



General Certificate of Secondary Education  
June 2011

# **Leisure and Tourism**

**48403**

**Unit 3 The Business of Leisure and Tourism**

## **Insert**

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For use with Question 1

Figure 1

Tom Wnuk is a restaurant supervisor on a cruise ship



Tom said:

*"I used to be a cook in a restaurant in Poland, but now I work as a supervisor in one of the restaurants on board the cruise ship Majestica."*

*"Part of my job is to answer passengers' questions: for example, if they have allergies or if they want vegetarian food."*

## For use with Question 2

Figure 2

Extract from Tom Wnuk's rota, showing his shifts and periods of rest

Sunday 1 June	-- -- -- --	4pm–9pm
Monday 2 June	6am–11am	4pm–9pm
Tuesday 3 June	6am–11am	4pm–9pm
Wednesday 4 June	6am–11am	4pm–9pm
Thursday 5 June	11am–4pm	9pm–2am
Friday 6 June	11am–4pm	9pm–2am
Saturday 7 June	11am–4pm	9pm–2am
Sunday 8 June	-- -- -- --	4pm–9pm
Monday 9 June	6am–11am	4pm–9pm
Tuesday 10 June	-- -- -- --	-- -- -- --
Wednesday 11 June	-- -- -- --	4pm–9pm
Thursday 12 June	11am–4pm	9pm–2am
Friday 13 June	11am–4pm	9pm–2am
Saturday 14 June	11am–4pm	9pm–2am
Sunday 15 June	-- -- -- --	-- -- -- --
Monday 16 June	-- -- -- --	-- -- -- --
Tuesday 17 June	-- -- -- --	-- -- -- --
Wednesday 18 June	-- -- -- --	-- -- -- --
Thursday 19 June	-- -- -- --	4pm–9pm
Friday 20 June	6am–11am	4pm–9pm
Saturday 21 June	6am–11am	4pm–9pm
Sunday 22 June	6am–11am	4pm–9pm
Monday 23 June	11am–4pm	9pm–2am
Tuesday 24 June	11am–4pm	9pm–2am
Wednesday 25 June	11am–4pm	9pm–2am
Thursday 26 June	-- -- -- --	4pm–9pm
Friday 27 June	6am–11am	4pm–9pm
Saturday 28 June	-- -- -- --	-- -- -- --

Tom said:

*"I enjoy my job, but it's hard work, especially all the shifts when we're at sea. However, we do have long periods of rest."*

Turn over ►

For use with Questions 4 and 5

Figure 3

Booking a SAGA cruise online

# The Cruise Store

Thousands of cruises, one very helpful port of call

Home Special offers Video Destinations Cruise lines New to cruise? Cruise club Contact us Insurance

Exclusive weekly emails  
[Sign up](#)

## SAGA

### Saga Pearl 2

Exclusively for over 50s.

Enjoy classic elegance ...

Enjoy leisurely days relaxing at sea or utilising many of the onboard facilities. Spend evenings enjoying the entertainment. Visit some of the most beautiful islands and cities in the world.

#### Looking for a cruise?

Destination	<input type="text" value="Caribbean"/>	▼	
Cruise Line	<input type="text" value="Any cruise line"/>	▼	
Departing	<input type="text" value="June"/>	<input type="text" value="2011"/>	
Duration	<input type="text" value="10-14 Nights"/>		
Passengers	Adult	Child	Infant
	<input type="text" value="2"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

Search

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**For use with Question 6****Figure 4****Extract of a news report**

Twenty British tourists are being kept in a Norwegian hospital after being struck down by a serious illness during a cruise.

The rest of the 200 or so passengers aboard the Lady Jenny are returning home, accompanied by a doctor.

A spokesman for the cruise operator apologised and stated that all passengers would get their money back.

The next two scheduled cruises of the Lady Jenny have been cancelled; it will be professionally cleaned to ensure the safety of future passengers. All staff and crew will also be changed before it sails again.

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