

New
Specification



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General Certificate of Secondary Education
2010

Leisure and Tourism

Double Award

Unit 1: Introduction to Leisure and
Tourism

[GLT11]

MONDAY 17 MAY, AFTERNOON

**RESOURCE
BOOKLET**



RESOURCE 1

How to Find Us

The Alton Towers Resort is slap bang in the middle of the country with excellent transport links for both road and rail. Our nearest stations are Stoke-on-Trent, Derby and Uttoxeter, and we are in between the M1 and the M6.

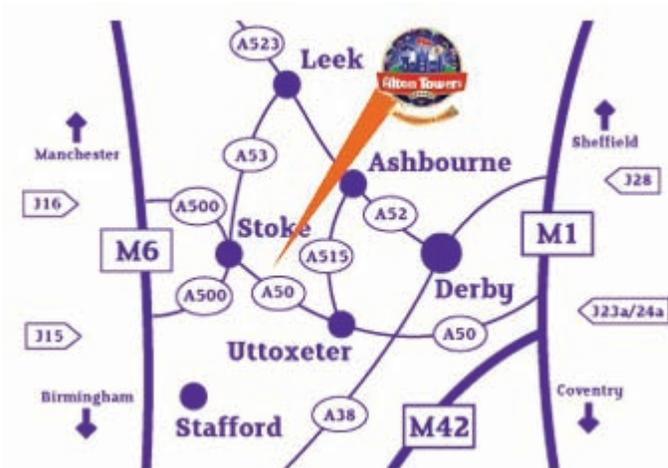
By Car

The Alton Towers Resort is situated in a beautiful part of the country, in the Staffordshire Peak District, and many of the approach roads are narrow, single track, and twist through small villages.

We ask our guests to please show respect for our neighbours and the environment by not speeding or driving aggressively. There are many walkers, cyclists and horse riders in this area and we would like to ensure the safety of all road users.

For satellite navigation reference, the postcode for Alton Towers Resort is **ST10 4DB**.

Please set your sat-nav to stick to “main routes” or “fastest”, not “shortest” which may end up taking you no further than a farm!



By Public Transport

Towers Resort is served by some great public transport links with main line train stations at Derby and Stoke-on-Trent being the easiest to access.

Uttoxeter is a branch line station which has connecting trains to Derby and Crewe. The Alton Towers Transport team run a number of bus services designed to connect with incoming train services from popular destinations, and if you buy your Theme Park ticket on board the bus (on-the-day prices apply), not only will it save you having to wait at the entrance when you arrive, but you'll also get your bus trip free!



RESOURCE 2

Jobs at Alton Towers

Customer Service – Retail Hosts to Nov 2010 (£5.90/hr)

Fixed term

Full-time

The Requirements

You will need cash handling skills, be target driven and have a real passion for sales and guest service. You will be responsible for operating tills, re-stocking shelves and ensuring displays are clean and well presented. You will be expected to deliver the highest standard of guest service at all times. Candidate must be able to work 5 days out of 7 including weekends to 1st November.

Rides Electrical Team Leader (£32,000.00)

Permanent

Full-time

The Requirements

You will need to have a proven knowledge of electrical installation/maintenance, and will have completed an apprenticeship in a relevant electrical discipline, as well as having post-apprenticeship experience. A management qualification would be preferable, however, not essential. We are looking for a highly enthusiastic, passionate and positive individual to join our team. You will take pride in your working environment, team and have exceptionally high personal standards. You will have the ability to work on your own initiative and be prepared to make sometimes difficult decisions. Being able to work under pressure is an absolute must! Alton Towers Resort is a very unique working environment, so you need to be prepared to work outdoors through all weather conditions, throughout the year. You will be required to work at heights. You will need to have a versatile and flexible approach towards shifts, as we operate a 7 day operation, including bank holidays.

Spa Therapist – £7.25 per hour

Fixed term

Part-time

The Requirements

You'll need an NVQ level 2/3 qualification in beauty therapy and ideally an NPLQ (National Pool Lifeguard Qualification) or equivalent. But of equal importance will be your friendly disposition and sound judgment. You'll have a knack for establishing good working relationships – with customers as well as with colleagues. And with experience in a similar role, you'll have experience working with customers on a one-to-one basis.

Retail Manager (£19,500.00)

Permanent

Full-time

The Requirements

It could be that you're looking for your first step into retail management. Or a role that gives you more responsibility and better career prospects. Either way, this is a chance to put your existing skills to work, and benefit from our enormous personal development opportunities. Retail experience in at least a supervisory capacity and a head for figures are essential as profit and loss management and forecasting are a key part of this role. Equally important, however, are heaps of energy and enthusiasm and the ability to bring out the best in those around you.

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