Centre Number			Candidate Number		
Surname					
Other Names					
Candidate Signature					



General Certificate of Education Advanced Level Examination January 2011

### **Leisure Studies**

**LS09** 

#### Unit 9 Working in the People Business

Thursday 13 January 2011 9.00 am to 11.00 am

You will need no other materials.	
You may use a calculator.	

#### Time allowed

• 2 hours

#### Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer all questions.
- You must answer the questions in the spaces provided. Do not write outside the box around each page or on blank pages.
- Do all rough work in this book. Cross through any work you do not want to be marked.

#### Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 90.
- In Question 7 you will be marked on your ability to use an appropriate form and style of writing, to organise relevant information clearly and coherently and to use specialist vocabulary where appropriate. The legibility of your handwriting and the accuracy of your spelling, punctuation and grammar will also be considered in this question.

For Examiner's Use				
Examiner's Initials				
Question	Mark			
1				
2				
3				
4				
5				
6				
7				
TOTAL				



#### Answer all questions in the spaces provided.

1 Study **Figure 1**, which gives information about the staffing of a multiplex cinema.

#### Figure 1

The cinema is open 7 days per week for two evening performances plus weekend matinees.

#### Cinema staff

- Cinema manager (1)
- Deputy manager (1)
- Confectionery shop supervisor (1) Shop assistants (3, part-time)
- Senior projectionist (1) Projectionists (2, part-time)
- Senior box office (1) Box office assistant (1)
- Ushers (4)
- **1 (a)** Using information from **Figure 1**, draw an organisational chart that would be likely at this cinema, showing the hierarchy of jobs at their different levels of seniority.

(4 marks)

1 (b)	Referring to the organisational chart that you drew in 1(a), suggest what is meant by the 'span of control'.	
	(2 marks)	

Turn over for the next question



2	A panel of three senior staff is to interview applicants for a job vacancy in a leisure organisation. After shortlisting, there are five candidates to be interviewed.
	Describe how the panel should go about its work and the tasks it should carry out:
	<ul> <li>before</li> <li>during and</li> <li>after the interview</li> </ul>
	in order to make the interviews fair and to identify the most suitable candidate for this job.
	(10 marks)



E	Extra space

Turn over for the next question



**Figure 2** shows an advert for a job at a museum.

#### Figure 2

#### **CITY MUSEUM**

#### **Interpretation Team member**

Salary: £14000 per annum, plus allowances for weekend work.

The City Museum is a nationally-acclaimed museum receiving half a million visitors a year. We want you to be part of our ongoing success.

You will work on the display galleries interpreting the exhibits for visitors and explaining the stories behind them. You will also prepare and deliver presentations in a lively and engaging way. Our aim is that families, school groups and teachers will have a safe and enjoyable educational visit

For further information and a full job description please visit our website.

To apply please post your CV, together with a letter, to Human Resources, City Museum, NV5 6JT. Closing date 9 January 2011. Successful applicants should be available for a training week commencing on 28 February and be available to begin work immediately afterwards.

3 (a)	Analyse how features of the job advert in <b>Figure 2</b> may succeed in attracting good applicants.
	(6 marks)
	(c many



3 (b)	Although there is no application form for the job shown in <b>Figure 2</b> , many leisure organisations insist that applicants should fill in an <i>application form</i> .
	Assess the advantages for a leisure organisation of requiring applicants to fill in an application form.
	(6 marks)

Question 3 continues on the next page



3 (c)	Explain what an applicant should include in a <i>letter of application</i> to have the best chance of getting an interview for a job in the leisure industry.
	(6 marks)
	Extra space



4 Study Figure 3.

#### Figure 3

## LEISUREWORLD THEME PARK JOB DESCRIPTION

Title of Post Responsible to Job objective Ride Operator Park Manager

To ensure the comfort, safety and enjoyment of visitors at

all times.

**Main Duties** 

- 1. To operate rides in accordance with safety procedures
- 2. To report any malfunction to the engineer
- 3. To keep the ride clean
- 4. To collect tokens and tickets from customers
- 5. To inspect wristbands, ensuring they are valid
- 6. To retain any lost property in the secure container.

The post holder will undertake any other duties appropriate to the post that the Park Manager requires.

