

Centre No.						Paper Reference						Surname	Initial(s)	
Candidate No.						6	9	1	6	/	0	1	Signature	

Paper Reference(s)

6916/01

Edexcel GCE

Applied Business

Unit 1: Investigating People at Work

Monday 18 May 2009 – Morning

Time: 1 hour 30 minutes

Examiner's use only

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Team Leader's use only

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Question Number	Leave Blank
1	
2	
3	
Total	

Materials required for examination
Nil

Items included with question papers
Nil

Instructions to Candidates

In the boxes above, write your centre number, candidate number, your surname, initial(s) and signature.

The paper reference is shown above.

Check that you have the correct question paper.

Answer ALL the questions. Write your answers in the spaces provided in this question paper.

Additional answer sheets may be used.

Information for Candidates

The marks for individual questions and the parts of questions are shown in round brackets: e.g. (2).

There are 3 questions in this question paper. The total mark for this paper is 90.

There are 16 pages in this question paper. Any blank pages are indicated.

Advice to Candidates

You will be assessed on your ability to organise and present information, ideas, descriptions and arguments clearly and logically, including your use of grammar, punctuation and spelling.

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Turn over

Abinn Liverpool plc is a modern hotel with 340 double rooms, each with en suite facilities. It is run by the General Manager, Stavros Dimichi, who reports to the Managing Director. It employs between 150 and 175 people, depending on the season. It operates 24 hours a day for 365 days a year.

1. (a) State **four** requirements that *Abinn Liverpool* had to meet to become a public limited company (plc).

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(4)

The busiest periods for the *Abinn Liverpool* are the summer and public holidays. In order to meet aims set by the Managing Director, Stavros has an objective to increase income and business at other times of the year.

- (b) Why is this an appropriate objective for *Abinn Liverpool*?

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In addition to the specific responsibilities of their individual job roles, all employees at the *Abinn Liverpool* will have general responsibilities that apply to all employees in the workplace.

- (c) Discuss the general responsibilities that each employee will have to other employees at the *Abinn Liverpool*.

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(12)



You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 1(d).

<p>Name of Business:</p> <p>Main Activities:</p> <p>.....</p>

(d) Analyse why **one** financial objective, for the business that you have chosen, has been set.

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You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 1(e).

<p>Name of Business:</p> <p>Main Activities:</p> <p>.....</p>

Name **two** different functions (functional areas) within this business.

Function 1

Function 2

(e) Discuss how these **two** functions work together to contribute to the success of the business you have chosen.

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Q1

(Total 30 marks)



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Recruiting staff is a regular and continuous process at the *Abinn Liverpool*. The Human Resources Manager, Cilla Garrity, has drafted a recruitment advertisement, **Figure 1**.

Figure 1

NOTE to be placed in the local newspaper

Title Room Attendants

Salary (£) Minimum wage

Location Abinn Liverpool

Closing Date 30/06/2009

Contact Email cilla.garrity@abinnplc.com

Contact Phone 0151 888 8888

Overview of the Role: This position will be responsible for cleaning guest bedrooms and bathrooms, making and changing beds, making sure that public areas are kept clean and general housekeeping of the hotel to ensure that our standards are met.

Essential Skills & Knowledge: You must have a genuine passion for striving for high standards. You must be able to communicate with a wide range of internal and external customers and be able to manage and plan your own time well, in order to meet deadlines.

Similar experience within a leading hotel would be advantageous.

Personal qualities for the Role: Customer focus, attention to detail and good communication skills are essential for this role.

Abinn Liverpool plc is committed to equal opportunities; please advise of any special requirements for application or interview.



You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 2(c).

<p>Name of Business:</p> <p>Main Activities:</p> <p>.....</p>

(c) Evaluate the recruitment process in the business that you have chosen.

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You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 2(d).

Name of Business:

Main Activities:

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The three main principles for implementing the Investors in People (IIP) scheme are: Plan, Do, Review.

(d) How did your chosen business implement the Investors in People (IIP) scheme?

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(Total 30 marks)

Q2

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An independent reviewer has awarded the restaurant at the *Abinn Liverpool* just one star for its food and service. The hotel management has set the objective to raise the standard to at least two stars, ideally three stars. The Restaurant Manager has no authority to use cash as an incentive.

3. (a) Describe how the Restaurant Manager can motivate the restaurant staff to raise the standards of the restaurant to at least two stars.

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(b) Outline **two** legal responsibilities that an employer has when recruiting staff.

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You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 3(d).

<p>Name of Business:</p> <p>Main Activities:</p> <p>.....</p>

(d) Examine how **one** stakeholder in your chosen business influences the way the business is run.

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You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 3(e).

<p>Name of Business:</p> <p>Main Activities:</p> <p>.....</p>

Fire safety, running a safe business and protecting customers and employees from the dangers of fire, are important health and safety responsibilities for all businesses.

(e) Evaluate how the business you have chosen manages its fire safety responsibilities.

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Q3

(Total 30 marks)

TOTAL FOR PAPER: 90 MARKS

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