

Employability and Career Development

Mock Interview and Application Portfolio

Larisa-Estera Lupu

Module code: LCLM4005

Component: 1

Programme: CertHE Business Skills for the Workplace

Assessment weighting: 50%

Preparation date: 25 October 2026

Curriculum vitae

Portfolio purpose

This portfolio will enable progression from a Cleaning Supervisor position within Marriott Hotel to an assistant housekeeping management role. Includes: CV, CV cover letter, CV vacancy summary, CV employability analysis, CV interview preparation, and personal development plan.

Assessment requirements

The assessment is a one Word document CV, cover letter and person specification or job advertisement; plus an approximately 15-minute face to face mock interview. According to the brief, fonts are to be Arial size 11 or 12 with 1.5-line spacing.

Information requiring confirmation

All details including name, contact information, job title and employer brand and employment dates provided by the candidate. CV duties to be compared with actual duties. There are no procedures in education, qualifications, computer software skills, or work accomplishments. The specific Marriott hotel should be clearly stated.

The Vacancy summary is provided with the support of employer's official advertisement. A copy of the original advertisement on screen or downloaded must still be included prior to submitting. All of the roles played in London are aspirational interview targets, willingness to relocate or commute is not assumed.

The brief gives a deadline of 19 October 2026 at 10:00 a.m. Since this date has already elapsed, arrangements for submitting should be confirmed with the lecturer.

LARISA-ESTERA LUPU

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Professional profile

Hotel Cleaning Supervisor employed at Marriott since 12 October 2025, seeking progression into assistant housekeeping management. Offers a practical foundation in hotel cleaning and supervision, with an interest in consistent standards, supporting colleagues and a positive guest experience. Keen to develop further knowledge of departmental planning, staff development and housekeeping operations.

Key skills

Hotel housekeeping • Cleaning supervision • Attention to presentation • Team coordination • Task prioritisation • Professional communication

Employment history

Cleaning Supervisor | Marriott Hotel

12 October 2025 – Present

Proposed responsibilities for candidate confirmation:

- Supervise daily cleaning activities and clarify allocated tasks for colleagues.
- Check cleaned rooms and designated areas, identifying work requiring further attention.
- Support practical cleaning duties during busy periods.
- Communicate priorities and progress to the housekeeping manager.
- Report maintenance concerns, damaged equipment and shortages of cleaning materials.
- Help colleagues follow established cleaning methods and workplace procedures.
- Respond politely to guest requests and refer matters beyond your authority to management.
- Maintain organised storage areas and support the appropriate use of supplies.
- Share relevant information during shift handovers.
- Treat guest belongings and information with care and discretion.

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Cover letter

Larisa-Estera Lupu

Coventry

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25 October 2026

Hiring Manager

Delano London

Dear Hiring Manager,

This is an Application for the Assistant Housekeeper Manager position number REF118182C.

Please note that I am interested in the position of Assistant Housekeeper Manager as advertised in Delano London. My current job is Cleaning Supervisor, and I have been working at Marriott Hotel since 12 October 2025. I am looking to continue to grow within this experience and go on to a larger housekeeping management position.

By working in hotel cleaning supervision, I have a hands-on experience of cleanliness, presentation and teamwork. I understand the importance of the housekeeping function in relation to the 'guest experience' in the hotel and would apply a diligent and responsible attitude to ensuring a uniform level of service.

I'm interested in working in an opening hotel to have the chance to grow. I would love to know how managers expect a team to be able to provide good service from day one, and how they set up the department.

When it comes to supervision my strategy is to communicate clearly, be respectful and be willing to get my hands dirty with the work. I think the key to good leadership is stating what is expected, and listening to any issues and follow up on them.

I am aware that the role advertised is more in keeping with experience that I have displayed on my CV for a shorter length of time. I don't want to make too much of my background. I would however be interested to see consideration towards my supervisory experience and developmental needs, as well as a possible progression opportunity, if I need to further expand my skills and experience prior to promotion to this position.

Having a particular interest in strengthening my workforce planning, departmental report writing skills, stock control and cost awareness. Thank you for your consideration of the application. It would be great to talk about my experience and my career goals.

Yours faithfully,

Larisa-Estera Lupu

Selected vacancy and suitability

Detail	Advertisement information
Job title	Assistant Housekeeper Manager (M/F)
Property and employer source	Delano London — Accor Careers
Location and contract	London, United Kingdom — full-time, permanent
Vacancy reference	REF118182C

The role supports the Executive Housekeeper through operational coordination, cleanliness Cleaning inspections, team development, equipment control and planned cleaning. Qualifications include a minimum of two years of housekeeping management experience in a luxury hotel, communication and organisational skills, commercial awareness, relevant computer skills and high-school diploma or equivalent. A bachelor's degree is preferred (Accor, n.d.).