4 (a)	Figure 3 shows the proper content for a job description.
	Identify what person specifications should contain.
	(2 marks)
4 (b)	The Ride Operators in Figure 3 are given a contract.
	Outline the theme park's likely contractual requirements on uniform and appearance when at work.
	Question 4 continues on the next page



	(4 mar	 'ks)
	(	,
4 (c)	What career development advice would you give to a Ride Operator if he or she is to	)
	have good prospects of advancement in the leisure industry?	
	(4 mar	 'ks)
4 (d)		-
4 (d)	Name <b>one</b> job (other than Ride Operator) that you have studied in the leisure industry	у.
4 (d)		у.
4 (d)	Name <b>one</b> job (other than Ride Operator) that you have studied in the leisure industry. Describe the qualifications and previous experience expected from a suitable application and explain why they are needed.	у.
4 (d)	Name <b>one</b> job (other than Ride Operator) that you have studied in the leisure industry. Describe the qualifications and previous experience expected from a suitable application.	у.
4 (d)	Name <b>one</b> job (other than Ride Operator) that you have studied in the leisure industry. Describe the qualifications and previous experience expected from a suitable application and explain why they are needed.	у.
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	(10 marks)	
E	Extra space	

20

Turn over for the next question



5 (a)	Figure 4 shows some of the steps that the employee and the manager carry out each year in the appraisal procedure.
	Figure 4
	Agree extent to which targets were met
	Agree timetable for carrying out the appraisal
	Discuss any needs for training
	Discuss performance and work achievements
	Employee fills in the self-appraisal questionnaire
	Write the numbers 1 to 5 in the boxes in <b>Figure 4</b> to show the correct order of the appraisal procedure. (1 mark)
5 (b)	Figure 5 shows some of the information used by a leisure organisation in its annual appraisal of employees' performance at work.
	Figure 5
	Direct observation of tasks Filling in self-appraisal questionnaire Feedback from customer comment cards Training courses attended
	Explain the use that leisure organisations make of information such as that shown in <b>Figure 5</b> when carrying out staff appraisal.



Extra space



13

5 (c)	A leisure organisation believes that money motivates the workforce. Suggest and justify <b>one</b> method to motivate staff ( <b>other than</b> appraisal) which uses financial rewards.
	(6 marks)
	Extra space



6 Study Figure 6.

#### Figure 6

The Sex Discrimination Act 1986 and the Race Relations Act 1976 are examples of equal opportunities legislation that support employees who suffer from direct discrimination, indirect discrimination and victimisation.

It is lawful for an employer not to meet the requirements if there exists a Genuine Occupational Requirement.

6 (a) Answer **one** of the following questions:

# **EITHER** What is Indirect Discrimination? **OR** What is Victimisation? OR What is a Genuine Occupational Requirement?

chosen question	
nswer	
(3 mar	

Question 6 continues on the next page

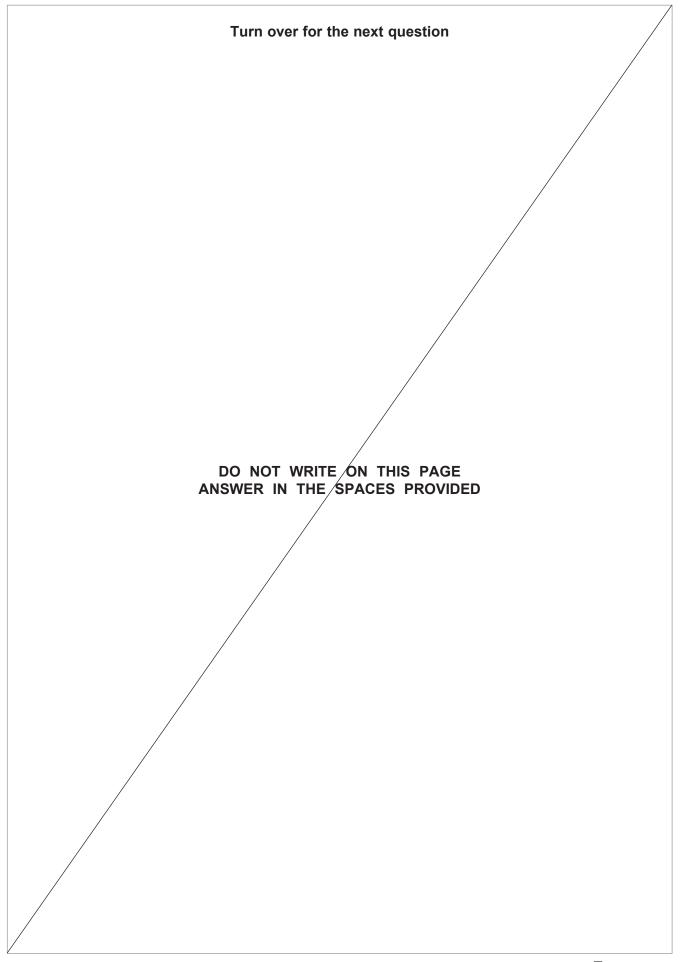




6 (b)	Assess the extent to which leisure organisations support employees by meeting the requirements of the Disability Discrimination Act.
	(8 marks)
	Extra space









Explain how a leisure organisation should carry out its disciplinary procedure so that it is fair to employees and satisfactory for the organisation.		
Answer this question in continuous prose. The quality of written communication in your answer will be assessed.		



(12 marks
xtra space

#### **END OF QUESTIONS**





