

**Friday 18 January 2013 – Morning**

**AS GCE LEISURE STUDIES**

**G182/01** Leisure Industry Practice

Candidates answer on the Question Paper.

**OCR supplied materials:**

- Clean copy Case Study

**Other materials required:**

None

**Duration:** 1 hour 30 minutes



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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**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. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- 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 **100**.
- The quality of your written communication will be taken into account when marking your answer to the question marked with an asterisk (\*).
- This document consists of **16** pages. Any blank pages are indicated.

1 Leisure organisations such as Galton Leisure use a range of quality systems.

(a) Identify **two** advantages to leisure organisations such as Galton Leisure of using the ISO 9000 quality system.

1 .....

.....

2 .....

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[2]

3

(b) The Customer Service Excellence (Charter Mark) quality standard benefits **both** the customers **and** staff of a leisure organisation. Do you agree? Give reasons for your answer.

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[8]

4

2 The management of Galton Leisure takes into account both internal and external influences on its business through the use of SWOT analysis and PEST analysis.

(a) Identify **two**:

- **Political**
- **Economic**
- **Social**
- **Technical**

factors which are likely to affect Galton Leisure.

<b>Political</b>	<b>Economic</b>
1 .....	1 .....
.....	.....
2 .....	2 .....
.....	.....
<b>Social</b>	<b>Technical</b>
1 .....	1 .....
.....	.....
2 .....	2 .....
.....	.....

[8]

(b) Galton Leisure uses a range of promotional materials including leaflets and posters which are produced in a corporate style.

(i) Define the term 'branding'.

.....  
..... [1]

(ii) Explain **two** benefits to leisure organisations such as Galton Leisure of branding.

Benefit 1 .....  
.....

Explanation .....  
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Benefit 2 .....  
.....

Explanation .....  
.....  
.....

[4]

3 Health and safety is extremely important to leisure organisations such as Galton Leisure.

(a) Identify **two** benefits of safe working practices to Galton Leisure.

1 .....

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2 .....

..... [2]

(b) The management of Galton Leisure is aware of the need to continually review and keep up to date its health and safety risk assessments. Below is an extract from a health and safety risk assessment.

(i) Complete this health and safety risk assessment. You must:

- identify who is most likely to be harmed by each hazard
- indicate **one** possible consequence should each hazard occur
- propose **one** realistic measure to eliminate or reduce each risk.

Hazard	Probability Rating 1-5 (1=low, 5=high)	Severity Rating 1-5 (1=low, 5=high)	Who is Most Likely to be Harmed	Consequence	Realistic Measure
Tripping on the stairs	5	3			
Spillage from the coffee machine	3	3			

[6]

- (ii) For each realistic measure identified in part (b)(i), explain how it would minimise the hazard.

Tripping on the stairs

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Spillage from the coffee machine

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[4]

- (c) It is important that Galton Leisure follow the requirements laid down in the Control of Substances Hazardous to Health (COSHH) Regulations.

- (i) Explain the key intention of the COSHH Regulations.

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[2]





4 Leisure organisations such as Galton Leisure will make use of a variety of financial documents such as a balance sheet (statement of financial position), a profit and loss account (income statement) and cash-flow forecasts in order to aid in their decision making.

(a) (i) State **three** items which would normally be shown on a balance sheet (statement of financial position).

- 1 .....
- 2 .....
- 3 .....

[3]

(ii) Assess the usefulness of a balance sheet (statement of financial position) in helping the management of a leisure organisation in its financial control.

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[8]

Turn over

10

(b) Other than admission charges and government funding, state **two** ways in which a leisure organisation such as Galton Leisure could generate income.

1 .....

2 .....

[2]



(b) The booking and reservation system within Galton Leisure needs to be secure. Explain **two** ways in which the security of a booking and reservation system can be ensured.

1 .....

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2 .....

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[4]







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