

GCSE Leisure and Tourism (Double Award) 3840/3
Unit 3: Customer service in leisure and tourism

Centre name:

Centre no:

--	--	--	--	--

Candidate name:

Candidate no:

--	--	--	--

This side is to be completed by the candidate

Sources of advice and information

1. Have you received any help or information from anyone other than your subject teacher(s) in the production of this work? (Write YES or NO)
2. If you have answered YES, give details below. Continue on a separate sheet if necessary.
.....
3. If you have used any books, information leaflets or other materials (e.g. videos, software packages or information from the Internet) to help you complete this work, you must list these below, unless they are clearly acknowledged in the work itself. To present material copied from books or other sources without acknowledgement will be regarded as deliberate deception.
.....
.....

NOTICE TO CANDIDATE

The work you submit for assessment must be your own.

If you copy from someone else or allow another candidate to copy from you, or if you cheat in any other way, you may be disqualified from at least the subject concerned.

Declaration by candidate

I have read and understood the Notice to Candidate (above). I have produced the attached work without assistance other than that which is acceptable under the scheme of assessment.

As part of AQA's commitment to assist students, AQA may make your coursework available on a strictly anonymous basis to teachers, examining staff and students in paper form or electronically, through the Internet or other means, for the purpose of indicating a typical mark or for other educational purposes. In the unlikely event that your coursework is made available for the purposes stated above, you may object to this at any time and we will remove the work on reasonable notice. If you have any concerns, please contact AQA.

Candidate's signature:

Date:

This form should be completed and attached to the candidate's work and retained at the Centre or sent to the moderator as required.

PTO

This side is to be completed by the teacher

Marks must be awarded in accordance with the instructions and assessment marking criteria (sections 10.3 and 10.4) in the subject content section in the specification.

Supporting information to show how the marks have been awarded should be given in the form of annotations on the candidate's work.

Please complete the boxes to show the marks awarded and add appropriate summative comments in the space below.

You need to produce a portfolio based on an investigation of the customer service provided by a selected leisure or tourism organisation, which should include:

- A. the situations that require staff to have contact with customers and the ways in which the organisation meets the needs of different types of customers
- B. examples of the type of customer records the organisation uses and how the organisation deals with complaints.

You will also need to produce evidence of your involvement in a variety of real or simulated customer service situations, in a leisure or tourism organisation, which should include:

- C. details of your dealings with a variety of customer service situations other than complaints
- D. details of your handling of two different types of customer complaint.

Assessment criteria	Maximum mark	Mark awarded
A	18	
B	14	
C	9	
D	9	
Total	50	

Concluding comments

Details of additional assistance given (if any)

Record here details of any assistance given to this candidate which is beyond that given to the class as a whole and beyond that described in the specification. Continue on a separate sheet if necessary.

Declaration by teacher

I confirm that the candidate's work was conducted under the conditions laid out by the specification.

I have authenticated the candidate's work and am satisfied that to the best of my knowledge the work produced is solely that of the candidate.

Teacher's signature:

Date: