

Component 2

Task 1: Compare job adverts

Food and Beverage Supervisor & Hotel Manager

Both a Food and Beverage Supervisor and a Hotel Manager share a strong foundation of skills that are essential to running efficient, customer-focused hospitality operations. They both demonstrate leadership and team management, ensuring staff are motivated, trained, and performing to high standards. Customer service excellence is central to their roles, with both positions requiring the ability to address complaints, satisfy guest needs, and enhance the overall customer experience. They exhibit organizational and multitasking abilities, capable of coordinating multiple operational elements simultaneously, from schedules and events to service quality and inventory. Both roles demand a solid knowledge of health, safety, and sanitation regulations, maintaining compliance to protect guests and staff. Additionally, they share financial and budgetary acumen, monitoring costs, controlling resources, and contributing to profitability. Effective communication, problem-solving, and adaptability are also mutual skills, ensuring both supervisors and managers can respond swiftly to dynamic situations and drive operational success. In essence, whether overseeing shifts in food service or managing the broader hotel environment, these professionals rely on a shared set of leadership, operational, and customer focused skills to deliver seamless hospitality experiences. In conclusion, even though the scope of responsibility differs –with -Food and Beverage Supervisors focusing on dining services and Hotel Managers overseeing boarder hospitality operations – the foundational skills in team leadership, customer care, operational management, financial oversight, communication, and problem – solving are common to both roles. Communication skills are essential in the workplace as they ensure that employees have the necessary information to perform well, build a positive work environment, and eliminate inefficiencies. Effective communication enhances relationships with the company and clients, increases employee engagement, and boosts overall team effectiveness. Meanwhile, it helps ensure everyone understand their duties and responsibility, encouraging quality relationships, and maintaining productivity. Overall, strong communication skills are the backbone of collaboration and leadership, building trust, and reducing conflict.

Task 2. **Self-assessment and Readiness**

Developing self-awareness is a crucial part of preparing for employment and long-term career growth. Conducting a SWOT analysis allows me to reflect critically on my personal strengths, weaknesses, opportunities, and threats, and to understand how these factors influence my readiness for professional development. This reflection draws on my academic experiences, work involvement, and feedback from peers and mentors. A SWOT analysis provides a structured way to reflect on my strengths, weaknesses, opportunities, and threats, helping me understand how my current abilities align with industry expectations (Gibbs, 1988). This reflection draws on my experience in hospitality, my academic background, and feedback from others.

Strengths

One of my strongest qualities is my reliability. In hospitality, consistency and dependability are crucial for maintaining smooth service operations, especially during busy periods (Baum, 2015). Through volunteering at events and supporting family members, I have demonstrated punctuality, responsibility, and a strong work ethic. These experiences show that I can be trusted to complete tasks to a high standard. Communication is another key strength. Effective communication is essential in food and beverage roles, as it supports teamwork, guest satisfaction, and conflict resolution (Lashley & Morrison, 2011). My experience interacting with guests and colleagues has helped me develop clear verbal communication and active listening skills. I also show leadership potential. Although I am still developing in this area, I naturally take initiative, help organize tasks, and support others during service. Leadership in hospitality often involves motivating teams, maintaining service quality, and staying calm under pressure (Northouse, 2021), all of which align with my strengths. Additionally, I am highly organized and able to manage my time effectively. Hospitality environments are fast-paced, and strong organizational skills help maintain efficiency and reduce errors (Jones & Robinson, 2012). My ability to prioritize tasks and stay focused contributes to smooth service delivery.

Weaknesses

Despite my strengths, I recognize several areas where I need further development. One weakness is my confidence when taking full responsibility for unfamiliar tasks. Research shows that self-confidence plays a significant role in effective decision-making and leadership (Bandura, 1997), and at times I hesitate or doubt myself when working independently. Another weakness is that I sometimes take on too many responsibilities at once. My desire to help others and ensure everything runs smoothly can lead to overcommitment, which increases stress and reduces efficiency. This is a common challenge in high-pressure environments, where poor workload management can negatively affect performance (Cooper & Dewe, 2008). I also recognize that I struggle to speak up in the moment when someone makes me feel uncomfortable or undervalued. Instead of addressing the issue immediately, I tend to keep my feelings to myself. While this is a natural response for many people, it can lead to unresolved tension and reduced confidence over time. Effective communication — including assertiveness — is essential in supervisory roles, as it helps maintain fairness, clarity, and positive team relationships (Lashley & Morrison, 2011). Developing the ability to express concerns respectfully and confidently will be important for my growth. Finally, I need to strengthen my technical knowledge of food and beverage operations, such as stock control, health and safety procedures, and digital ordering systems. Supervisory roles require a deeper understanding of operational processes (Davis et al., 2018), so improving these skills will help me progress.

