



1 Working in the changing rooms



2 Reading about safety procedures



3 Listening to a supervisor



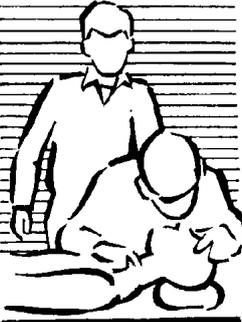
4 Observing a leisure assistant



5 Talking to customers



6 Working with equipment



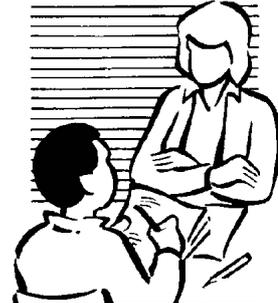
7 Attending staff training



8 Working in the reception area



9 Working on a computer



10 Interviewing a manager

NAME \_\_\_\_\_

FORM \_\_\_\_\_

PLACEMENT \_\_\_\_\_

# Work Experience IN LEISURE CENTRES



Work Experience Learning Framework  
for Pre-16 Students

## Questions to ask

### 1 *Background to the leisure centre*

- a. What is the history of the centre?
- b. What are the basic facts and figures about the business?
- c. What are the main patterns of employment e.g. full-time/part-time?
- d. How many leisure assistants and managers are employed at the centre?

### 2 *Employment in the leisure industry*

- a. What trends are there in jobs in leisure?
- b. What qualifications are necessary to work in leisure?
- c. What career and training opportunities are there?
- d. How does management communicate with staff?

### 3 *Working conditions*

- a. What kinds of tasks do staff perform ?
- b. What are the requirements for shift work?
- c. What rights and responsibilities do staff and employers have?
- d. How are disagreements resolved?

### 4 *Facilities*

- a. What facilities are provided at the centre?
- b. How are jobs in the different facilities allocated?
- c. What training do staff need for each facility?
- d. Which facilities are most popular with customers ?

### 5 *Centre layout and environment*

- a. How is the centre laid out?
- b. Does the layout lead to any problems?
- c. How is the environment made attractive?
- d. How are customers directed to different parts of the centre?

### 6 *Health and safety/security*

- a. What are the main hazards at a leisure centre?
- b. What are the most important health and safety rules?
- c. What happens when there is an emergency?
- d. What steps are taken to protect property?

### 7 *Customer service*

- a. What customer service procedures are there?
- b. How are customer complaints handled?
- c. What is good customer service?
- d. What methods are used to monitor customer satisfaction?

### 8 *Marketing*

- a. What image does the centre want to show customers?
- b. What methods are used to promote the different facilities?
- c. What special promotions and discounts are there?
- d. What training do staff have in marketing?

### 9 *Administration*

- a. How are bookings made?
- b. How does IT help in administration?
- c. What systems are used for staff rotas?
- d. How is shop stock managed?

### 10 *Equal opportunities*

- a. Does the organisation have an equal opportunities policy?
- b. Are particular jobs carried out mainly by men or women?
- c. How are jobs advertised?
- d. Are there any arrangements for supporting child care?

