

OCR

Oxford Cambridge and RSA

Wednesday 7 June 2017 – 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 barcodes.

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 **16** pages. Any blank pages are indicated.

Answer **all** the questions.

- 1 (a) (i) A member of cabin crew on a scheduled airline often works shifts involving unsocial hours.

Describe what is meant by the term ‘shifts involving unsocial hours’.

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..... [2]

- (ii) State **two** likely influences on the rate of pay a member of cabin crew on a scheduled airline might receive.

1

2

[2]

- (b) The following table identifies three of the skills needed by employees in the leisure and tourism industry.

- (i) Give **one** example of a situation when cabin crew might use each of these skills.
- (ii) Explain why each skill is important to the job role of a member of cabin crew.

Skill	Situation	Reason for importance
Customer service skills		
Team working skills		
Selling skills		

[6]

Now Recruiting for Ticket Sellers



It's a Sell Out

It's a Sell Out seeks enthusiastic, customer-orientated staff to work in a busy ticket office in Edinburgh. Ticket sellers may also be required to work in different locations across the city.

Applicants should have experience of working with the public, preferably in the field of arts/entertainment or retail and an ability to work under pressure. Qualifications are not essential, although Maths GCSE may be advantageous.

35 hours per week, rising to around 50 hours per week during August. These are temporary, fixed term contracts from 20 June to 29 August.

Salary: £8.25 per hour

Fig. 1

Refer to Fig. 1, a job advertisement for a festival ticket seller.

- (a) (i) Ticket sellers will be employed on a temporary, fixed term contract.

Define the term 'temporary, fixed term contract'.

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..... [2]

- (ii) Describe **two** aspects of the likely working environment for a ticket seller.

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[4]

(b) Suggest **two** reasons why a qualification in Maths might be advantageous for someone in this job role.

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[4]

(c) Explain how a festival ticket seller might use the following business systems in their daily work routine.

- Reservations system
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-
-
-
- Sales record
-
-
-
-

[6]

Fig. 2 is a summary of two applicants for the post of conference organiser.

Applicant 1		Applicant 2
<ul style="list-style-type: none"> • 6 years of work experience in the Event Industry • Master of Business Administration (May 2007) • Strong initiative skills, working both independently and as part of a team • Excellent leadership skills and communication skills • Extensive knowledge of operating procedures of a large convention • Qualified in First Aid and Fire Marshal trained 		<ul style="list-style-type: none"> • Event Manager Assistant since December 2005 • Diploma in Event Management from Lupton College in 2010 • Ambitious professional with a broad background in coordinating projects, planning events and ensuring a high level of customer satisfaction • Excellent problem solving skills and experienced in handling customer complaints

Fig. 2

(b) Using Fig. 2, justify which candidate is most suited to the role of conference organiser.

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(c) You receive the following details to confirm a booking request.

Complete the event booking form in Fig. 3. Some details have already been entered when the provisional booking was made.

FGW Technologies – Customer Services Training Day

7 February 2018 between 08.30 and 18.00

Training programme for 10 people in the Boardroom

Please provide a buffet style lunch including vegan options at 13.00

Also required a projector and sound system.

Event Booking			
Organisation			
FGW TECHNOLOGIES			
Venue Hire (✓)			
Theatre		Grand Hall	
Boardroom (maximum 14 people)	✓	Meeting Room (Maximum 6 people)	
Event Details			
Date required 7 February 2018			
Arrival time		Departure time	
Number of attendees		Nature of event	
Lunch			
Menu type	Buffet	Silver service	
Dietary requirements		Time required	
Additional equipment hire (✓)			
Projector		Laptop	
Flipchart, pad and pens		Wi-Fi internet	
Photocopying		Audio: PA system, speakers etc	
Additional information			

[9]

4 The receptionist at the Seaview Hotel is dealing with guest arrivals.

(a) Explain what happens during the following stages of the guest check-in procedure:

- Registering the guest

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- Confirm the guest's payment method

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- Room allocation

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[6]

(c) Describe **three** likely actions that a hotel receptionist might be expected to take during an emergency evacuation of the hotel.

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3

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[6]

END OF QUESTION PAPER

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 area of lined paper for writing, consisting of 25 horizontal dotted lines. A solid vertical line runs down the left side of the page, creating a margin. The rest of the page is blank.

A blank sheet of lined paper with a vertical margin line on the left and horizontal dotted lines for writing. The page is otherwise empty.

A large area of the page is reserved for writing, featuring a vertical solid line on the left side and horizontal dotted lines extending across the page.



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