Opportunities

There are several opportunities available to support my development. My academic programme provides access to workshops, career services, and optional training sessions that can help me build technical and professional skills. For example, sessions on CV writing, interview preparation, and digital literacy offer valuable chances to enhance my employability. I also have opportunities to gain more experience through volunteering, internships, or part-time roles. These experiences would allow me to apply my strengths in real-world settings while developing confidence and independence. Networking events and guest lectures also provide opportunities to connect with professionals and learn more about career pathways. Additionally, the increasing availability of online learning platforms means I can independently develop skills such as data analysis, project management, or software proficiency at my own pace.

Threats

The main threat I face is the competitive nature of the job market. Many roles require strong technical skills and relevant experience, and without continuous development, I risk falling behind other candidates. Another threat is the possibility of becoming overwhelmed by balancing academic work, employment, and personal commitments. If it's not managed effectively, this could affect my performance and wellbeing. There is also the risk of relying too heavily on my strengths—such as communication and teamwork—while neglecting areas that require improvement. Without addressing my weaknesses, I may limit my long-term career progression.

Evidence of readiness

Despite these challenges, I have already developed a strong foundation for employability. My volunteer experience demonstrates my ability to support service operations, assist with food and drink delivery, and contribute to event setup and clean-down. These tasks show that I understand the importance of teamwork, efficiency, and maintaining high service standards. My communication skills, positive attitude, and ability to stay organized in fast-paced environments have been consistently recognized by those I have worked with. These qualities are essential for delivering excellent customer service and supporting a team effectively (Lashley & Morrison, 2011). Through my university studies, I have developed discipline, time management, and the ability to work independently. These experiences show that I am capable of learning, adapting, and meeting expectations — all of which are important for career progression. Overall, my strengths, combined with my willingness to learn and grow, demonstrate that I am ready to continue developing toward a Supervisor role. This SWOT analysis provides a clear foundation for setting future goals and creating a personal development plan.

Employment Goals

Reflecting on the weaknesses identified in my SWOT analysis, I have set both short-term and long-term goals to support my development toward becoming a Food & Beverage Supervisor. In the short term, one of my main goals is to improve my confidence when addressing issues directly. I often hold back when someone makes me feel uncomfortable or undervalued, and learning to express myself calmly and assertively will be essential for handling team communication and conflict in a supervisory role. Another short-term goal is to strengthen my technical understanding of food and

beverage operations. This includes improving my knowledge of stock control, health and safety procedures, and digital ordering systems. Developing these skills will help me work more independently and prepare me for greater responsibility. My long-term goal is to progress into a Food & Beverage Supervisor position within the next two to three years. Achieving this will allow me to apply my leadership potential, support a team effectively, and contribute to delivering excellent guest experiences. This long-term goal aligns with my ambition to build a successful career in the hospitality industry and eventually move into higher-level management roles.

Personal development plan

To achieve these goals, I have outlined a clear development plan:

- **Building assertiveness and confidence Actions:** Attend assertiveness and communication workshops; practise speaking up in everyday situations; ask mentors for guidance and feedback. **Timeline:** 3–6 months. **Resources:** University support services, online training, workplace feedback. **Progress Measures:** Increased confidence in addressing issues; improved communication noted by peers and supervisors.
- **Improving technical knowledge Actions:** Complete online courses in food safety, stock management, and hospitality systems; request additional training shifts in operational areas. **Timeline:** 6–12 months. **Resources:** Online learning platforms, workplace training opportunities, industry materials. **Progress Measures:** Ability to carry out technical tasks independently; positive performance feedback.
- **Career advancement Actions:** Gain more hands-on hospitality experience; take on small leadership tasks such as guiding new staff; apply for supervisory roles when ready. **Timeline:** 1–3 years. **Progress Measures:** Increased responsibility at work; successful progression into a supervisory position.

Reference list

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