

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Advanced Subsidiary GCE

LEISURE STUDIES

G182

UNIT 3: Leisure Industry Practice

Thursday

12 JANUARY 2006

Morning

1 hour 30 minutes

Candidates answer on the question paper.

Additional materials:

Pre-release case study material (clean copy).

Candidate Name	Centre Number	Candidate Number

TIME 1 hour 30 minutes

INSTRUCTIONS TO CANDIDATES

- Write your name in the space above.
- Write your Centre number and candidate number in the boxes above.
- Answer **all** the questions.
- Write your answers, in blue or black ink, in the spaces provided on the question paper.
- Read each question carefully and make sure you know what you have to do before starting your answer.
- If you run out of space for an answer, continue on the lined page at the back of this booklet.
- If you use this lined page, you must write the question number next to your answer.

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 **100**.

FOR EXAMINER'S USE	
1	
2	
3	
4	
5	
TOTAL	

This question paper consists of 11 printed pages and 1 lined page.

- 1 (a) Name the quality standard programme currently being used by New Horizon Leisure Centre (NHLC).

.....[1]

- (b) State **three** items that could be included by NHLC in its customer charter.

1

2

3[3]

- (c) Analyse how inadequate storage facilities at NHLC's bar and cafe could affect its stock control system.

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.....[6]

- Discuss the **key factors** which NHLC should have considered in establishing its business systems in order to best meet the needs of its customers.

.....[10]

[Total: 20]

-[2]

- [6]

- 1
- 2[2]

- (d) NHLC has decided to establish a weekly 'parents and toddlers' swimming session in the leisure pool. It is hoped that this will soon reach its target of 40 participants. NHLC would need to carry out a risk assessment, covering safety and security for this activity.

Carry out a risk assessment, **excluding theft**, for this activity following the headings given in the table below.

In the risk assessment you must:

- identify **two** safety or security hazards
- rate the risk on a severity of **1** (low) to **5** (high)
- identify who is most likely to be harmed
- indicate a possible consequence should each hazard occur
- propose a realistic measure to eliminate or reduce each risk

Hazard	Rating 1–5 (1 = low, 5 = high)	Who is most likely to be harmed	Possible Consequence	Realistic Measure

[10]

[Total: 20]

- 3 (a) As part of its marketing plan, NHLC will need to take into account the external influences on its business (a PEST analysis). This assesses the likely impact of political, economic, social and technological factors on the organisation.

Identify **two**:

- political factors
- economic factors
- social factors
- technological factors

Which are likely to affect NHLC

Complete your answer in the table below.

Political	Economic
1	1
.....
.....
2	2
.....
.....
Social	Technological
1	1
.....
.....
2	2
.....
.....

[8]

- [8]

- [4]

[Turn over

1

2[2]

Fixed assets

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[4]

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.....[10]

- (d) Using a leisure facility that you have studied or are familiar with, state **four** ways in which it generates income.

Name of leisure facility

1

2

3

4[4]

[Total: 20]

- 5 (a) Leisure organisations such as NHLC often use performance indicators to judge how effectively and efficiently they operate. One of these performance indicators is the relationship between the number of staff and the total income of the organisation.

Explain how staff numbers at NHLC may affect its level of income.

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.....[4]

- (b) Analyse how NHLC could monitor the success of activities such as the 'parents and toddlers' swimming session.

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.....[6]

- Discuss how NHLC's product development working group could devise a successful programme of activities. You may wish to use a leisure facility that you have studied or are familiar with to provide examples.

.....[10]

G182 Jan06

[illegible]