

Write your name here

Surname

Other names

Pearson
Edexcel GCE

Centre Number

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Candidate Number

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Leisure Studies

Advanced Subsidiary

Unit 2: Working Practices in Leisure

Friday 20 May 2016 – Morning

Time: 1 hour 30 minutes

Paper Reference

6967/01

You must have:

Calculator

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is 90.
- The marks for **each** question are shown in brackets
– *use this as a guide as to how much time to spend on each question.*
- Questions labelled with an **asterisk** (*) are ones where the quality of your written communication will be assessed
– *you should take particular care on these questions with your spelling, punctuation and grammar, as well as the clarity of expression.*

Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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PEARSON

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

1 Honister Lakes Country Club (HLCC) has a range of leisure facilities, including a golf course, football pitches and a lake for water sports. As in any leisure organisation, HLCC manages the health and safety of its workforce by careful implementation of the Health and Safety at Work Act (HASAWA).

(a) Identify **four** key requirements of the Health and Safety at Work Act (HASAWA).

(4)

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HLCC's car park is behind the main building, with open countryside beyond. There is a two meter high fence, surrounding the car park. There are only two small lights and no windows at the back of the main building. Recently there have been thefts from vehicles in the car park and one vehicle has been stolen.

(b) Identify and explain **two** measures that HLCC could put in place to improve the security of vehicles in its car park.

(6)

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(d) Outline **two** sanctions that the Health and Safety Executive (HSE) might use when leisure organisations do not follow legislation correctly.

(4)

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2

HLCC has a shop and café, which are open every day from 09:00 to 22:00. During the week most employees are full-time. However at weekends many of the employees are aged 16–18 years.

(e) Outline **two** measures that HLCC could take in order to meet the requirements of the Working Time Regulations.

(4)

1

2



In the café area a key hazard that the club must consider is the possibility of a fire.

- (f) Using the following pro forma, complete a risk assessment where the key hazard is a fire in the café.

(10)

Hazard	A fire in the café		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating
Staff Customers			
Measures to minimise risk			
Scale used for likelihood		Scale used for severity	

(Total for Question 1 = 36 marks)



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2 The Manager at Honister Lakes Country Club wishes to introduce a quality system. He is considering using either Quest or Investors in People.

(a) Outline the key principles of the Investors in People quality system. (4)

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HLCC has updated many of its facilities over the last two years. The club is spread over a large area and not all staff have kept up to date with the changes that have been made. This has caused a problem, as it has meant that customers have been given the wrong information about what is available for them at the club.

(b) Explain how the introduction of the Investors in People quality system could help HLCC solve this problem. (4)

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The introduction of a quality system should improve an organisation but there may be short-term problems, such as financing it. In addition, staff are not always in favour of a new system. At HLCC, some of the staff have been there for many years. They are comfortable with the tasks they do.

(d) Explain why some staff at HLCC may be opposed to the introduction of a new quality system.

(4)

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(e) Identify **four** key features of the Club Mark quality system.

(4)

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(Total for Question 2 = 24 marks)



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3 Customers can use different ways to pay for goods or services from an organisation. Two of these are using a direct debit or a credit card.

(a) State how money is transferred from a customer to an organisation by each of these two methods.

(4)

Direct debit

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Credit card

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HLCC has a hotel that has 10 rooms and a small restaurant. The restaurant provides a unique dining experience and high quality food, however it is expensive. It can cater for 20 diners at a time and is usually fully booked. Many of the diners are staying at the hotel, but others come just for the dining experience.

Diners pay, on average, £80 for a meal, for which the cost of buying the food and paying staff is £50.

The management team is considering extending the restaurant to hold 30 diners.

(b) (i) Assuming it is full each evening, state how much extra profit the restaurant would make in one evening if the extension is built.

(1)

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The extension would cost £100 000 to build. To fund this, the club will have to borrow £90 000 for two years. Each year it will have to pay back 5% of this in interest. HLCC estimates that it would also lose £200 each week because of disruption caused by the building works, which should take 13 weeks.

- (ii) Calculate the total cost to the club of building the extension.
Show your working in the space provided.

(3)

Total cost

£

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Use the following information and the information on page 12 to answer Question 3(b)(iii).

The management team has calculated that, if the restaurant is full each evening, the extra income from diners will cover the cost of the extension after two years. On the basis of this evidence, the management team has decided to go ahead with the building of the extension.

(iii) Evaluate the decision to build the extension to the restaurant.

(8)

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Demand for tables in the restaurant is greatest in December. Work on the extension is due to start in August and is expected to take three months to complete.

(c) (i) Analyse the importance of HLCC having an accurate project plan for this extension. (6)

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(ii) Explain **one** way in which the club could evaluate the success of the project. (2)

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HLCC is considering introducing a new membership system.

(d) Outline the benefits of a membership system for a country club such as HLCC.

(6)

Area with horizontal dotted lines for writing the answer to question (d).

(Total for Question 3 = 30 marks)

TOTAL FOR PAPER = 90 MARKS



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