The job advertisement and the person specification is official.

The position is a desire position. The confirmed employment period does not evidence the required 2 years' management experience. There is no confirmation of qualifications nor software experience. An advertisement is not a peer-reviewed academic resource, but is primary recruitment evidence..

Skills and evidence review

Area	Evidence and preparation needed
Hotel experience	Marriott employment since 12 October 2025; confirm the property name.
Supervision	Job title supplied; prepare an accurate account of duties and authority.
Quality and teamwork	Prepare genuine examples of maintaining standards and supporting colleagues.
Administration	Identify current software, stock-control and planning experience.
Qualifications	Add only genuine education and completed training.

Employability analysis

Career direction

My current career goals would be to go from cleaning supervisor to assistant housekeeping manager. This will involve developing a realistic understanding of what I can do and what I should do. Based on Talluri et al. (2024), there are three types of career competencies, which are reflective, communicative and behavioural. In my development this means measuring my capabilities, expressing myself clearly and actively moving towards success. Their review backs up the idea that career development is an on-going process that is based on action and feedback.

Active preparation

Lo Presti et al. (2022) found an indirect relationship between career competencies and subjective career success through employability activities among Italian graduates. This population isn't like my workplace but the study reinforces the importance of being proactive with preparation. My use of the finding is in relation to jobs, getting my CV updated and practising articulating appropriate experience in a truthful manner.

Evaluating readiness

Grosemans and De Cuyper (2021) found various pathways of career competency development to move from Education to Employment. Their findings indicate that career readiness doesn't progress at the same time. The real-world impact of my preparation is that I'm thinking in terms of assessing progress with examples, not just time in a job as a way to assess readiness for promotion. This study is about the graduates, not about me, and it does not say if I'm ready for a hotel management position.

Using STAR to prepare examples

When asked about what went before, I will say what the Situation was, what I did (Task), what my actual actions were (Action) and what the real outcome was (Result). I will be creating three authentic examples related to the standards, teamwork and problem solving. I will not make up feedback from the viewer, performance numbers, or positive results.

Personal development action plan

Priority and action	Timescale	Evidence of progress
Confirm duties, property name, qualifications and training; update the CV.	One week	Checked and accurate CV.
Prepare three genuine STAR examples and practise an interview.	Two weeks	Clear answers supported by actual events.
Request feedback on communication, delegation and quality checking.	One month	Agreed development priorities.
Identify relevant software and complete suitable introductory training.	Three months	Practical task completed with feedback.
Request observation of rota preparation or stock monitoring.	Three months	Notes explaining the process and its purpose.
Compare experience with assistant management requirements.	Six months	Updated skills gap review.
Apply for suitable opportunities when requirements can be evidenced.	Within 12 months	Tailored applications and feedback.

The plan follows a cycle of setting goals, acting, obtaining feedback and reviewing progress, applying the self-regulation perspective discussed by Talluri et al. (2024). Progression also depends on available opportunities and employer requirements.

Mock interview preparation

The following is suggested practice answers. Personal preferences/strengths should be adapted to reflect one's view. Future scenarios are made with “I would” – they do not state that something has already happened.

1 Tell me about yourself

I live in Coventry and my name is Larisa-Estera Lupu. From 12 October 2025, I have worked as a Cleaning Supervisor at Marriott Hotel. I would like to go from housekeeping to Assistant Housekeeping management and my career of interest is Hotel housekeeping. I wish to gain a wider knowledge of planning, supporting staff and monitoring standards. I understand that by progressing there will be more responsibility and I am willing to learn from feedback and training.

2 Why have you chosen this role

This is the avenue where I would want to go. It will enable me to further develop my supervisory responsibilities in the cleaning department, and also provide me with an opportunity to gain a better understanding of how to supervise a department. I want to find out how practical standards are related to organisation. There is a need to coordinate tasks, provide communication of issues, and provide checks before the room is ready for a guest. I want to help facilitate that process, in a bigger team.

3 What would you bring to the position if you were hired

I would take my current experience as a hotel cleaning supervisor with me, and the knowledge that I am still learning. I'd try to be friendly, make it clear about expectations, and be willing to help with what had to be done. I would look for input early in the learning process if I was making a new procedure unfamiliar to me. Competence should be reflected by actions and follow-through.

