

BMSW4005 Professional career development

Professional career development report and role play

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Introduction

In this report, a Brief understanding of the career path and current skills and skills gaps is shown. Also, this report talks about the detailed analysis of the interview done in the first task. The Chosen career of this report is hotel management. A career in hotel management and operations can take an individual worldwide, immersing them in sectors such as food and beverage, travel and tourism, real estate, financial services, and technology.

The analysis in this report regarding the chosen career path will be done with the help of the Kolb reflective cycle. David Kolb's Learning Cycle allows you to organize your reflective writing into four stages.

- Experience
- Reflect
- Conceptualise
- Apply

Career path (Experience)

There is a lot more to the hospitality industry than merely working in stores, especially for those that stay in the industry after their first few jobs. Hoteliers with aspirations may work in local and company administration, sales, finance, personnel management, and advertising. Hospitality businesses seek to hire creative people who can share their ideas and come up with fresh ways to offer their customers.

The hospitality sector's most essential component is the hotel industry. The hotel business has a high demand for skilled professionals, which is likely to grow in the coming years. Hospitality management can be a flexible career option for those looking for variety in their day-to-day work. As of 2021, there were 17.4 million hotel rooms available to travellers worldwide. By 2024, this figure is expected to rise to 18.6 million. Luxury hotels will experience the biggest relative growth, rising from 4.1 million in 2021 to 4.7 million in 2024. For prospective hospitality professionals, this is a terrific chance. Perhaps most importantly, there is a substantial talent gap between the hospitality and travel industries. To bridge this talent gap, they will require 14 million hospitality graduates by 2025, up from more than 13 million currently. Between 2020 and 2025, 10-15% of new job postings will be at the managerial level (Rasheed, et.al, 2020).

Current skills (Reflect)

Communication: According to me, my communication skills are quite good. My listening skills are good too. I prefer Inquiring, listening, and then responding properly. This is because the hotel industry encourages natural, spontaneous engagement and shows the visitors that the manager cares about them. This demonstrates managers' willingness to converse and meet their desires. Hence, this skill would surely benefit me in this sector (Khan, et.al, 2017).

Multi-tasking: I can multitask. One must learn to multitask whether one believes it is their strong suit or not. Practice is the most effective way to improve multitasking ability. It allows people to define their limits and understand how to make the most of their time. People in the hospitality industry can use a notepad to jot down ideas and visualize how they will execute chores. One should also communicate with others because teamwork alleviates the burden of multitasking. To avoid feeling overwhelmed, people must focus on the steps required to complete each action rather than the overall endeavour. This will make it feel much more doable. Indeed, it can boost the sensation of accomplishment. Hence, this skill of mine will benefit me by being a manager in this industry (May, and Elder, 2018).

Adaptability: Working in the hospitality industry sometimes requires dealing with the unexpected. I have the skill of getting adapted to certain things. In this industry, Shifts may

change frequently, clients' demands or attitudes may be unrealistic, and peculiar jobs may necessitate constant attention. The most crucial aspect of employment is to maintain a cheerful mind-set. This enables me to see unexpected situations as worthwhile challenges. People must accept that nothing is fixed and that mistakes will happen. Rather than resisting change or longing for things to be easier, focus on moving forward with an agility no matter what (Do, Yeh, and Madsen, 2016).

Attention to detail: Paying attention to detail entails making the most of your time and making the most of everything, regardless of the position you hold. I am quite good at this skill. This implies that while I'm not working, I spend my time at work performing minor maintenance tasks. This could entail scanning the room for anything out of place or missing. Meticulous attention in the hospitality industry detail ensures that your service runs properly and that your consumers are satisfied with their surroundings. That's why having this skill will benefit me in this career (Jetley, et.al, 2018).

