

# Applied GCE Leisure Studies

## Candidate Mark Record Sheet

### Unit 3 - The Leisure Customer

Centre Name:	Centre Number:
Candidate Name:	Candidate Number:

The work must include evidence of all of the following:	Page(s) ref.	Marks Available			Centre Mark
		MB1	MB2	MB3	
a an understanding of how the leisure industry views the customer		0-6	7-12	13-17	
b An evaluation of customer service, in the leisure industry, through acting as a 'mystery customer'		0-5	6-9	10-12	
c An investigation into marketing activities used within the leisure industry		0-5	6-9	10-13	
d The provision of customer service, dealing with a range of customers in different situations.		0-7	8-13	14-18	
	<b>Total marks</b>	<b>60</b>			

Declaration of Authentication: I declare that the work submitted for the assessment has been carried out without assistance other than that which is acceptable under the scheme of assessment (unless indicated on the back of this mark record sheet).

Signed (candidate)

Date

Signed (teacher)

Date