

Friday 18 May 2012 – Morning

GCSE LEISURE AND TOURISM

B183/01 Working in the Leisure and Tourism Industries

Candidates answer on the Question Paper.

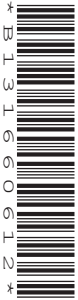
OCR supplied materials:

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 your written communication will be taken into account in 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 **two** personal qualities which would be desirable in a Facility Manager at a health club.

Quality 1:

Quality 2: [2]

(ii) List **two** likely working conditions of a Facility Manager at a health club.

Working condition 1:

.....

Working condition 2:

..... [2]

(iii) A Facility Manager at a health club would carry out a range of duties. Place three ticks in the column below to show which **three** of the following are typical duties likely to be carried out by a Facility Manager at a health club on a regular basis.

Duties of a Facility Manager	✓
Providing IT support, including designing and uploading website content, blogs and other social media accounts	
Carrying out health and safety checks on equipment	
Handling complaints and incidents (e.g. accidents and emergencies)	
Monitoring weather and environmental conditions	
Planning menus	
Recruiting, training and supervising staff, including drawing up staff rotas	

[3]

(b) Describe the likely entry requirements for someone wanting to become a Facility Manager at a health club.

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..... [3]

- 2 Refer to Fig. 1 (a), a job advertisement for a new airline company and Fig. 1 (b), two jobseeker profiles.



CABIN CREW REQUIRED

This new airline company requires customer-focussed, outgoing individuals to join its team of cabin crew, based at one of three UK airports (London Gatwick, Manchester and Glasgow). Fixed term contract only.

Salary: £competitive + a flying allowance and generous sales commission on duty free items sold.

We offer generous annual leave, uniform, in-house training course, free parking at the airport and discounted flights.

You must have a minimum of six months experience in any of the following roles: cabin crew, flight attendant, travel agent, customer service, travel consultant, holiday representative, etc. However, please note: the minimum age for this role is 18.

Successful applicants must live within 90 minutes of one of the base airports. Ideally, you will be educated to GCSE or equivalent standard but this is not essential. Previous flying experience is preferred, but is also not essential.

Join our team

Fig. 1 (a)



<p>Profile 1</p> <p>Age 24</p> <p>Three years experience as Travel Consultant for a national holiday company</p> <p>Educated to degree level – Travel Operations Management at Guildford University</p> <p>Lives in Guildford – 45 minutes from London Gatwick airport.</p> 	<p>Profile 2</p> <p>Age 18</p> <p>Six months customer service experience in a hospitality environment</p> <p>NCFE Level 2 Certificate for Airline Cabin Crew – based at Manchester Airport</p> <p>Lives in Stoke-on-Trent – 50 minutes from Manchester airport.</p> 
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Fig. 1 (b)

- (a) (i) From the job advertisement in Fig. 1 (a), identify **three** benefits of working as a cabin crew member for Eezee-Flytes.

Benefit 1:

Benefit 2:

Benefit 3: [3]

- (ii) Eezee-Flytes offers fixed term contracts for cabin crew members. Explain, using an appropriate example, what is meant by the term 'fixed term contract'.

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..... [3]

- (iii) Cabin crew members must live within 90 minutes of one of the base airports. Identify and explain **one** likely benefit to Eezee-Flytes and **one** likely benefit to the cabin crew member of this condition of employment.

Benefit to Eezee-Flytes:

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Benefit to the cabin crew member:

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..... [4]

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

I would choose Profile number

because:

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[6]

[Total: 16]

7

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Question 3 begins on page 8

PLEASE DO NOT WRITE ON THIS PAGE

3 Refer to Fig. 2, information about **tkts**, the ticket booth in Leicester Square, London.

tkts

The world-famous '**tkts** booth' in Leicester Square is important for visitors to the West End in London. It sells hundreds of discounted tickets for shows up to a week in advance. The '**tkts** booth' is the only official theatre ticket booth in Leicester Square and is run by the Society of London Theatre, so visitors can buy with confidence. **tkts** also sells advance tickets for rock, pop and sporting events at full price.



Fig. 2

You work for **tkts** as a ticket seller. You use computerised reservation systems as part of your daily routine to book seats for shows, as well as to keep a record of the sales you make.

(a) (i) Suggest **two** reasons why computerised reservation systems may be used by leisure and tourism organisations.

1:

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2:

..... [2]

The computer system is not working properly, so your manager asks you to complete paper copies of the seating plans for tickets you sell today and a copy of the sales record for each customer.

