



Centre Number
71

Candidate Number

General Certificate of Secondary Education
January 2012

Leisure and Tourism

Unit 1: Introduction to Leisure and Tourism

[GLT11]



WEDNESDAY 11 JANUARY, AFTERNOON

TIME

1 hour 30 minutes.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.
Write your answers in the spaces provided in this question paper.
Answer **all four** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 100.
Quality of written communication will be assessed in questions **1(d)**, **2(f)**, **3(c)**, **4(c)** and **4(d)**.
Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.

You are provided with an Insert for use with Question 2.
Do not write your answers on this Insert.

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
Total Marks	

1 (a) Use the organisations in the following diagram to match them to the components in **Table 1**:

(Each organisation should be used only once.)



Table 1

Component	Organisation
Arts and Entertainment	
Sport and Physical Recreation	
Visitor Attractions	
Cultural Attractions	
Home-based Leisure	
Tourism Organisations	
Transportation	
Accommodation	

[8]

Examiner Only	
Marks	Remark

(b) Identify **four** reasons why people use leisure and tourism facilities.

- 1. _____
- 2. _____
- 3. _____
- 4. _____ [4]

(c) There are different types of leisure and tourism organisations.
Describe how each of the following types operate, giving examples.

Public

- _____
- _____
- _____
- _____
- _____
- _____ [3]

Private

- _____
- _____
- _____
- _____
- _____
- _____ [3]

Voluntary

- _____
- _____
- _____
- _____
- _____ [3]

Examiner Only	
Marks	Remark

2 Study the Insert which provides information on Warwick Castle. Answer the following questions.

(a) Identify **two** forms of travel for which directions are given in the resource.

1. _____
2. _____ [2]

(b) Identify **four** services available to schools visiting Warwick Castle.

1. _____
2. _____
3. _____
4. _____ [4]

(c) Identify **one** group of visitors who would have limited access within Warwick Castle.

_____ [1]

(d) Describe **two** links which Warwick Castle has with other components of the leisure and tourism industries.

_____ [6]

Examiner Only	
Marks	Remark

3 (a) Study the following diagram which shows the different types of holidays. Complete **Table 2** by matching the definitions to the correct types of holiday.

