

OCR

Oxford Cambridge and RSA

Thursday 8 June 2017 – Afternoon

A2 GCE LEISURE STUDIES

G184/01 Human Resources in the Leisure Industry

Candidates answer on the Question Paper.

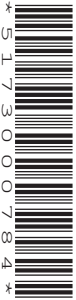
OCR supplied materials:

- Clean copy Case Study

Other materials required:

None

Duration: 1 hour 30 minutes



Candidate forename		Candidate surname	
-----------------------	--	----------------------	--

Centre number						Candidate number				
---------------	--	--	--	--	--	------------------	--	--	--	--

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 **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.

John and Massima employ a range of different staff, full-time permanent, part-time permanent and seasonal staff.

1 (a) Explain what is meant by each of the following terms:

Full-time permanent staff

.....
.....

Seasonal staff

.....
.....

[2]

(b) Analyse the benefits and drawbacks to Snap Gate Fishing of employing seasonal staff.

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

[6]

4 (a) Performance management of staff is important in any leisure organisation.

Explain why leisure organisations such as Snap Gate Fishing need to manage the performance of individuals in order to remain competitive.

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

(b) Assess the usefulness to a leisure organisation such as Snap Gate Fishing of conducting performance reviews and appraisals with staff.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
..... [8]

(c) In recent years technology has made a significant difference to the leisure industry.

Explain why it is important that staff recruited into positions in the leisure industry are able to use modern technology, specifically within the communication process.

.....

.....

.....

..... [2]

(c) Conducting a needs analysis is a key element in human resource planning.

Explain what is meant by the term needs analysis.

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

(d) Each job role within an organisation requires staff to have specific skills and personal qualities.

Identify **two** skills required by waiting staff in the café at Snap Gate Fishing. For each skill explain why it is important to the job.

Skill 1

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

Skill 2

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

[4]

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 large grid of dotted lines for writing or drawing. The grid consists of 20 horizontal rows and 10 vertical columns. A solid vertical line runs down the left side of the grid, separating the first column from the rest. The remaining 9 columns are filled with dotted lines.

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



Copyright Information

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.