- (ii) Your first customers wish to book eight tickets for the performance at the Dramatic Times Theatre at 8pm tonight. The group wishes to sit together, if possible, and would prefer seats at the front of the auditorium. No-one in the group wishes to sit at the end of a row. Two members of the group are OAPs (senior citizens) so will receive an additional discount on the price of their tickets. The other members of the group are adults.

Use the seating plan in Fig. 3 below to select the most appropriate seats for the customers. On the seating plan, place an X in each of the eight seats you select in order to show that these seats have now been sold. [4]

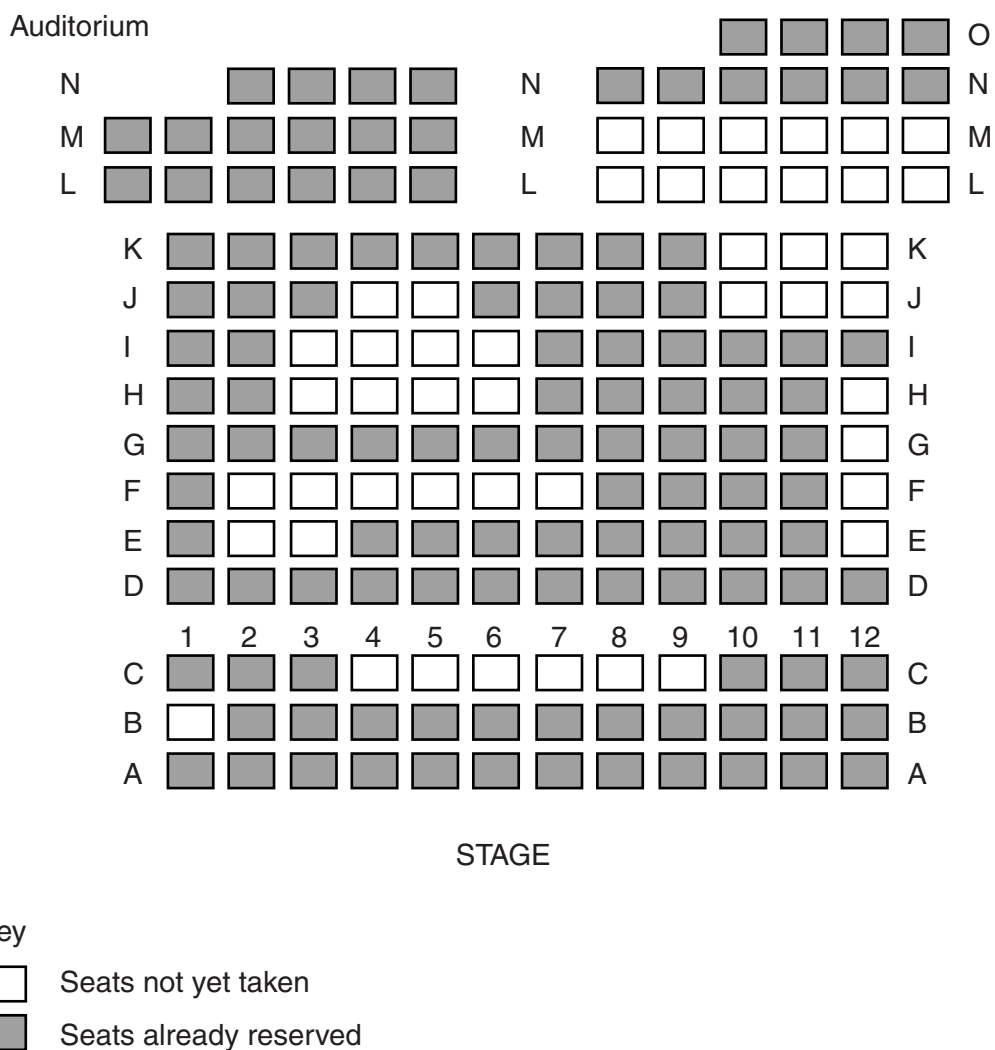


Fig. 3

(iii) You must now complete a sales record for this sale.

The tickets were sold to Mr Rainer.
 His address is The Old Rectory, Eggesbury EG12 7PH.
 He pays in cash.
 The booking reference for this transaction is DT208R.

Fill in the copy of the sales record in Fig. 4 below.

Sales Record

Today's date:

Customer name and address:

.....

.....

