

**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

**Monday 17 January 2011**

**Afternoon**

**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. 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** skills required for the role of a hotel receptionist.

Skill 1: .....

Skill 2: .....

Skill 3: ..... [3]

(ii) Some hotel receptionists work part-time. What is meant by the term 'part-time'?

..... [1]

(iii) Give **three** likely working conditions for someone working as a hotel receptionist.

Working condition 1: .....

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Working condition 2: .....

.....

Working condition 3: .....

..... [3]

(b) Describe the possible qualifications needed by someone wanting to become a hotel receptionist.

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..... [3]



- 2 Refer to Fig. 1(a), a job advertisement for a Box Office Ticket Seller and Fig 1(b), two jobseeker profiles.

## Dramatic Times Theatre in Eggesbury

**Job title:** Part-time Ticket Seller  
**Job location:** Theatre Box Office  
**Contract:** Temporary  
**Hours of work:** Mainly evenings and weekends  
**Job description:** Sell tickets in advance and/or on the door

We are looking for someone who is patient, well-organised, polite, assertive, good at numbers and keeping records.

Call us on 031477413030 for an application form.

Fig. 1(a)



<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div> <h3 style="margin: 0;">Profile 1</h3> <p>Student seeking part-time employment during summer vacation from university. He has customer service experience from previous summer jobs as a waiter, and as a cashier in a supermarket. He enjoys the cinema and surfing.</p> </div> </div>	<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div> <h3 style="margin: 0;">Profile 2</h3> <p>Young mum, looking to return to work part-time now children are at school, in order to increase family income. She has customer service experience in telesales and has completed an online bookkeeping course. She enjoys live concerts and is a member of a local theatre group.</p> </div> </div>
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Fig. 1(b)

- (a) From the job advertisement in Fig. 1(a), identify **three** personal qualities required of a ticket seller.

Quality 1: .....

Quality 2: .....

Quality 3: ..... [3]

- (b) Using information from the two jobseeker profiles in Fig. 1(b), decide which jobseeker is most suited to the advertised position of ticket seller. Give reasons for your decision.

I would choose Profile Number  because: .....

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..... [6]

- (c) (i) Both full-time and part-time workers have a holiday entitlement. What is meant by the term 'holiday entitlement'?

..... [1]

- (ii) Statements about holiday entitlement form part of the job contract between the employer and the employee. Read the statements about holiday entitlement below.

Which of these statements are true and which are false?

Place a tick (✓) or a cross (✗) in the columns below.

Statements about Holiday Entitlement	True (✓)	False (✗)
You can take holiday from work whenever you want.		
You must give advance notice of when you would like to take holiday.		
Your employer can refuse permission for your holiday.		
Public holidays do not count towards your holiday entitlement.		
You have to work a whole year before you are allowed any holiday.		
Your employer can choose when you must take some of your holiday.		

[6]

[Total: 16]

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- 3 You work as a ski instructor for the Made2Ski organisation, which offers skiing lessons in a range of ski resorts in Canada. You receive the following booking request.

