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Edexcel GCE **Applied Business**

Unit 1: Investigating People at Work Monday 18 May 2009 - Morning

Time: 1 hour 30 minutes

Materials required for examination	Items included with question paper
Nil	Nil

Instructions to Candidates

In the boxes above, write your centre number, candidate number, your surname, initial(s) and signature.

The paper reference is shown above.

Check that you have the correct question paper.

Answer ALL the questions. Write your answers in the spaces provided in this question paper. Additional answer sheets may be used.

Information for Candidates

The marks for individual questions and the parts of questions are shown in round brackets: e.g. (2). There are 3 questions in this question paper. The total mark for this paper is 90. There are 16 pages in this question paper. Any blank pages are indicated.

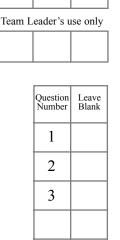
Advice to Candidates

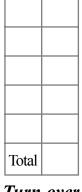
You will be assessed on your ability to organise and present information, ideas, descriptions and arguments clearly and logically, including your use of grammar, punctuation and spelling.

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Turn over



Abinn Liverpool plc is a modern hotel with 340 double rooms, each with en suite facilities. It is run by the General Manager, Stavros Dimichi, who reports to the Managing Director. It employs between 150 and 175 people, depending on the season. It operates 24 hours a day for 365 days a year.

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n	busiest periods for the <i>Abinn Liverpool</i> are the summer and public holidays. Ineet aims set by the Managing Director, Stavros has an objective to increase business at other times of the year.	
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In addition to the specific responsibilities of their individual job roles, all employees at the Abinn Liverpool will have general responsibilities that apply to all employees in the workplace. (c) Discuss the general responsibilities that each employee will have to other employees at the Abinn Liverpool. (12)



You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 1(d).

	Name of Business: Main Activities:								
l)	Analyse why one financial objective, for the business that you have chosen, has set.	be							



You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 1(e).

Name of Business:
Main Activities:
Name two different functions (functional areas) within this business.
Function 1
Function 2
(e) Discuss how these two functions work together to contribute to the success of the business you have chosen.
(6)

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Q1

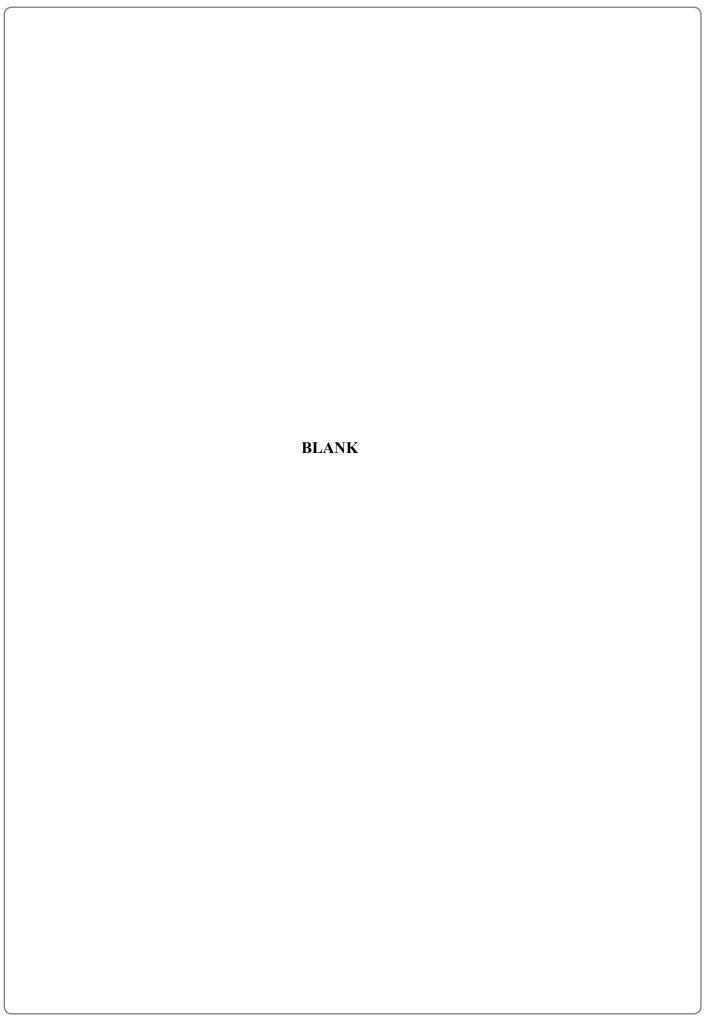
(Total 30 marks)

Leave
blank

Over the last year 40% of the staff of the *Abinn Liverpool* have been replaced. The remaining 60% of the staff are becoming increasingly demotivated.



2.





Recruiting staff is a regular and continuous process at the *Abinn Liverpool*. The Human Resources Manager, Cilla Garrity, has drafted a recruitment advertisement, **Figure 1**.

Figure 1

NOTE to be placed in the local newspaper

Title Room Attendants
Salary (£) Minimum wage
Location Abinn Liverpool
Closing Date 30/06/2009
Contact Email cilla.garrity@abinnplc.com
Contact Phone 0151 888 8888

Overview of the Role: This position will be responsible for cleaning guest bedrooms and bathrooms, making and changing beds, making sure that public areas are kept clean and general housekeeping of the hotel to ensure that our standards are met.

Essential Skills & Knowledge: You must have a genuine passion for striving for high standards. You must be able to communicate with a wide range of internal and external customers and be able to manage and plan your own time well, in order to meet deadlines.

Similar experience within a leading hotel would be advantageous.

Personal qualities for the Role: Customer focus, attention to detail and good communication skills are essential for this role.

Abinn Liverpool plc is committed to equal opportunities; please advise of any special requirements for application or interview.



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You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 2(c).

	me of Business: iin Activities:	
(c) H	Evaluate the recruitment process in the business that you have chosen.	
		••
,		••
	(0	 6)



You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 2(d).

ain A	ctivities:									
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hree Revie		iciples for	implem	enting t	he Inves	tors in Po	eople (II	P) schen	ne are: P	'lan,
Iow	did your	chosen bu	isiness ii	mpleme	nt the In	vestors i	n People	e (IIP) so	cheme?	
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										(4)
								(Total	30 mai	rks)

An independent reviewer has awarded the restaurant at the *Abinn Liverpool* just one star for its food and service. The hotel management has set the objective to raise the standard to at least two stars, ideally three stars. The Restaurant Manager has no authority to use cash as an incentive.

o)	Outline two legal responsibilities that an employer has when recruiting staff.
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The Abinn Liverpool is a popular venue for wedding receptions and parties. Local Disc Jockeys (DJs) are hired to provide music. These DJs are sole traders but they still have a responsibility to maintain health and safety standards to protect themselves, their customers and other employees at the hotel. (c) Explain how the DJs could maintain health and safety standards when working in the hotel. **(11)**



You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 3(d).

N	ame of Business:
N	Iain Activities:
••	
d)	Examine how one stakeholder in your chosen business influences the way the busines is run.



You are advised to read the question below, before choosing your business. In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering question 3(e). Name of Business: Main Activities: Fire safety, running a safe business and protecting customers and employees from the dangers of fire, are important health and safety responsibilities for all businesses. (e) Evaluate how the business you have chosen manages its fire safety responsibilities. Q3 (Total 30 marks) **TOTAL FOR PAPER: 90 MARKS END**



