

Exercise walk-through

# 1.6

## Support Services: Employment Relations

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GAC Business

## You must be able to

- identify a term normally agreed in an employment contract
- explain the role of a trade union
- analyse an employment change for staff and the employer

1

The method

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## Method — A fair change process

A restaurant wants to close two hours later. The manager checks contracts, consults affected staff, considers transport and safety, then agrees a new rota. This protects staff and helps the restaurant deliver the later service reliably.

## Method — Both sides matter

Later opening may raise sales for the owner. Staff may receive more pay but lose predictable evening time. Good analysis explains both effects.

2

Practice

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## Practice 2.1 ■ 1 mark

State one term normally found in an employment contract.

## Solution 2.1

### Worked steps

- Any one of: pay, hours, duties, leave, or notice period. **B1**

## Practice 2.2 ■ 1 mark

State the role of a trade union.

## Solution 2.2

### Worked steps

- It represents workers' interests in workplace matters. **B1**

## Practice 2.3 ■ 2 marks

Explain one reason health and safety matters to a business.

## Solution 2.3

### Worked steps

- Better safety reduces avoidable injury or disruption. **B1**
- It can protect staff, customers, and the firm's reputation or legal position.

**A1**

3

Exam-style

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## Exam-style 3.1 ■ 4 marks

A restaurant changes its closing time from 9 pm to 11 pm. Explain two checks the manager should make before the change.

## Solution 3.1

Method: A fair change process — p.4

### Worked steps

- Check whether contracts allow the changed hours. **B1** **A1**
- Consult affected staff and assess transport or safety. **B1** **A1**

## Exam-style 3.2 ■ 5 marks

Analyse one benefit and one cost of later closing hours for the restaurant.

## Solution 3.2

Method: A fair change process — p.4

### Worked steps

- Later hours may bring more sales from customers who cannot visit earlier.  
(B1) (A1)
- Wage costs, fatigue, or staff turnover may rise. (B1) (A1)
- A judgement should weigh extra revenue against reliable staffing and cost.  
(E1)