

Tuesday 17 January 2012 – Afternoon

GCSE LEISURE AND TOURISM

B183/01 Working in the Leisure and Tourism Industries

Candidates answer on the Question Paper.

OCR supplied materials:

None

Other materials required:

None

Duration: 1 hour 30 minutes



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. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- 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).
- 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) State **two** personal qualities which would be desirable in a blue badge guide.

1:

2: [2]

(ii) List **two** likely working conditions of a blue badge guide.

1:

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2:

..... [2]

(b) (i) Name **two** specific qualifications offered through the Institute of Tour Guiding to train people wanting to become a blue badge guide.

1:

2: [2]

(ii) Give **two** examples of the type of tour guide work covered by **each** qualification named in part (b)(i). [4]

	Examples of the Type of Tour Guide Work
Qualification 1	1.
	2.
Qualification 2	1.
	2.

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PLEASE TURN OVER FOR QUESTION 1(c)

Refer to **Fig. 1**, a description of a typical daily routine for someone working as a blue badge coach tour guide.

Day in the life of a blue badge coach tour guide	
05.45	Arrive for work at coach station.
06.00	Greet passengers, assist with pre-boarding for mobility-impaired passengers.
06.20	Make boarding announcement - help passengers to board coach and find seats.
06.45	Scheduled departure time.
07.00	Introduce myself over the PA system and give safety information.
07.30	Start commentary - identify points of interest along the way; point out any wildlife to be seen and answer passenger questions.
11.00	Scheduled arrival time. Help passengers to de-board the coach.
11.30	Clean and tidy the coach. Re-stock the refreshment area.
13.00	Change out of uniform - free time in destination.
16.15	Put uniform back on ready to begin re-boarding for the return trip.
17.00	Greet passengers and assist to re-board.
18.00	Scheduled departure time. Lighter commentary on return trip as many passengers prefer to sleep.
21.30	Make de-boarding announcement and help passengers off the coach. Arrange shuttle and taxi transfers for passengers back to hotels.
22.30	Shift finishes.

Fig. 1

(c) Using examples from **Fig. 1**, explain **two** duties of a blue badge **coach** tour guide.

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[6]

[Total: 16]

- 2 **Fig. 2** is a press release announcing the appointment of the new Health Club Manager at the Crown Spa Hotel.

Meet Carl, our Health Club Manager

In April 2011, the Crown Spa Hotel welcomed Carl Martinez as our new Health Club Manager.

Carl has lots of experience in the fitness industry.

Having started as a part-time lifeguard, Carl has worked his way through the ranks of leisure attendant, fitness instructor and senior instructor until becoming Manager of our Club. He also previously ran his own personal training business.

Educated to HND level in fitness, health and exercise and having a BSc in Sports Studies, Carl is also a qualified pool lifeguard and first-aider.

Carl is a qualified instructor in Spin and Body Pump classes (as well as Activ8, the children's fitness programme).

Fig. 2

(a) Refer to Fig. 2.

- (i)** Identify **three** job roles which Carl has carried out during his career in the fitness industry.

1:

2:

3: **[3]**

- (ii)** Suggest **three** types of training which Carl might have undertaken in his career in the fitness industry. **[3]**

	Type of Training
1	
2	
3	

(b) Since becoming Health Club Manager at the Crown Spa Hotel, Carl has introduced a new online booking system for spa treatments.

(i) State **two** pieces of **personal** customer information the club would collect on a booking form for a spa treatment.

1:

2: [2]

(ii) In order to make the booking, the club would need additional information. List **two** other pieces of information which the club would need to collect.

1:

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2:

..... [2]

(iii) Explain **three** advantages to a leisure organisation such as the Crown Spa Hotel Health Club of using an online booking system.

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[6]

[Total: 16]

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PLEASE TURN OVER FOR QUESTION 3(a)

3 You work at a 4* hotel in Cumbria which has a vacancy for the position of receptionist. The hotel is part of a large international chain of luxury hotels and it has 40 bedrooms. It is located in a popular part of the Lake District. Your Manager has asked you to assist in the recruitment process for this vacancy.

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

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 hotel receptionist at the 4* hotel in Cumbria.

Applicant 1		Applicant 2
Lives in Bulgaria		2 years working as a receptionist at a doctor's surgery
5 years working in housekeeping and as a waitress at a 3* hotel in Bulgaria		Switchboard experience
Cash and credit card transaction experience		Level 2 NVQ Customer Service
Speaks conversational French and German		Keen to undertake further training
Fluent written and spoken English		Good team player and works well under pressure
Good communication skills		No hotel experience
		GCSE English

Fig. 3

(b) Using Fig. 3, outline the key differences between the two applicants and justify which candidate is **most** suited to the role of hotel receptionist.

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(c) The hotel chain also has vacancies in its overseas hotels in places such as Dubai and Beijing. Employees from the UK hotels are invited to apply.

Your manager has asked you to write a section for the UK staff handbook offering advice to anyone working overseas about the different attitudes and cultures they may experience.

