

Leave
blank

Answer ALL the questions. Write your answers in the spaces provided.

1. Parston Golf Club is a large golf club situated on the edge of a town. As a leisure organisation it has to observe the many laws and regulations that govern it. One of these is the Health and Safety (First Aid) Regulations that controls the provision of first aid.

(a) Outline the key requirements of the Health and Safety (First Aid) Regulations.

.....
.....
.....
.....
.....
.....
.....
.....
.....

(4)



Leave
blank

The club car park is behind the clubhouse and holds 50 cars. There is only one entrance to the car park and it is surrounded on the other three sides by woodland and the golf course itself.

(b) Identify and explain **two** security measures that could be put in place to improve the security of cars in the golf club car park.

1

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

(6)



Leave
blank

Inspectors from the Health and Safety Executive (HSE) have recently visited and seen some of the problems described on page 4. As a result of their visit they have issued a sanction on Parston Golf Club.

(d) Identify and describe **two** sanctions that the HSE could impose upon Parston Golf Club following their inspection. For each sanction, give a reason why it would be suitable for these problems.

1

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

(6)



Leave blank

In the spring, the club is to hold a tournament in which club members will be partnered by celebrities from television and sport. There are a number of issues concerning safety of spectators at an event such as this. The car park only holds 50 cars and the lane that leads to the club is quite narrow. A large crowd is expected, with many wanting to get as close to the celebrities as possible, both in the clubhouse and the marquees erected for the day. There will be many people who are not used to golf and who may run across the course or try to get near the celebrities when they are playing.

- (e) Using the following pro forma, produce a risk assessment for the tournament with the key hazard being injury to spectators.

Hazard	Injury to spectators at the celebrity tournament.		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating
Measures to minimise risk			
Scale used for likelihood		Scale used for severity	

(12)

Q1

(Total 36 marks)



BLANK PAGE



7
Turn over

Leave
blank

2. A new manager has just been appointed to the club. A review of the club's working practices has shown some problem areas and she wants to introduce a quality system in order to help the club improve. She is unsure whether the Quest or Investors in People quality system will be best for the club.

(a) Describe the process that Parston Golf Club would have to go through in order to achieve the Investors in People quality system.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(5)



Leave blank

The major problems that the new manager has identified are:

- poor health and safety, shown by the problems with COSHH described on page 4
- service in the bar/restaurant has been slow and unhelpful with mistakes in orders
- some enquiries about new memberships have not been recorded
- some customers have received incorrect mailings intended for other customers
- staff are not aware of the overall direction and aims of the club
- some special events have been poorly attended as poor communication between staff meant that information was not sent to members.

(b) In the light of these problems, select which quality system (Quest or Investors in People) you think would be more appropriate for Parston Golf Club to achieve. Justify your decision.

Quality system chosen

Justification

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(8)



Leave
blank

Achieving either of these quality systems will cost Parston Golf Club money in the short term, but in the long term it is probable that this money will be recovered.

(c) Explain **two** ways in which the costs of achieving a quality system might be recovered by Parston Golf Club.

1

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

(6)



As it has a thriving junior section, Parston Golf Club could also choose to try to gain the Clubmark quality system.

(d) Identify **four** features of the Clubmark quality system.

1

.....

2

.....

3

.....

4

.....

(4)

(Total 23 marks)

Leave
blank

Q2

--	--



Parston Golf Club has a large shop in which it sells golf equipment and clothing. Two major problems have recently occurred with its stock-taking procedures.

The price labels for the packs of golf balls were produced by hand. Unfortunately the assistant misread her instructions and marked them at £13.30 instead of £15.50. The club estimates that they have sold 17 packs at the wrong price.

3. (a) (i) Showing your calculations in the space provided, calculate how much money the club estimates it has lost through this mistake.

Answer

(2)

The club has recently carried out a valuation of its stock, part of which is shown in the table below. Goods are ordered every three months and over the last two years it has gradually built up a surplus of golf bags. As they take up a lot of room to store, the shop has reduced the selling price of these to below the cost price.

- (ii) In the spaces provided, calculate the stock value for each stock line and the total stock value for these items.

Stock line	Number of units	Cost	Selling price	Stock value
Golf shoes	15	£58	£75	
Golf bags	23	£48.50	£41	
Golf gloves	28	£5	£8.75	
Total stock value				

(3)



Leave blank

(iii) Explain how an electronic stock control system could help Parston Golf Club avoid the two problems of mistakes in labelling and over ordering.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

(6)

The club shop is at the back of the clubhouse. There is an entrance from the car park as well as from the inside of the clubhouse. Much of the stock it keeps is expensive, with sets of clubs costing over £200. The recent introduction of an electronic till enables customers to pay by credit and debit card.

(b) Explain **two** benefits that the club might gain from members being able to use credit and/or debit cards rather than cash.

1

.....
.....
.....

2

.....
.....
.....

(4)



Leave
blank

The manager of Parston Golf Club believes that improvements are necessary. She has identified a number of areas for improvement:

- very few new members have joined recently and some established members have rarely attended the club
- some existing members do not get to hear about events in time and sometimes incorrect information is sent to them
- members' comments suggest that the club is rather impersonal.

The manager is going to arrange a series of social events at the club. This should help to show that it is a welcoming club, so widening its appeal to members. She has also decided that the club should move to an electronic membership scheme.

(c) Explain how the introduction of an electronic membership scheme might help to improve Parston Golf Club.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(6)



Leave
blank

(d) (i) Identify and explain **two** measures that Parston Golf Club could take in order to ensure that the new electronic membership scheme complies with the Data Protection Act.

1

.....

.....

.....

2

.....

.....

.....

(4)

Turn over for Question 3(d)(ii)



Leave blank

The manager knows that the introduction of the new electronic membership scheme may not be popular with all the staff, many of whom have been there a long time. In order to avoid some of the problems the club could face in introducing this new scheme, she has decided to close the club for a weekend. Staff will go away for this weekend for computer training and social activities.

(ii) Assess the effectiveness of this action.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(6)

Q3

(Total 31 marks)

TOTAL FOR PAPER: 90 MARKS

END

