



Wednesday 4 June 2014 – Afternoon

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 written communication will be taken into account in marking your answer to the question marked with an asterisk (*).
- This document consists of **20** pages. Any blank pages are indicated.

1 (a) (i) State **two** personal qualities which would be desirable in a member of air cabin crew.

1

2 [2]

(ii) The working time for a member of air cabin crew may vary according to the airline they work for and the destinations it serves.

Explain, using an example, the term 'working time' in relation to a member of air cabin crew.

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..... [2]

(b) Other than dealing with customer complaints, explain **three** main duties which a member of air cabin crew is likely to carry out during a scheduled flight.

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[6]

- (iii) Which **two** of the following statements apply to the working conditions of an entertainment industry ticket seller? Place a tick (✓) in the column to show which **two** of these statements are true.

Statements about working conditions for a ticket seller	✓
Ticket sellers are always paid an annual salary	
A ticket seller's pay is usually based on the number of hours actually worked	
Ticket sellers never work unsocial hours	
Ticket sellers sometimes work outdoors	
All ticket sellers have four weeks' holiday entitlement	

[2]

- 3 You work as the Facility Manager at Moreton Place Health Club. A member of staff has had an accident and you need to complete and sign the accident report form. Details of the accident are given in Fig. 1(a) below.

Incident Report
4 June 2014 at 07.40
One of the personal trainers, Owen Turner, was cleaning some of the equipment in the gym at the end of a training session with a client. One of the Olympic weights rolled unexpectedly from the weight rack, rolling across two of the toes on Mr Turner's left foot.
Owen immediately sought attention from one of the other personal trainers in the gym, Laura Marshall, who is a qualified First Aider and who witnessed the accident. Together they removed Mr Turner's left shoe to inspect the injury to his toes. As Owen was still able to wiggle his toes without too much discomfort, it was suspected that the accident had caused nothing more than bruising to the toes. Owen, however, was advised to seek further medical attention, in case either toe was broken. Laura drove him to the local medical centre, where it was confirmed that the accident had resulted in bruising to the second and third toes on Mr Turner's left foot.

Fig. 1(a)

- (a) Refer to Fig. 1(a). Select relevant information with which to complete the accident report form in Fig. 1(b) opposite.

[12]

ACCIDENT REPORT FORM**Details of person injured**

Surname

Forenames

Date and time of accident

Place of accident

How the accident occurred**Nature of injuries****Was first aid given? (Give details)****Was injured person taken to doctor, medical centre or hospital? (Give details)**

Name(s) of witness(es) to the accident

Signature of person reporting the accident

Date

Facility Manager

Fig. 1(b)

(b) Explain **two** reasons why a facility manager must keep an accident report record.

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[4]

- (c) As Facility Manager you regularly carry out health and safety checks at the health club. You use a copy of the following checklist to show how health and safety standards are being met at the club.

For each item on the checklist, provide an example of how the health club may meet health and safety standards. **Two** examples have been completed for you.

Health and Safety Checklist	
Aspect	Example
Identify potential hazards and risks for employees and customers	List any hazards found on a routine check.
Qualified First Aiders	
Monitor pool and spa water quality	Take regular water samples.
Control of Substances Hazardous to Health (CoSHH)	
Equipment maintenance 1: Fitness and gym equipment	
Equipment maintenance 2: Sports hall equipment	
Visitor flow (overcrowding)	
Cleanliness and hygiene	
Emergency plans	

[8]

- 4 Refer to Fig. 2(a), a job advertisement for the position of hotel receptionist, and Fig. 2(b), two applicant profiles.

KENDA LODGE HOTEL

Requires a full time HOTEL RECEPTIONIST.

We offer you:

- full training and opportunities to gain nationally recognised qualifications
- good rates of pay
- uniform
- meals on duty
- friendly working environment.

We need someone who is:

- keen to get all-round experience in hotels, especially reception duties and housekeeping
- well-presented and articulate
- flexible and hard-working
- committed to looking after our guests
- willing to work on a rota basis. Shifts are 7am-3pm or 3pm-11pm, 5 days a week, including weekends.

If you are ready for a challenge and would like to find out more, call **01828 9622948** or email info@kendalodgehotel.co.uk

Fig. 2(a)

Applicant 1	Applicant 2
2 years experience working as receptionist in a large international hotel in Brighton	8 years experience in hotels across the UK 3 years in housekeeping and 5 years as waiter
5 GCSEs grade A – C, including Maths and English	Has NVQ Level 3 Customer Service
NVQ Level 3 Customer Service	BTEC Extended Diploma in Travel and Tourism and Welsh Baccalaureate
Experienced in dealing with reception desk queries, including use of switchboard technology	Has ECDL Computer Skills certificate
Bilingual in English and Italian	Has cash and credit card transaction experience

Fig. 2(b)

(b) There are six main stages to the customer check-out procedure in a hotel.

Describe each of the following stages in the process.

Hotel check-out procedure

- 1. Greet the customer
-
-
- 2. Ask about the stay
-
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- 3. Review the bill with the guest
-
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- 4. Process payment
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- 5. Offer luggage assistance or transportation service
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- 6. Thank the customer
-
-

[6]

18
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19
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