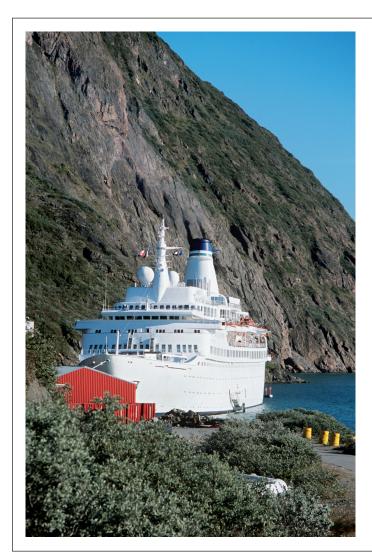
Booking a SAGA cruise online



For use with Question 6

Figure 4

Extract of a news report



Twenty British tourists are being kept in a Norwegian hospital after being struck down by a serious illness during a cruise.

The rest of the 200 or so passengers aboard the Lady Jenny are returning home, accompanied by a doctor.

A spokesman for the cruise operator apologised and stated that all passengers would get their money back.

The next two scheduled cruises of the Lady Jenny have been cancelled; it will be professionally cleaned to ensure the safety of future passengers. All staff and crew will also be changed before it sails again.

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Figure 3 Thomas Cook. Also courtesy of Saga Shipping Ltd.

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