

OCR

Oxford Cambridge and RSA

Monday 13 June 2016 – Afternoon

A2 GCE LEISURE STUDIES

G184/01 Human Resources in the Leisure Industry

Candidates answer on the Question Paper.

OCR supplied materials:

- Clean copy Case Study

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. If additional space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.
- 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 **100**.
- The quality of your written communication will be taken into account when marking your answer to the question marked with an asterisk (*).
- This document consists of **16** pages. Any blank pages are indicated.

- 1 (a) One way in which staffing levels can be reduced in leisure organisations is through natural wastage.

What is meant by natural wastage?

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..... [2]

- (b) In order to recruit a new events manager Jean has produced a job advertisement.

Assess the strengths and weaknesses of the job advertisement as shown in Fig. 2.

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2 (a) Discuss the benefits for Rockcliffe Racing of using part-time and seasonal staff rather than full-time staff.

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- (c) Recommend appropriate motivational techniques that Rockcliffe Racing could use to motivate Justin. Give reasons for your answer.

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[10]

- 3 (a) Jean is looking to implement a staff training and development programme at Rockcliffe Racing.

What is meant by training and development?

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- (b) Internal issues, as well as external issues, affect human resource planning at leisure organisations such as Rockcliffe Racing.

State two internal issues that may affect human resource planning for a leisure organisation such as Rockcliffe Racing.

Issue 1

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Issue 2

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[2]

END OF QUESTION PAPER

ADDITIONAL ANSWER SPACE

If additional space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margins.

A large area of lined paper for writing answers. It consists of a vertical solid line on the left side, creating a margin, and horizontal dotted lines extending across the page to the right. The lines are evenly spaced and cover most of the page area.

A large area of the page is reserved for writing, featuring a vertical solid line on the left side and horizontal dotted lines extending across the page.



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