

Wednesday 22 May 2013 – Afternoon

GCSE LEISURE AND TOURISM

B183/01 Working in the Leisure and Tourism Industries

Candidates answer on the Question Paper.

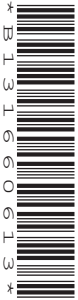
OCR supplied materials:

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 **16** pages. Any blank pages are indicated.

1 (a) (i) State **two** likely working conditions of a cinema ticket seller.

1

2 [2]

(ii) Describe the rate of pay which a cinema ticket seller is likely to receive.

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..... [2]

(iii) Other than administering first aid, explain **three** duties which a cinema ticket seller might carry out as part of their daily working routine.

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..... [6]

2 Refer to Fig. 1, information about working as a member of air cabin crew.

Once you have been recruited by an airline to work as a cabin crew member, you must complete a four to six week training course which is governed by the Civil Aviation Authority and the European Joint Aviation Authorities. This training is called SEP (Safety and Emergency Procedures). SEP training is paid for by the airline and you get your first month's basic wages. The training involves lots of studying in order to become familiar with different types of aircraft, the facilities and safety equipment onboard and the procedures required to carry out the job role on each type of aircraft. There are lots of examinations and assessments during the training period.

Job requirements:

- most airlines require air cabin crew members to have at least four GCSE's at grade C or above, including Maths and English
- airlines prefer candidates to have excellent customer service experience. Experience of working with customers with specific needs, such as the elderly, children and infants, and people with physical disabilities would be an advantage
- airlines request that cabin crew members' weight must be in proportion to their height
- airlines require candidates to undergo a medical examination
- applicants for the position of air cabin crew must be able to swim 30 metres.

Fig. 1

(a) (i) Identify **three** aspects covered in SEP training for air cabin crew.

1

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2

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3

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[3]

(ii) State **three** personal qualities which would be desirable in a member of air cabin crew.

1

2

3

[3]

(b) Identify **three** job requirements for the role of air cabin crew. Explain why each job requirement is important for this role.

Job requirement 1

Explanation

.....

Job requirement 2

Explanation

.....

Job requirement 3

Explanation

.....

[6]

(c) Air cabin crew are involved in the sale of duty-free items during a flight. They are required to complete a sales record at the end of each flight.

Explain **two** reasons why air cabin crew are required to complete sales records.

1

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[4]

3 You work as a ski instructor at a new ski centre – Made2Ski in Les Deux Alpes in the French Alps. You have been asked to produce a basic risk assessment for activities on the ski slopes.

(a) Describe **three** main stages involved in a risk assessment.

1

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2

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[6]

(b) Explain **two** reasons why the ski centre should carry out a risk assessment.

1

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2

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[4]

- (c) Fig. 2 is a letter of complaint which you have received from a client. It is sometimes not possible to offer group ski lessons at Beginner, Intermediate and Advanced level at the same time, depending on the availability of ski instructors and the number of clients for each level of instruction.

Mr Razaq Urfal
42a School Lane
Swipeston
SW27 4EB

14 May 2013

Dear Sir/Madam

Booking Reference: M2S39

My two friends and I booked a skiing holiday at the Made2Ski centre in Les Deux Alpes and requested Advanced level group lessons for our time on the slopes.

We were disappointed to find ourselves in an Intermediate group during our visit to the French Alps last week, spending much of our time repeating skills and finding ourselves limited to the Intermediate training slopes. We clearly stated on our booking form the level of experience we have previously had skiing and pointed this out to Sam, our instructor. However, nothing was done to change our ski school group during our holiday. This was our second ski trip with Made2Ski; however, we may seek an alternative tour operator for any future bookings as a result of the disappointment we all experienced.

Yours faithfully

Razaq Urfal

Fig. 2

- (i) Identify **two** causes of the complaint made by Mr Urfal in his letter.

1

.....

2

.....

[2]

(ii) Identify **two** pieces of information in Mr Urfal's letter which would help you check the details of his holiday booking.

1

2

[2]

(iii) Explain why it is important for a tour operator such as Made2Ski to have a customer complaints procedure.

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..... [4]

(iv)* Use the template below to write a short letter of response to the complaints made by Mr Ufal. [6]

Made2Ski
European Ski and Snow School
38860
Les Deux Alpes
France

Date:

Dear

Yours

Ski Instructor – Made2Ski

- 4 Refer to Fig. 3 (a), a job advertisement for a blue badge guide in Liverpool, and Fig. 3 (b), two jobseeker profiles.

- Do you enjoy meeting new people from different countries, cultures and faiths?
- Do you enjoy finding out about your local area and its past?
- Do you have pride in telling others about our country's heritage and diversity?
- Are you friendly, confident and with good communication skills?
- Do you want to do something new and enjoy a challenge?
- Would you be interested in communicating Liverpool's rich and varied heritage to international visitors to the city?
- Could you be available for guiding at short notice?

If you can answer 'yes' to the above questions, you may make a good blue badge guide.

Also desirable are:

- the ability to speak a second language fluently
- familiarity with the 'New' Liverpool - its shops, restaurants, clubs and other developments.

Fig. 3 (a)

Profile 1



Age 34

Lived in Liverpool for 30 years.


Degree in Geography. Worked for Liverpool City Council for 10 years in the Planning Department.

Interested in re-development in the city, especially the new Waterfront developments.

Acted as Ambassador for Liverpool during 2008 when Liverpool was Capital of Culture.

GCSE and conversational Spanish.

Profile 2



Age 52

Currently lives in Chester but was brought up in Liverpool.

Degree in Dutch Studies. Fluent Dutch speaker.

Worked in Liverpool Tourist Information Centre for 25 years.

Interested in the Arts (performing arts and visual arts) and Literature.

Member of 'History of Liverpool' Society.

Fig. 3 (b)

(b) You work as a blue badge guide and have responsibility for your customers' health and safety during the tours which you provide. During a visit to a tourist attraction you see the following health and safety signs.

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

(ii) Within a tourist attraction such as a museum, give an example of a location where each sign might be displayed. [3]



Sign

Location



Sign

Location



Sign

Location

13
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- (c) Whilst leading a tour group, one of your customers has an accident. The details of the accident are given in Fig. 4 (a) below.

Accident

One of the tour customers, Carola Beckmann, was knocked over on the riverside walkway outside the Echo Arena in Liverpool. The accident happened on 18 May 2013 at 15.00. Miss Beckmann, one of three German customers on the Waterfront Tour, was knocked down by a cyclist as she was taking a photograph of the River Mersey. Miss Beckmann suffered from pain in the ribs, as well as shock from the accident. She was with her mother, Ursula Beckmann, and her father, Bodo Beckmann, who both witnessed the accident.

Basic first aid was given to Miss Beckmann at the site and an ambulance was called. She was taken to hospital. Her mother went with her.

Fig. 4 (a)

Refer to Fig. 4 (a). Select relevant information with which to complete the accident report form below. [12]

ACCIDENT REPORT FORM	
Details of person injured	
Surname	Forename(s)
Date and time of accident	Place of accident
How the accident occurred	
Nature of injuries	
Was first aid given?	
Yes / No	
Was injured person sent to doctor, medical centre or hospital? (Give details)	
Yes / No	
Name(s) of witness(es) to the accident	
Signature of person reporting the accident	
Date	Blue badge guide
18/05/13	

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