

**GENERAL CERTIFICATE OF SECONDARY EDUCATION
LEISURE AND TOURISM**

B183

Working in the Leisure and Tourism Industries

**Friday 20 May 2011
Morning**

Duration: 1 hour 30 minutes

Candidates answer on the question paper.

OCR supplied materials:

None

Other materials required:

None



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Answer **all** the questions.
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **80**.
- The quality of written communication will be taken into account in marking your answer to the question marked with an asterisk (*).
- This document consists of **20** pages. Any blank pages are indicated.

- 1 (a) (i) List **three** main duties of a member of air cabin crew working for a scheduled airline.

Duty 1:

.....

Duty 2:

.....

Duty 3:

..... [3]

- (ii) Which of the following statements apply to the working conditions of a member of air cabin crew working for a scheduled airline? Place a tick in the column to show which **three** of these statements are true.

Statements about Working Conditions for Air Cabin Crew	✓
The hours can be irregular and unsocial.	
You have to pay for your own uniform.	
Your pay is only based on the number of hours you work.	
You may have to spend several nights away from home at any one time.	
The work is physically demanding – on your feet most of the time, in cramped spaces.	
It is not possible to work part-time as air cabin crew working for a scheduled airline.	

[3]

The daily routine of a member of air cabin crew working for a scheduled airline begins long before they board the plane. Refer to Fig. 1, a description of a typical start to the working day from Maru, an employee of Air New Zealand.

Before leaving home, I log onto ‘jetnet’, the crew website, to check flight information, including the crew list for my flight to Los Angeles tonight.

Once the free shuttle service drops me at the airport, I drop off my bags at the crew counter for security checks. I go to the crew room to look for any in-service updates, which inform me of any changes to my duties. I then go through passport control and enter the briefing room. Here I meet up with all of the other crew members for the coming flight and the In-Service Director leads the briefing. He tells us about a celebrity travelling in Business Premier Class, as well as handing round our duty sheet, which tells us where in the plane we will be working. I’m working in Economy Class as Galley Leader tonight.

We then make our way to Gate 8, where the aircraft awaits us, but we are not allowed to board the plane until our ID cards have been checked.

Fig. 1

(b) Refer to Fig. 1. Identify **two** ways that Maru finds out information about his forthcoming shift as a member of cabin crew for Air New Zealand.

1:

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2:

..... [2]

(c) Compare and contrast the ways in which the daily routine of a member of air cabin crew working on a long haul flight might differ from that of a member of air cabin crew working on a short haul flight.

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[Total: 16]

2 Refer to Fig. 2, an extract about the work of a ski instructor.

Sarah Furness is a ski instructor working for the Made2Ski tour operator in Whistler in Canada.

“I started to ski when I was 10, so it was easy for me to choose my career. I passed my first skiing exam when I was 18 and I have been working my way through the BASI (British Association of Snowsports Instructors) levels ever since. I have Alpine Levels 1 and 2 and I have completed some of the ISIA (International Ski Instructors Association) modules, including BASI Mountain Safety. I would like to gain the higher ISTD (International Ski Teacher Diploma).

I teach private and group lessons and now work with very young children – many start skiing from as young as three. I love to see them enjoy themselves on the slopes.

To be a ski instructor, you have to have a real passion for the sport. You need patience and good people skills – you need to be able to communicate with people easily in order for them to trust you. It is also important to have a good work ethic – the harder you work, the more chance you have of success in this very competitive industry. Every season there are always more ski instructors than there are jobs.”

Fig. 2

(a) (i) Identify **three** qualifications that a ski instructor such as Sarah may gain.

- 1:
- 2:
- 3: **[3]**

(ii) Identify **three** personal qualities that a ski instructor needs.

- 1:
- 2:
- 3: **[3]**

(b) A ski instructor has to use a range of business systems in order to keep customer records.

Give **one** example of a document a ski instructor might use. Describe the information a ski instructor would record on this document.

Document:

Description:

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..... [4]

3 Moreton Place Health Club has a vacancy for the position of Facility Manager. You work in the Human Resources department and have been asked to help in the recruitment process for this vacancy.

(a)* Produce a job advertisement for the position of Facility Manager.

The advertisement should be about 150 words long and should include the following details:

- experience required;
- essential personal qualities;
- brief description of the duties.

There is no need to include logos or other illustrations.

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Fig. 3 is a summary of the details of two applicants for the post of Facility Manager at Moreton Place Health Club.

Applicant 1		Applicant 2
10+ years in the leisure industry		3 years experience as Assistant Manager in a Leisure Centre
Army Physical Training Instructor		NVA Level 3 Leisure Centre Management
YMCA Personal Trainer Award		City & Guilds Level 1, 2 and 3 in Sports and Fitness
ASA Swimming Instructor Award		Level 2 Nutrition and Weight Management
Member of the Institute of Sport and Recreation Management (ISRM)		St Johns Ambulance First Aid at Work Certificate
Level 5 Diploma in Management		Enjoys pilates and yoga
First aid qualified		
Keen interest in bodybuilding and weightlifting		

Fig. 3

- (c) Moreton Place Health Club needs to ensure it meets the requirements of health and safety legislation in order to protect its employees and its customers.

You have been asked to work with the new Facility Manager on the following health and safety checklist.

For each item on the checklist, provide an example of how health and safety standards can be maintained at the club. Two examples have been completed for you.

Health and Safety Checklist	
Aspect	Example
Identify potential hazards and risks for employees and customers	List any hazards found on a routine check.
Qualified first aiders	
Monitor pool and spa water quality	Take regular water samples.
Control of Substances Hazardous to Health (CoSHH)	
Equipment maintenance	
Visitor flow (overcrowding)	
Cleanliness and hygiene	
Emergency plans	

[6]

[Total: 24]

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- 4 You have recently started work as a Blue Badge guide, providing tours for visitors to London. You need to produce invoices for customers to record the sales you have made.

You have the information provided by the Guild of Registered Tourist Guides to help you create your first sales record (See Fig. 4(a) below). You also have details of your first tour from your diary (See Fig. 4(b) below.)

Details	Fees (including VAT)
London Tours For a half-day of up to 4 hours, morning or afternoon <ul style="list-style-type: none"> – In English – In another language 	£130 £150
Where services are required for longer than 4 hours, up to 9 hours, ending before 18.00 <ul style="list-style-type: none"> – In English – In another language 	£200 £225
Overtime/Unsociable hours Where services are required in addition to the above <ul style="list-style-type: none"> – 07:00 – 23:00 – 23.00 – 07.00 	£30 £40
Lunch Allowance	£10
Dinner Allowance	£20

Fig 4(a)

15/05/2011
 Gloucestershire Mandarin School
 Full day tour (09.30 – 17.30) of
 London including visit to Chinatown
 Group of 20
 Language required: Mandarin

The Chinese Centre, Cheltenham,
 GL51 7SU. Contact: Gerald Chen

Fig. 4(b)

(a) Use the blank template below to produce a copy of the sales record for this tour.



Mr//Mrs/Miss – Registered Guide
 16 Tudor Court, London, NE1 4BB

Invoice to:

Booking Summary

Description of service	Booking dates/times	Cost (incl VAT)
Expenses		
Total		

[12]

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