Team collaboration: It is easier to complete tasks and operate efficiently when a team's responsibilities are clearly defined. This allows us to provide better service to our consumers and clients in the hospitality industry. I like working in a team and leading it. Working as part of a team gives employees essential skills that will help them become not only better employees but also better people. As a result, managers benefit. Effective teamwork in this industry makes day-to-day operations function more smoothly. It can assist you not only create client relationships but also increase revenue at your hotel. That's how my teamwork skill would benefit me in this industry.

The gap in skills (Conceptualise)

I lack these below-mentioned things. How these skills are important in the hospitality industry is explained below:

Time management skills: Proper time management can help you reach larger goals, reduce delays, and increase output. Effective time management allows you to prioritize and decrease overwhelm, allowing you to work smarter and reach your goals more quickly. I will be requiring this skill for being in the hospitality industry. Efficient time and attendance management are crucial for the team since it fosters transparency about your employees' working hours and shifts. It's also important for employees who commute or work from home because it allows them to track their working hours and take necessary breaks. Proper time management in this industry can help me reach larger goals, reduce delays, and increase output. Effective time management allows people to avoid overwhelm, prioritize, work smarter, and reach their goals faster (Ocak, and Boyraz, 2016).

Creativity: Workers that think creatively help to track down unmistakable and novel answers for issues. This tackles issues and prompts novel ways to deal with critical thinking, which adds to additional successful corporate tasks. Creativity aids in the precise and appropriate resolution of professional issues. I should enhance my creative skills. Creativity in the hospitality industry would promote improved levels of performance, harmony, and compatibility among hospitality workers. Employees in hospitality organisations that support this type of behaviour have open communication channels via which they can exchange ideas (Easton, and Djumalieva, 2018).

Empathy: Empathy is important because it allows us to better comprehend and even feel what others are feeling. It has an impact on the success of professional collaborations. I need to work on my empathy skills. In order to boost brand positioning in the market, hoteliers must create an emotional connection with their visitors. Because this is the only actual differentiating feature. Employee empathy helps to a pleasant guest experience and motivates them to leave favourable feedback. Both of these things affect sales. The first thing that comes to mind when we think of customer service is complaint handling, but it is not the only one (Bloom, 2017).

System approach to skills acquisition (Apply)

Things that I could do to gain these skills are mentioned below.

Time management skills

Setting weekly targets: Making a weekly list is a straightforward and powerful technique to get everything sorted and on time. By the day's end of work, I would make a plan for the day for the following day. I would check the most important chores first, rather than the majority of the items on the list.

Time blocking: Time blocking eliminates distractions and allows you to stay on track even when your schedule is jam-packed. I will mark events and appointments on my calendar to track how much time I spend on which tasks throughout the day. It would help me to determine my most productive hours and use them to complete the most demanding things (Grisson Loeb and Mithani, 2015).

Delegating tasks: Delegating tasks to direct reports does not imply that you are abdicating your responsibilities. It's a clever and effective time management skill that will show your team that it's an important part of any collectively completed initiative's success. Delegating some of my tasks to others would allow me to concentrate on what is important while also reducing my workload.

Empathy

Cultivate curiosity: I will try to be around people I don't know well and ask them about themselves, their life, and how they're doing. I will follow people on social media from various religious, ethnic, political, and other backgrounds to hear what they have to say. I will also recognize the issues that arouse people's enthusiasm, happiness, or sadness. This will help me enhance my empathy for myself (Riess, 2017).

Setting out of your comfort zone: I would learn something new, travel, and experience what it's like to be uncomfortable. Stepping out of my comfort zone and pushing myself to do more things around new people would help me to gain empathy.

Examining biases: We all have preconceived notions that limit our ability to empathize. We frequently pass judgment on others based on their appearance and the way they live their lives. I would look for opportunities to engage with people from diverse backgrounds. I would discuss crucial issues in people's life. This step will also help to gain this skill (Hall, and Schwartz, 2019).

Recruitment and selection

The interview provided me with a deeper understanding of myself and my professional prospects. I realize I invest a great deal of energy in ensuring my representatives are cheerful and appreciate working with me and the organization. I'm an incredible devotee that cheerful staff help to accomplish improved results. To achieve this, I stay versatile to the timetables that turn out best for my group. I want to be there for guidance and opinion when it is needed, but I never micromanage. ***I realized that my management style is quite good, and it is exactly how I want my manager to be*** (Kassai, et.al, 2019).