Booking Reference Number:

Description of tickets purchased:

Theatre name, date and performance time	Type of ticket	Quantity	Unit Price	Amount
	Adult		£5.00	
	Child		£3.00	
	Student		£4.00	
	OAP		£4.00	
	Family (2+2)		£12.00	
	Group (12+)		£3.50	
	Booking Fee	1	£1.50	£1.50
Total				£
Payment Type				

Fig. 4

[12]

(b) Discuss why it is important for ticket sellers to keep sales records.

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[6]

[Total: 24]

4 You work as a children's representative at the Happy Days Heroes Kid's Club in a popular holiday resort in Spain. Your duties include filling out accident reports for any injuries to the children in your care.

- (a) Today, a seven year old girl had an accident, cutting her right hand slightly during an arts and craft session with you at the Marina Bay Leisure Club at around 10.15. The cut was not very deep and you used the first aid kit to clean and dress the wound. You did not need any further assistance and the child was happy to continue the session.

It is now midday and you have just informed the girl's father. You must now complete the accident form in Fig. 6 to record the details of this accident. Use a copy of the booking form in Fig. 5 to gather information to help you complete the accident form. [12]


		<h2>Summer 2012 Booking Form</h2>	
Child's Name:	<i>Leah Abigail McKenzie</i>	DoB:	<i>03/05/2005</i>
		Age:	<i>7 years</i>
Parent/Carer:	<i>Jonathan McKenzie</i>		
Home Address:	<i>Branston Farm, Kilroody Lane, Pogleswick.</i>		
Postcode:	<i>PG3 6DR</i>		
Email:	<i>jontymac@hotmail.com</i>		
Tel No: (Home)	<i>02576 991772</i>	(Mobile)	<i>07954 442667</i>
		(Work)	<i>02576 860819</i>
Medical History:	<i>Leah has no known medical problems</i>		
In the event of a serious injury do you give Happy Days Heroes the right to seek emergency treatment for your child? Please circle:			
<input checked="" type="radio"/> YES		or	<input type="radio"/> NO
Signed:	<i>Jonathan McKenzie</i>	Print:	<i>Jonathan McKenzie</i>
Monday 14 May – Friday 18 May 2012 Happy Days Heroes Club 09.30 – 11.30			
<u>To Avoid Disappointment Book Now!!!</u>			
<hr/> For office use only			
Payment method			
<input checked="" type="radio"/> Cash – Debit / Credit – Cheque – Voucher payment			
Amount: € 120		Date: 14/05/12	
<hr/>			

Fig. 5

ACCIDENT FORM			
Name of Club:			
Name of Representative in Charge of Group:			
Injured Party:			
Full Name:			Date of Birth:
Home Address:			
Accident Details:			
Form completed by:			
Date:		Exact location of accident:	
Time of accident:		Time accident reported:	
Reported by whom:			
Nature of injury:		How the accident happened: Describe what activity was taking place, for example sporting activity/ craft activity:	
Name and contact details of any witnesses:			
First Aid required?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Further medical assistance required:		<input type="checkbox"/> Ambulance <input type="checkbox"/> Doctor <input type="checkbox"/> Hospital/medical centre	
Parents informed?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
By whom?		When?	
Further action required?			
Signed:		Position:	

Fig. 6

(b)* Fig. 7 is a letter of complaint which you have received from a parent. It is sometimes not possible to run the three different levels of Happy Days Heroes programmes (Baby Heroes, Budding Heroes and Super Heroes) because of the ages and numbers of children booked into the Kid's Club.

Mrs Janina Gorski
12 Silver Street
Hebbleswick
HB8 2RT

15 May 2012

Dear Sir/Madam

My son Issak, aged 5, attended the Happy Days Heroes Kid's Club at the Marina Bay resort in Torremolinos last week. He was booked onto the 'Budding Heroes' programme and expected to be amongst other five year old children. However, I am disappointed to report that on two occasions during his time with you, Issak was made to join the 'Baby Heroes' programme, and was with children much younger than himself. He did not enjoy being with the babies and did not get to do all the activities we had promised him.

We regularly visit this resort but will not be using the Kid's Club again because of the disappointment Issak experienced last week.

Yours faithfully

Janina Gorski

Fig. 7

Use the template below to write a short letter of response to the complaints made by Mrs Gorski. [6]



Happy Days Heroes Kid's Club
Marina Bay Resort
Torremolinos
Spain

Date:

Dear

Yours

Children's Representative – Happy Days Heroes Kid's Club

