

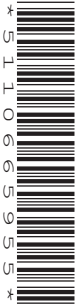


Oxford Cambridge and RSA

**Tuesday 7 June 2016 – Afternoon**

**GCSE LEISURE AND TOURISM**

**B183/01** Working in the Leisure and Tourism Industries



Candidates answer on the Question Paper.

**OCR supplied materials:**  
None

**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. If additional space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.
- 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 **80**.
- The quality of written communication will be taken into account in marking your answer to the question marked with an asterisk (\*).
- This document consists of **12** pages. Any blank pages are indicated.

1 (a) (i) State **two** skills which might be needed by a hotel receptionist.

1 .....

2 .....

[2]

(ii) Hotel receptionists are often asked to work different shifts. Explain, using an example, the term 'shift work'.

.....

.....

..... [2]

(b) Explain **three** main duties which a hotel receptionist is likely to carry out during a normal working shift.

1 .....

.....

.....

2 .....

.....

.....

3 .....

.....

.....

[6]



2 (a) (i) Blue badge guides are self-employed. Explain, using an example, what 'self-employed' means.

.....  
.....  
..... [2]

(ii) Give **two** likely working conditions for a blue badge guide.

1 .....

2 ..... [2]

(b) Explain **two** ways the job role of a blue badge guide might differ, depending on the location where they are working.

1.....  
.....  
.....  
.....  
.....  
.....  
.....

2.....  
.....  
.....  
.....  
.....  
.....  
.....

[6]











4 You work as a cabin crew member. Cabin crew are taught to deal tactfully with complaints from passengers, using a four-step approach as shown below.

Step 1: sympathise – *I understand that ...*

Step 2: apologise – *I am sorry that ...*

Step 3: give a reason – *it's been so busy ...*

Step 4: offer a solution – *what can I get for you?*

(a) (i) Using the four-step approach, explain how you would deal with the following complaint made by a passenger:

Complaint: "I cannot sleep because the passengers in the row behind me are making too much noise."

	Response
Step 1	
Step 2	
Step 3	
Step 4	

[4]

(ii) Explain **three** reasons why it is important for passenger complaints to be dealt with effectively by members of the cabin crew.

1 .....

.....

.....

2 .....

.....

.....

3 .....

.....

.....

[6]

(b) Cabin crew are responsible for the health and safety of passengers on board each flight. Study the following pictures of cabin crew performing important in-flight tasks.

For **each** picture:

- (i) identify the **task** the member of cabin crew is doing
- (ii) explain the **importance** of this task.



Task .....

.....

Importance .....

.....



Task .....

.....

Importance .....

.....



Task .....

.....

Importance .....

.....

[6]



**ADDITIONAL ANSWER SPACE**

If additional space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s).

A large rectangular area with a vertical line on the left side and horizontal dotted lines across the page, providing space for writing answers.



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