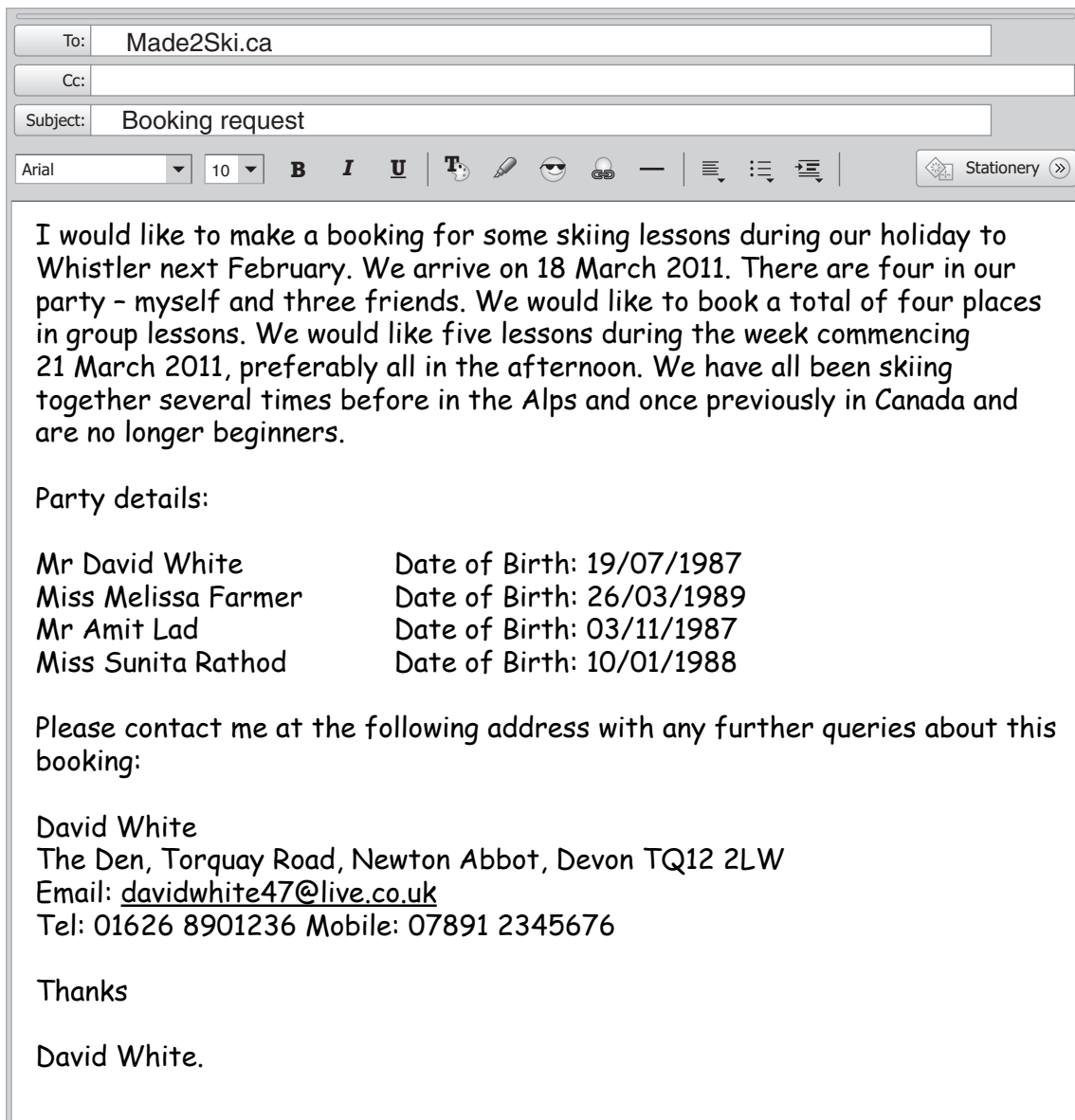


Fig. 2(a)



- (a) Use the information from the email booking request to complete the booking form in Fig. 2(b) below.



<b>Party Leader</b>		<b>Holiday Details</b>	
Name: _____		Resort: _____	
Address: _____ _____		Date of arrival: _____	
Tel: _____		Number in party: _____	
Mobile: _____		Activity required: _____	
Email: _____		Lesson type: Group/Private	
		Level of participants: Beginners/ Intermediate/Advanced/Expert	
		Number of lessons required: _____	
		Sessions preferred: Morning/Afternoon	
Title	Surname	Initials	Date of Birth
<b>Comments:</b>          			

Fig. 2(b)

[10]

Turn over

(b) You are responsible for keeping an up-to-date record of any accidents which happen during your ski lessons.

Identify and explain **two** reasons why a ski instructor must keep an accident report record form.

1: .....

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2: .....

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..... [4]

11  
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(c) Study the copy of the accident report record form used by your organisation in Fig. 2(c).



<b>Client Information</b>	Name:		
Address:	Telephone:		
	Age:	Sex: M/F	
<b>Accident Information</b>	Date:	Time:	AM/PM
Ski area: Location: Visibility:			
Description:			
<b>Treatment Information</b> Name of attending doctor/ paramedic:			
On-site treatment:			
<b>If client was hospitalised:</b>		Name of Hospital:	
Name of doctor:		Telephone No:	
Treatment:			
<b>Completed by:</b>		Date:	
Name:		Signature:	

**Fig. 2(c)**



- 4 Fig. 3(a) is a letter of complaint you have received as the Facility Manager of the Moreton Place Health Club.

Miss Liz Barrett  
Glen House  
Manor Avenue  
Panton  
Seaminsters  
SM7 1AB

Dear Sir/Madam

Membership Ref: MPH427LB

I have been a member of Moreton Place Health Club for the last two years and have, until now, been very happy with the facilities and the service I receive as a member.

However, I write to complain following my most recent visit to the Health Club last night (Wednesday, 3 January 2011 at 19.30).

The female poolside changing rooms were in a very poor condition when I arrived, with slippery floor surfaces and several pieces of litter visible. When I returned to reception to bring this matter to your staff's attention, I was told by the duty receptionist ('Adam') that nothing could be done because of staff shortages.

Rather than continue with my plan to swim, I decided to use the gym facilities instead. The dry side changing rooms were in a better condition. However, when I entered the gym, I found that two pieces of equipment (the 95X Cross Trainer and the CST Club Treadmill) were out of order, which meant that there were queues to use the remaining equipment.

All in all I found my visit very unsatisfactory and hope that this level of poor service will not continue. Otherwise I will have to cancel my membership and take my custom to one of your competitors.

Yours faithfully

Liz Barrett

**Fig. 3(a)**

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

(i) Identify **three** causes of complaint made by Miss Barrett in her letter.

1: .....

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2: .....

.....

3: .....

..... [3]

(ii) Give **three** pieces of information from Miss Barrett's letter which would help you check the details of her visit.

1: .....

.....

2: .....

.....

3: .....

..... [3]

(b)\* Use the template below to write a letter of response to the complaints made by Miss Barrett.

## Moreton Place

20 High Street, Panton, Seaminster, SM6 5PO Tel: 019735 666775

email: [health@moretonplace.co.uk](mailto:health@moretonplace.co.uk)

[12]



- (c) What would be the most likely outcome for the customer, Miss Barrett, as a result of this complaint? Give reasons for your answer.

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[6]

**[Total: 24]**

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**19**  
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