

**Tuesday 15 January 2013 – 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	
--------------------	--	-------------------	--

Centre number						Candidate number				
---------------	--	--	--	--	--	------------------	--	--	--	--

**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 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 an overseas children's representative.

1 .....

2 ..... [2]

(ii) List **two** likely working conditions of an overseas children's representative.

1 .....

2 ..... [2]

(b) Refer to Fig. 1, How I became a children's representative.

After leaving school I knew that working as a holiday representative (rep) was the job I wanted to do and I looked into courses at local colleges. I applied to do the Overseas Reps Course. The course was part-time for six months. As I wasn't 19 by the time I was to apply for jobs as a rep, I was told I would have to be a children's rep rather than a general holiday rep and needed to gain 40+ hours experience working with kids.

The tour operator's in-house training course was held at Ribby Hall near Blackpool and lasted for five days. The course was quite intense but fun and I learnt a lot. I was posted to Lanzarote for my first season. As a new rep, I was met by the tour operator's Childcare Co-Ordinator at the airport, and completed a two week induction programme in the resort before I could settle into my job in the kid's club.

Fig. 1

**3**

With reference to Fig. 1, describe **three** aspects of training which an overseas children's representative (rep) might undertake before being allowed to start work in the kid's club.

1 .....

.....

.....

.....

2 .....

.....

.....

.....

3 .....

.....

.....

.....

**[6]**



2 Refer to Fig. 2, information about the work of a conference organiser.

Joseph Wong graduated from Loughborough University with a degree in management sciences, and has just started working as a conference organiser in Milton Keynes.

“The best thing about the job is the variety. I love being able to get involved in the organisational and operational work, as well as the sales and marketing side. The health and safety, insurance and legal aspects of the job are a bit dull, as they involve lots of paperwork, but they are also essential.

I enjoy working as part of a team. In my job I also need the ability to multi-task and to work well under pressure.

I have started an accredited postgraduate diploma course in event management. It is recognised within the industry, and should help me with my day-to-day job, as well as being useful for my longer-term career prospects. The course is mainly by distance-learning, and includes modules on conference planning, the role of the event organiser, completing essential paperwork, marketing events, budget planning, as well as legal and risk management.”

Fig. 2

(a) (i) Identify **three** skills which a conference organiser might need in order to carry out the job role effectively.

- 1 .....
- 2 .....
- 3 .....

[3]

(ii) Other than completing paperwork, identify **three** duties of a conference organiser.

- 1 .....
- 2 .....
- 3 .....

[3]

(b) Joseph Wong has to complete paperwork as part of his job role as a conference organiser.

Suggest **two** reasons why a conference organiser might need to complete each of the following types of documentation:

**a risk assessment form;**

1 .....

2 .....

**a complaints record.**

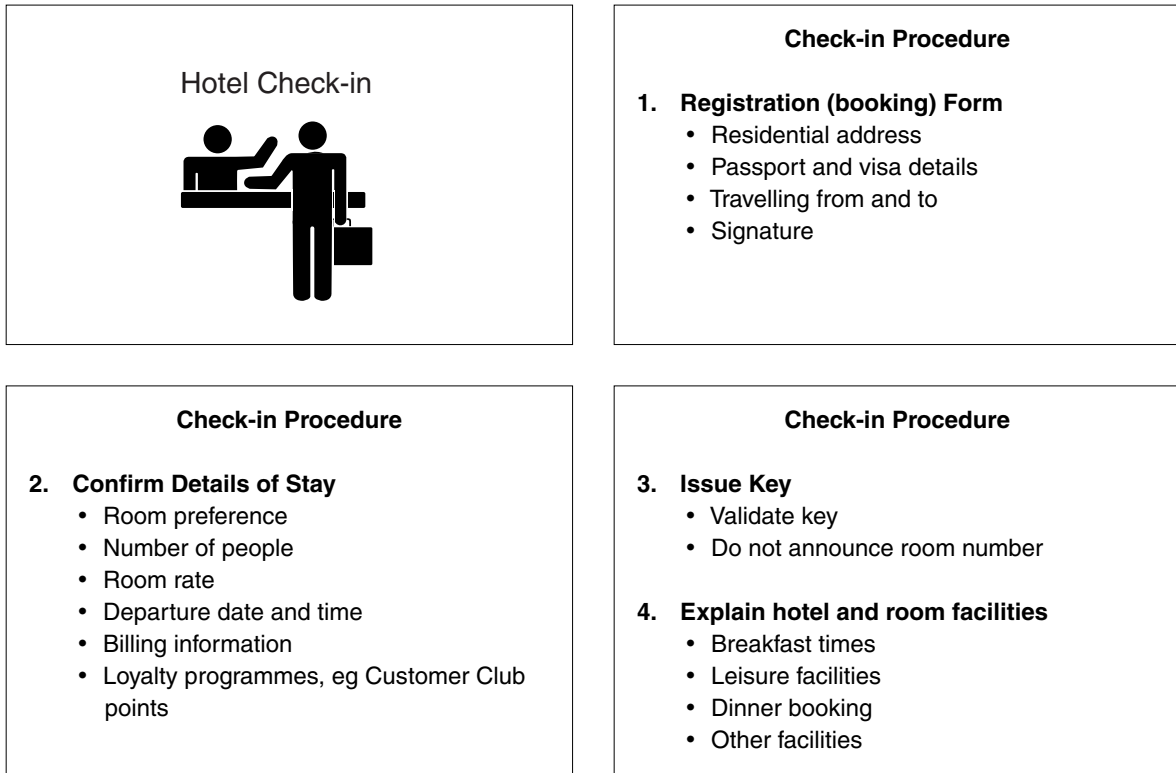
1 .....