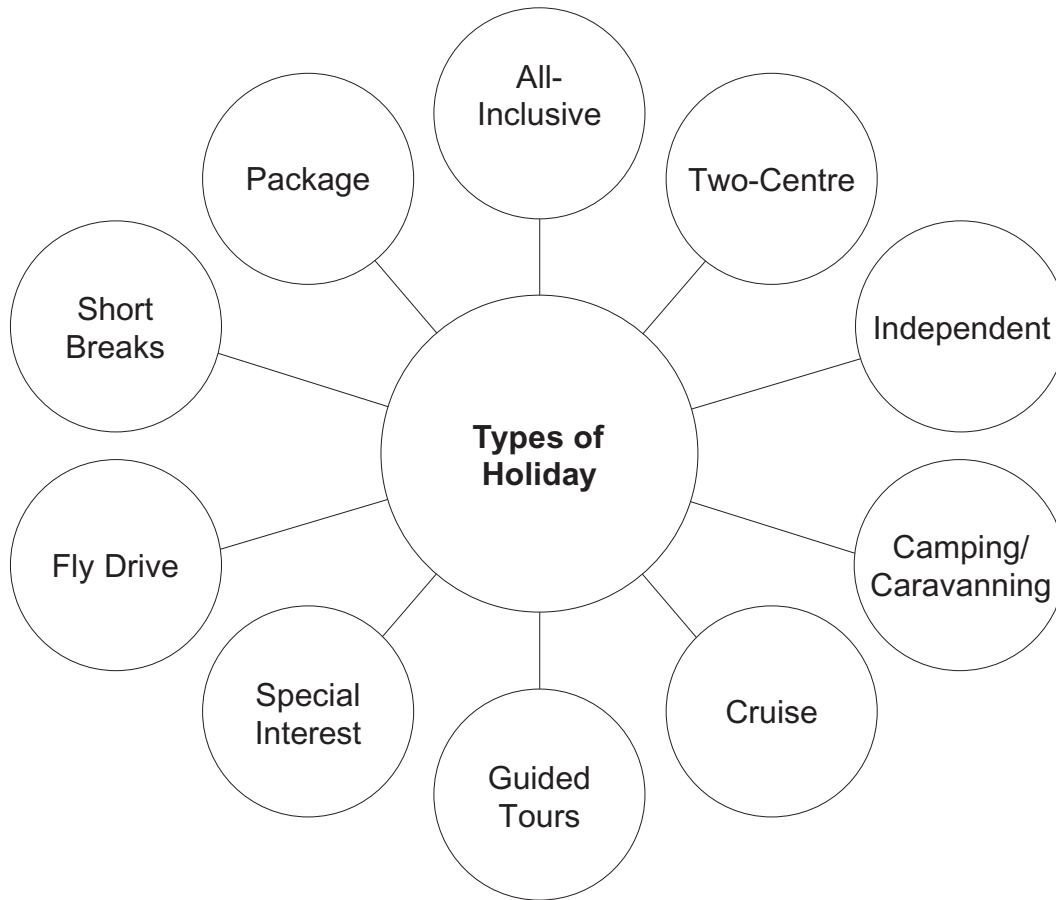


Table 2

Definition	Type
A holiday which involves the traveller putting together their own itinerary and purchasing their own accommodation and transportation.	
A holiday which provides accommodation in more than one destination.	
A holiday combining a charter or scheduled flight with car hire.	
A holiday which includes flights, transfers, accommodation, food, drinks, snacks, entertainment and the services of a resort representative.	
A holiday aboard a ship, visiting several destinations.	
A holiday which involves the traveller bringing their own accommodation, staying at one or more destinations.	
A holiday lasting up to four days, usually taken in addition to a main holiday.	

[7]

Examiner Only	
Marks	Remark

(b) Describe **three** factors which have influenced the development of the tourism industry in the last ten years.

Factor 1

[3]

Factor 2

[3]

Factor 3

[3]

Examiner Only	
Marks	Remark

(c) There have been rapid changes to the leisure and tourism industries. Discuss how provision has changed over the last ten years.

[6]

Examiner Only	
Marks	Remark

[Turn over

4 (a) Tick **one** box in each of the tables below to correctly identify the type of employment offered by the job stated.

(i) **Hotel Receptionist**

Facility Management	
Administration	
Point of Sale	

(ii) **Leisure Centre Manager**

Facility Management	
Administration	
Instructor	

(iii) **Fitness Trainer**

Facility Management	
Entertainer	
Instructor	

(iv) **Children's Holiday Representative**

Information Services	
Entertainer	
Point of Sale	

(v) **Tour Guide**

Information Services	
Entertainer	
Administration	

[5]

Examiner Only	
Marks	Remark

(b) Describe the main duties of the following jobs.

(i) Travel Agency Manager

[3]

(ii) Airline Baggage Handler

[3]

(iii) Fitness Instructor

[3]

Examiner Only	
Marks	Remark

[Turn over

(d) All passengers on every flight are made aware of evacuation procedures. Explain **two** reasons why this is a necessity.

[6]

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

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INSERT

For use with question 2

New Attractions and Shows

Imagine it's 1898 when Daisy, the Countess of Warwick has society's glitterati spending a weekend at the Castle including the Prince of Wales and a young Winston Churchill. Delve into the lives and loves of the aristocrats and see and hear what went on behind the scenes.



Only the truest and bravest of knights can succeed in the Sword in the Stone challenge. Are you the chosen one? Meet Merlin and find out.



Here lies the Princess Tower, an enchanted place with a magical power. Fairy tales, Princess and dressing up is the way. Enter all Princesses you'll have a wonderful day.

Book your ticket at www.warwick-castle.com

Dating back to 1345, the Castle Dungeon was the miserable, festering and agonising home to many a poor victim. Live actors, shows and spectacular special effects will send chills down your spine and turn your stomach. Tread carefully through the murky, winding alleyways... you never know what or who you'll bump into! Beware, not suitable for under 10s and those of a nervous disposition.



Admission to the Castle Dungeon incurs an additional fee.

BOOK ONLINE & SAVE 10%

For best prices visit www.warwick-castle.com

Opening Times

Open 10am - 6pm until 3rd October.
Open 10am - 5pm 4th October to 1st April.
Closed Christmas Day only.
Please be aware as a heritage site there are narrow doorways and steep steps. Wheelchairs and pushchairs will have limited access within the buildings.

How to Get Here

By Car
Take J15 off the M40 and follow the signs for 2 miles.
Warwick Train Station is serviced from both Birmingham and London by Chiltern Railways.



Groups and Schools

Exclusive rates, tours, tailored lunches and packages are available for pre-booked groups of 10 or more people. Call 0871 222 6688* for group bookings and 0871 222 2772* for schools.

Warwick Castle,
Warwick, Warwickshire,
England CV34 4QU

0871 265 2000*

*Calls to 0871 numbers are charged at 10 pence per minute at all times from a BT landline. Calls from mobile operators and other networks may vary.



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We are a part of Merlin Entertainment Group

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Summer Jousting 24th July to 5th September
AT BRITAIN'S ULTIMATE CASTLE

WARWICK CASTLE



and...



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