

**ADVANCED GCE
LEISURE STUDIES**

Human Resources in the Leisure Industry

G184

Candidates answer on the Question Paper

OCR Supplied Materials:

- Clean copy Case Study

Other Materials Required:

None

**Friday 11 June 2010
Afternoon**

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 clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- 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).

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) Natural wastage is one reason why leisure organisations need to recruit staff.

Other than natural wastage, suggest **two** reasons why leisure organisations such as Festival Cinema might need to recruit staff.

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..... [2]

(b) Festival Cinema has to take into account legislation such as the Disability Discrimination Act and the Sex Discrimination Act.

(i) Identify **two** key intentions or requirements of the Disability Discrimination Act.

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(ii) Identify **two** key intentions or requirements of the Sex Discrimination Act.

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- (c) Discuss how **one** of the Acts identified in **part 1(b)** affects operational practices within a leisure organisation such as Festival Cinema.

Act chosen:

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[Total: 16]

- 2 (a) Many leisure facilities employ multiskilled staff on flexible contracts.

Assess the benefits and drawbacks to Festival Cinema of moving towards the use of a more multiskilled and flexible workforce.

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(c)* The high absenteeism and sickness levels at Festival Cinema may be the result of poor motivation.

Discuss **two** motivational techniques which would be likely to improve motivation of staff at Festival Cinema.

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[Total: 28]

5 A recession is **one** external issue which could affect human resource planning at Festival Cinema.

Discuss how its location may affect human resource planning at Festival Cinema.

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