Mock interview preparation continued

4 How would you organise a busy shift

I would discuss with the appropriate manager what work was needed to be completed, who was available to complete the work, and what were the urgent priorities. I would make sure to fairly assign jobs based on the colleagues' experience and the time availability. I would monitor progress and inform early when there was a delay. If the workload became too much I would discuss this early on and support or changed priorities. I wouldn't promise dates the team would not safely be able to hit.

5 How would you respond to a cleanliness complaint

I would carefully listen, and respond to the concern and explain the problem. I would take appropriate action within my sphere of responsibility and escalate if required to the appropriate manager. I would verify with them that corrective action was taken and use the right channel to inform them whether or not the problem was resolved. I would also share pertinent data with the team so that they could learn what took place and be able to minimize the issue going forward.

6 How would you address work below the required standard

I would ensure the expectations were clear and that the colleague was properly equipped, understood and had the time. I'd talk to them about the problem behind the scenes and hear out their reasoning. I would model the task where applicable and set up help. I would give notice as to the things that could be improved and look at the work once again. Any concerns that persist would be taken up with the manager in accordance with the organisation's procedures.

7 How would you deal with disagreement between colleagues

I would be non-partisan and non-perturbing until I was able to understand what has happened. I would listen to those concerned, highlight the problem that was having an impact on work and clarify responsibilities. My aim would be to agree a professional way forward and reinforce respectful communication. Any serious incident or disagreement which is beyond my control will be referred to the relevant manager.

8 What is an area you need to develop

I would want to build on the administrative and commercial aspects of housekeeping management such as staffing plans, stock records and departmental costs. I would look for opportunities to observe these and be given opportunities to do appropriate tasks under supervision. I would solicit feedback to correct and to advance. I would be up front about software I hadn't used or processes.

9 but you're so inexperienced

I recognise that my working history confirms is not the full management experience that is required. I would not pretend to have an experience that I lack. Provide a written starting point that is relevant and show an interest in further development. I would appreciate practical assessment and

identification of learning needs. If I am not ready yet, please advise me on appropriate development opportunities.

10 Retell a workplace problem that you resolved

Practice a real sample prior to the interview. No specific incident was provided and thus, a successful one from the past tense can not be completed accurately. Pick a real cleaning problem, lack of supplies, shift in priorities, colleagues need for support, guests need. Describe what happened, what part you played, what you did and what actually occurred. If only partially successful, state this fact and talk to them about what you learned.

11 What would the first three months be like?

The number 1 priority I would focus on would be to know the team, procedures, and expectations. I'd question, watch more advanced colleagues and ask what was out of my scope and what wasn't. This would involve consistently fulfilling agreed tasks, seeking feedback. My knowledge grew and as my awareness matured, I would pinpoint a small opportunity to innovate with my manager, after comprehending the impact of the current processes on other Departments.

12 What type of questions will you ask the employer?

What Success in the first 3 months would look like? What is there to train for if someone is moving onto from supervision? What skills do you think I need to work on? What is the way through which the housekeeping team gets feedback about its performance?

Practice interviewing for about 15 minutes! Try to answer in a conversational way, give opportunity for further questions, and communicate concrete examples rather than relying on a ready-made script.

References

Grosemans, I. and De Cuyper, N. (2021) 'Career competencies in the transition from higher education to the labor market: Examining developmental trajectories', *Journal of Vocational Behavior*, 128, article 103602. Available at: <https://www.sciencedirect.com/science/article/pii/S0001879121000749> (Accessed: 25 October 2026).

Lo Presti, A., Capone, V., Aversano, A. and Akkermans, J. (2022) 'Career competencies and career success: On the roles of employability activities and academic satisfaction during the school-to-work transition', *Journal of Career Development*, 49(1), pp. 107–125. Available at: <https://journals.sagepub.com/doi/10.1177/0894845321992536> (Accessed: 25 October 2026).

Talluri, S.B., Uppal, N., Akkermans, J. and Newman, A. (2024) 'Towards a self-regulation model of career competencies: A systematic review and future research agenda', *Journal of Vocational Behavior*, 149, article 103969. Available at: <https://research.vu.nl/en/publications/towards-a-self-regulation-model-of-career-competencies-a-systemat/> (Accessed: 25 October 2026).

Job advertisement

Accor (n.d.) 'Assistant Housekeeper Manager (M/F)', *Accor Careers*. Delano London, United Kingdom. Vacancy reference: REF118182C. Available at: <https://careers.accor.com/job/assistant-housekeeper-manager-m-f-in-delano-london-london-united-kingdom-jid-109177> (Accessed: 25 October 2026).