I needed to decide if to share a very combustible paper expounded on our organization as the manager of the social media group. Employees were restless. I needed to go with the choice and persuade our top leaders that talking about it was the correct thing to do. I was also in charge of messaging development and feedback channel monitoring. It was well received, and we gained a lot of clients as a result. ***As a result, I believe I need to improve my critical thinking skills in preparation for future difficult situations. This interview taught me that if I attempt, my work as a manager and even in other fields may be enhanced. In addition, I identified several skills that I lacked. The above section provided a detailed study of these skills.***

It is my commitment as a supervisor to guarantee that my group is performing great, complying with time constraints, and arriving at organization targets. To complete these undertakings successfully, the staff must be fulfilled in light of the fact that this will assist with holding their devotion. A team that is happy and loyal is usually a high-performing team. It is critical to

establish clear goals and objectives for the team. ***Based on the interview, I concluded that I need to be more stringent in certain areas of the workplace so that people working under my team are more efficient*** (Barnett, et.al, 2016).

Each employee has their own set of strengths, limitations, and learning styles. It is your obligation as a manager to truly grasp each person's characteristics, guide them successfully, and establish a positive relationship between managers and employees. I can learn a lot just by looking at their work, but I can also learn a lot by frequently asking basic questions. ***The example I will set in the office can have a big impact on my company's performance. It is vital to create a healthy and pleasurable workplace where team members feel valued and respected.***

Employees that are satisfied with their jobs are more productive. I may foster a diverse and inclusive work culture by modelling exemplary behaviour daily and participating in team-building activities regularly. To build a worthy and committed team, I must champion them. I have understood that; like a good coach, bosses must keep their employees engaged and excited about their work. As a consequence, your staff will avoid burnout and enjoy performing at their peak (Leong, and Ahmadi, 2017).

Recommendations and conclusions

This report provided a brief overview of the career path as well as existing abilities and skill gaps. This report also discussed the extensive analysis of the interview conducted in the first task. This report's chosen career was hotel management.

From the analysis done above; I was able to find that a career plays an important role in our life. I have found that identifying skills that a person is good at and skills that they lack is very essential to enhance your job role.

With perfect skill knowledge and implementation of those skills; one can be excellent at their way of working. From this portfolio, I came to an understanding, that the hospitality industry has many jobs but if I go there; I need to have a better understanding and skills which that field and customers there require. So everyone who wants to make a good career or excel at their job needs to do their skill analysis and improve their skills.

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Appendix

Interview for the job: Manager

Q1. Tell about your self

- A. Thanks for this question. I'm passionate about working with many people, having as much communication as possible. The job I have at the moment as a Hotel Receptionist, brings communication with different people of different nationalities. But I still want to advance in the field, I'm ready for new changes and new knowledge.

Q2 How would you describe your management style?

- A. I take a lot of time ensuring my employees are happy and enjoy working for me and the company. I am a firm believer that you get better quality work with happy employees. I like to be there for input and advice when required but am sure not to micro-manage.

Q3. Tell us about a time that you had to make a difficult decision as a Manager and how you articulated it.

- A: Identify problem, search for alternatives, make a choice, implement the choice and in the last evaluate the result and if necessary start the process again.

Q4. How do you define success as a Manager?

- A: First and foremost, my job as a Manager is to make sure my team is performing well, meeting deadlines, and achieving business goals. However, to do these efficiently, it's important that the employees are happy because it will help to keep them loyal. A loyal, happy team is typically a high-performing team. Setting clear goals and objectives for the team is important.

Q5: Can you tell us about a time one of your team members made a mistake? How did you handle it?

- A: I try to talk to the person who made the mistake, to find solutions together and to make the right choice so as not to create conflicts between employees and customers.