OCR
Oxford Cambridge and RSA

Tuesday 7 June 2016 – 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	

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. 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 **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 **12** pages. Any blank pages are indicated.

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1 **(a)** **(i)** State **two** skills which might be needed by a hotel receptionist.

1 .....

2 .....
[2]

(ii) Hotel receptionists are often asked to work different shifts. Explain, using an example, the term 'shift work'.

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..... **[2]**

(b) Explain **three** main duties which a hotel receptionist is likely to carry out during a normal working shift.

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3.....

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[6]

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(c) A hotel receptionist might work in a small, family run hotel or for a large, international hotel chain. Discuss how the job role of the hotel receptionist might differ for each of these types of employer.

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..... **[6]**

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2 **(a)** **(i)** Blue badge guides are self-employed. Explain, using an example, what 'self-employed' means.

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..... **[2]**

(ii) Give **two** likely working conditions for a blue badge guide.

1 .....

2 .....
[2]

(b) Explain **two** ways the job role of a blue badge guide might differ, depending on the location where they are working.

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[6]

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(c) Discuss the reasons why a blue badge guide is likely to use an online reservation system for customer bookings.

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..... **[6]**

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3 You work as a ski instructor for the Made2Ski organisation. You have been transferred to a new ski centre opening in the Niseko resort in Japan. You have been asked to help in the recruitment process to employ more ski instructors for the centre.

(a)* Produce a job advertisement for the position of ski instructor.

The advertisement should be about 150 words long and should include the following details:

- qualifications/experience required
- essential personal qualities
- brief description of the duties.

There is no need to include logos or other illustrations.

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You receive the following profile from a potential job applicant.

Nationality:	Canadian
Languages Spoken:	English and French
Job Title:	Ski and Snowboard Instructor
Teaching Experience:	7 Seasons
Snow Licenses & Certificates:	CSIA – Full Certificate/Trainer, Freestyle, Children and PSIA Ski 1
Countries Skied or Boarded	Canada, New Zealand, USA, Sweden, Norway, France, Austria and Japan

(b) Use the information from the profile to analyse the suitability of the job applicant for the advertised job role as a ski instructor.

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..... **[9]**

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(c) Explain **three** reasons why it is important that all ski instructors receive regular first aid training.

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4 You work as a cabin crew member. Cabin crew are taught to deal tactfully with complaints from passengers, using a four-step approach as shown below.

Step 1: sympathise – *I understand that ...*
Step 2: apologise – *I am sorry that ...*
Step 3: give a reason – *it's been so busy ...*
Step 4: offer a solution – *what can I get for you?*

(a) (i) Using the four-step approach, explain how you would deal with the following complaint made by a passenger:

Complaint: "I cannot sleep because the passengers in the row behind me are making too much noise."

	Response
Step 1	
Step 2	
Step 3	
Step 4	

[4]

(ii) Explain **three** reasons why it is important for passenger complaints to be dealt with effectively by members of the cabin crew.

1 .....

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[6]

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(b) Cabin crew are responsible for the health and safety of passengers on board each flight. Study the following pictures of cabin crew performing important in-flight tasks.

For **each** picture:

(i) identify the **task** the member of cabin crew is doing

(ii) explain the **importance** of this task.

Task .....

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Importance .....

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Task .....

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Importance .....

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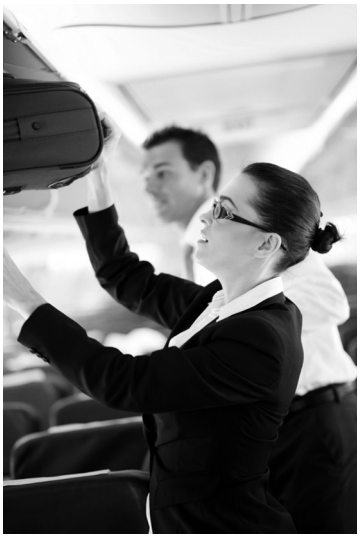

Task .....

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Importance .....

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[6]

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(c) Many airlines will carry out a range of background checks on cabin crew staff, including a standard Disclosure and Barring Service (DBS) check. (This was previously known as Criminal Records Bureau (CRB) check.)

Discuss the likely reasons why such background checks are necessary for someone employed in the role of cabin crew.

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..... **[8]**

END OF QUESTION PAPER

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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 margin(s).

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