For each of the following headings in the staff handbook, give:

- **one** example of how attitudes and culture may be different from the UK in places such as Dubai and Beijing;
- your detailed recommendation for overcoming any difficulties these differences may cause. [9]

Difference	Response
Customs	Example
	Recommendation
Language	Example
	Recommendation
Religion	Example
	Recommendation

[Total: 24]

- 4 Whilst working as a hotel receptionist, a guest reports the following details of an accident to you.

Fig. 4(a): Details of the Accident

Accident
<p>A hotel guest, Mr Rikesh Mistry, fell down the steps outside the hotel reception. The accident happened on 5 December 2011, just after breakfast at 08.30. The steps were wet; it had rained overnight. Mr Mistry stumbled down three steps, grazing his hands and knees and bumping his head. He was with two business colleagues at the time - Mr Amit Govind and Ms Sam Lawson.</p> <p>Mr Mistry was brought back into the hotel reception area by his colleagues where the Duty Manager/Qualified First Aider (Elaine Gibson) attended to him. First Aid was given to clean and dress the wounds. After several minutes, Mr Mistry left again with his colleagues to attend his business meeting. He did not want further examination or treatment.</p>

Fig. 4(a)

- (a) Refer to **Fig. 4(a)**. Select relevant information with which to complete the accident report form in **Fig. 4(b)** opposite.

[12]

ACCIDENT REPORT FORM

Details of person injured:

Surname

Forenames

Date and time of accident

Place of accident

How the accident occurred

Nature of injuries

Was First Aid given? If yes, by whom?

Was injured person sent to Doctor, Medical Centre or Hospital? (Give details)

Name(s) of witness(es) of the accident

Signature of person reporting the accident

Position held

Date

Refer to **Fig. 5(a)** which is a list of some health and safety statements that a conference organiser must consider when planning an event. **Fig. 5(b)** is a diagram showing four different aspects of health and safety.

Health and safety statements

1. There must be a designated first aider on duty at all times. ✓
2. Staff must be trained to use equipment safely.
3. Corridors and exits must be kept clear at all times.
4. Washroom facilities must be cleaned regularly throughout the day.
5. Contents of first aid box should be replaced when used.
6. Staff are entitled to regular breaks throughout their shifts.
7. Disabled access must be provided for all facilities.

Fig. 5(a)

(b) Under which of the following aspects of health and safety does each statement belong? Write each statement number in the box under the correct heading. Each box may contain one response, more than one response or no response at all. The first statement has been placed in the correct box. **[6]**

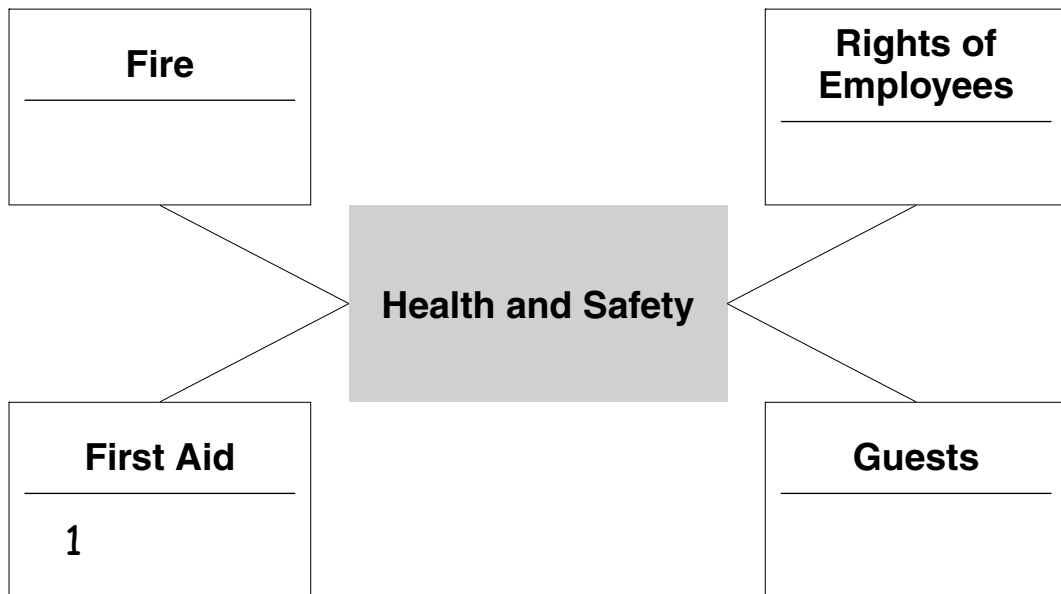
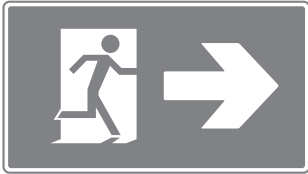


Fig. 5(b)

- (c) The following health and safety signs are commonly used in conference centres as well as other venues. As part of their role, a conference organiser must regularly check that appropriate signs are in place.

The following **three** signs are found around a conference centre.

State what each sign means and give a location where each sign would be displayed. [6]



Sign:

Location:



Sign:

Location:



Sign:

Location:

[Total: 24]

18
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