2 .....

[4]



- 3 You are training to become a receptionist in a hotel. You will be observed by your manager as you check-in your first customer. You prepare by studying the slides in Fig. 4 (a) below, which explain the check-in procedure at the hotel, and the booking information for the customer in Fig. 4 (b).



**Fig. 4 (a)**

### Booking information

Name: Dr Simon Perry  
 Arrival date: Tuesday 15 January 2013  
 1 Executive Room/Non-smoking  
 3 nights @ £120 pppn, B&B, free wi-fi  
 Payment by company credit card – Visa Cardholder: Simon Perry  
 Organisation name: Columbus College  
 Registered address: 198 East Avenue, Columbus, Ohio 49826  
 Telephone: +1 614 292 644 623 Fax: +1 614 292 644 923  
 Email: perrys@cc.edu

**Fig. 4 (b)**



(a) (i) Explain **two** purposes of a hotel registration form.

1 .....

.....

.....

.....

.....

2 .....

.....

.....

.....

[4]

(ii) Use the booking information in Fig. 4 (b) to complete the registration form below for this customer. [10]

### Hotel Registration Form

Arrival date (dd/mm/yy): ..... Departure date (dd/mm/yy): .....

Adults ..... Children ..... Smoking/Non-smoking room: .....

Single room from £85  Double room from £90

Executive room from £120  Suite from £150

*Breakfast and taxes included*

Family name: ..... First name: .....

Title: ..... Organisation/Company: .....

Address: .....

Telephone: + ..... Fax: +.....

Email: .....

*Reservation guaranteed by credit card:*

Master  American Express  Visa  Diners

Cardholder Name: .....

Card Number: XXXX – XXXX – XXXX – XXXX

Expiry date: XX/XXXX

*Rooms are subject to availability at the time of the booking.  
Check-in time is 14:00/Check-out time is 12:00. Please contact the hotel to arrange an early check-in.*

(b) Describe **two** health and safety measures which hotels might take in order to protect employees and guests.

1 .....

.....

.....

.....

.....

.....

.....

.....

.....

[4]

(c)\* The hotel uses *Fidelio*, an online reservation and computerised point of sales system, to manage its bookings and sales.

Discuss the benefits to hotels of using online and computerised systems such as *Fidelio* to manage bookings and sales.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

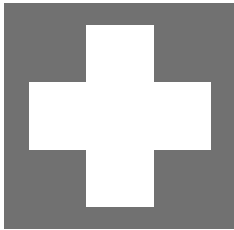
4 You work as the Facility Manager at a health club which is part of an international chain. An important aspect of your work is ensuring that health and safety procedures are carried out in accordance with health and safety legislation.

(a) You must check regularly that appropriate health and safety signs are in place within the health club.

The following **three** signs are found around the health club.

(i) State what each sign means. [3]

(ii) Give a location where each sign would be displayed. [3]



Sign .....

Location .....



**Danger**  
Hazardous  
substances



**Please observe**  
the correct  
precautions

Sign .....

Location .....



Sign .....

Location .....

(b) You must also carry out regular safety checks on all of the equipment within the health club.

Use the table below to provide an example of the safety checks which you would carry out as the Facility Manager on different types of equipment. An example has been completed for you.

Equipment	Example of Safety Check
Equipment for treatments	Condition of massage tables (eg rips or tears)
Sports hall equipment	
Inflatable play equipment	
Fitness and gym equipment	
Pool equipment	
Sunbed equipment	
Catering equipment	

[6]





15  
BLANK PAGE

PLEASE DO NOT WRITE ON THIS PAGE

**PLEASE DO NOT WRITE ON THIS PAGE**



**Copyright Information**

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website ([www.ocr.org.uk](http://www.ocr.org.uk)) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.