



**GENERAL CERTIFICATE OF SECONDARY EDUCATION**

**LEISURE AND TOURISM**

Working in the Leisure and Tourism Industries

**B183**

Candidates answer on the Question Paper

**OCR Supplied Materials:**  
None

**Other Materials Required:**  
None

**Thursday 20 May 2010**  
**Afternoon**

**Duration: 1 hour 30 minutes**



Candidate Forename		Candidate Surname	
--------------------	--	-------------------	--

Centre Number						Candidate Number				
---------------	--	--	--	--	--	------------------	--	--	--	--

**INSTRUCTIONS TO CANDIDATES**

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- 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).

**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 when marking your answer to the question marked with an asterisk (\*).
- This document consists of **16** pages. Any blank pages are indicated.

1 (a) (i) State **three** likely working conditions of a conference organiser at a large conference centre.

1: .....

.....

2: .....

.....

3: .....

..... [3]

(ii) A conference organiser is likely to receive a salary. What is meant by the term salary?

.....

..... [1]

(iii) Identify and explain **two** duties which a conference organiser might have to carry out as part of their daily working routine.

1: .....

.....

.....

.....

.....

.....

.....

.....

2: .....

.....

.....

.....

.....

.....

.....

.....  
..... [6]

(b) Using examples with which you are familiar, identify and describe **two** types of training that a conference organiser may receive.

1: .....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

2: .....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [6]

[Total: 16]

2 Refer to **Fig. 1** which is an extract about the work of a children’s representative.

Daniel Johnson spent three summers working as a children’s representative (rep) on campsites in France and in Spain.

“Working as a campsite children’s rep is a fantastic job; you have to be able to plan, prepare and carry out a wide range of activities that will be of interest to 4–14 year olds.

From treasure hunts to puppet shows, splash rounders to collage making, the job is different every day. You need to be energetic, creative, motivated and have a good sense of fun.

The hours vary from company to company, though expect to be leading at least ten two-hour sessions per week. I found myself running around hiding clues for ghost hunts and constructing puppet stands out of cardboard boxes. I was often covered in face paint or drenched in water. I also had to make sure I completed all of the paperwork for my job – or my supervisor was asking me where it was!

I was happy sharing a tent with other holiday reps and living out of a bag; even walking to the shower block in the dark was fun. I enjoyed taking it in turns with the other reps to cook and also watching the sun set outside the tent.”

**Fig. 1**

(a) (i) Identify **three** duties of a children’s representative.

- 1: .....
- .....
- 2: .....
- .....
- 3: .....
- ..... [3]

(ii) Identify **three** personal qualities that a children’s representative needs.

- 1: .....
- .....
- 2: .....
- .....
- 3: .....
- ..... [3]

(b) A children’s representative has to complete paperwork as part of his/her job role.

Give **two** reasons why a children’s representative might need to complete each of the following types of documentation:

an accident report form;

1: .....  
.....

2: .....  
.....

a booking form.

1: .....  
.....

2: .....  
.....

[4]



**BLANK PAGE**

**PLEASE TURN OVER FOR QUESTION 3**

**PLEASE DO NOT WRITE ON THIS PAGE**

**3 Refer to Fig. 2(a)**

You work as a Blue Badge Guide, taking small groups of visitors on walking tours of your local area.

You receive the following booking enquiry.

Organisation: Avon School  
Address: Broad Street, Middlewick, Cornwall, TR12 9AG  
Contact name: Karen Dupont  
Tel: 01872 772772  
email: dupont.k@middlewickavon.ac.uk  
Tour date: 1st choice: 20/08/2010                      2nd choice: 23/08/2010  
Full day or half day: Half day (max 3 hours)  
Number in group: 10 students, plus two teachers  
Nationalities of group: 5 English, 5 French exchange students  
Guide language required: French  
First visit to the area: Yes                       No  
Where you will be staying: Youth Hostel  
Outline of tour you would like: Local points of interest including a natural attraction  
Special needs regarding fitness or health: None  
Other requirements: Tour to finish with a French meal in a local restaurant, if possible

**Fig. 2(a)**



- (a) Use the information from the booking enquiry in **Fig. 2(a)** to plan an appropriate itinerary for the customer. Use the form in **Fig. 2(b)** to record your planned itinerary. **[10]**

<b>Blue Badge Walking Tour Itinerary</b>	
Customer reference: <i>MiddlewickAvon</i>	Contact:
Tour date:	
Start time:	Finish time:
Total number in group:	Language:
Title of tour:	
Main points of interest:	
1	
2	
3	
Special health or fitness needs:	
Further information:	

**Fig. 2(b)**





- 4 You work for a scheduled airline and assist in the recruitment process for cabin crew.

Study **Fig. 3** which is an extract from Emirates' online recruitment information.

Everyone likes to be part of a winning team. As Emirates' cabin crew you will be part of an airline that has won more than 400 international awards for excellence; awards that say Emirates is the best.

Our cabin crew come from more than 120 countries and speak more than 80 languages.

We want our cabin crew to be passionate about being the best and to work constantly to exceed our customers' expectations.



**Fig. 3**

- (a) Your manager asks you to use the information in **Fig. 3**, together with your knowledge of the job role of cabin crew, to produce a checklist of the essential skills and personal qualities needed by cabin crew working for a scheduled airline. [6]

**Cabin crew – Checklist of some essential skills and personal qualities**

Three essential skills

1

2

3

Three essential personal qualities

1

2

3

- (b) The following table identifies some of the procedures that a member of cabin crew might carry out in the event of a medical emergency.

Insert the numbers 1 to 6 in the table below to show the correct order for the sequence of action that a member of cabin crew should take in dealing with a medical emergency. [6]

Procedure	Sequence of action
Complete an incident report form	
Identify passenger/crew member in need of medical attention	
Find out if there are any qualified medical personnel onboard the flight by making a passenger announcement	
Decide if passenger/crew member requires First Aid or qualified medical help	
Find out details of the medical condition through observation and questioning	
Put the passenger/crew member into a position appropriate to his/her condition	

(c) State the **four** stages that a member of cabin crew should follow when dealing with an onboard passenger complaint.

1: .....

.....

2: .....

.....

3: .....

.....

4: .....

..... [4]



**PLEASE DO NOT WRITE ON THIS PAGE**



**Copyright Information**

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations, is given to all schools that receive assessment material and is freely available to download from our public website ([www.ocr.org.uk](http://www.ocr.org.uk)) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.