



General Certificate of Secondary Education
June 2011

Leisure and Tourism

48403

Unit 3 The Business of Leisure and Tourism

Insert

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

Tom said:

"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."

Turn over ►

For use with Questions 4 and 5

Figure 3

Booking a SAGA cruise online

The Cruise Store

Thousands of cruises, one very helpful port of call

Exclusive weekly emails
[Sign up](#)

[Home](#) [Special offers](#) [Video](#) [Destinations](#) [Cruise lines](#) [New to cruise?](#) [Cruise club](#) [Contact us](#) [Insurance](#)

SAGA

Saga Pearl 2

Exclusively for over 50s.

Enjoy classic elegance ...

Enjoy leisurely days relaxing at sea or utilising many of the onboard facilities. Spend evenings enjoying the entertainment. Visit some of the most beautiful islands and cities in the world.

Looking for a cruise?

Destination

Cruise Line

Departing

Duration

Passengers

Adult	Child	Infant
<input type="text" value="2"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

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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