
REFLECTION EVALUATION OF

CUSTOMER SERVICE OFFICER AT TFL

TITLE: Community Engagement

MODULE CODE: LCBB4002

Lecture name: Christopher Mafuva

STUDENT NAME: Elena Petrova

STUDENT NUMBER: 1812410

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Description

Improving the knowledge and then when it is utilized to create and present the most innovative ideas is an integral part of both the academic along with professional life. Along with this, it is mandatory to highlight that the essential objective of this is to aid in enhancing the thinking procedure and also bring improvement in all the skills and talents (Reynolds, 1998).

So, the selected enterprise is Transport for London (TFL). The TFL is the local state-owned entity which is responsible for giving the transport facilities within the Greater Britain, United Kingdom.

The TFL has been the responsibility for the transportation system throughout the UK for every major route along with several train systems which include London Underground and London Overground along with Docklands Light Train and the TFL Rail. However, it cannot regulate the National Train facilities within England; nonetheless, it performs duties for Britain's trams and buses and taxis along with cycling provision & river facilities. My job was to become the customer service officer at TFL. The essential obligation is to help clients going on the rail organize, draw in with travelers and upgrade their voyaging background, advancing a culture of wellbeing and security by being a consoling nearness offering assistance and direction.

Feeling

Primarily the role play made me learn many things such as how to organize the collected knowledge and also assemble them so that it can be utilized most suitably.

In the role play, I was the customer service officer at TFL. When I started collecting information, it was all elementary and straightforward. I did much research and gained knowledge of how to deal with different situations with different problems. I felt confidence and faith that I could deal with the task. I understand how important and significant part of the accumulation of knowledge is this task. I can give and show everything I have understood and mastered as Theoretics. Concern played me a bad joke. The moment I stood up to the audience, I forgot everything. My thoughts were interweaving, and I was trying to tidy them up in my mind. I wanted to give the best of myself, but I showed a small part. I felt the utmost dissatisfaction with my performance. In my opinion, I managed

the situation and solved the problem in the game, but I failed to recreate the real emotions that need to be demonstrated. In my real life, put in front of real situations I am doing great. That is the reason that makes me feel unhappy with my performance.

Evaluation

Along with all the other benefits within the TFL, one more was that the duty further aided the employees in enhancing the thinking abilities along with problem-solving techniques. It happened as the supervisor put the staff members in various crucial situations; the individuals were asked to tackle the situation using the skills (Day, 1993).

The information that I collected was beneficial and complete. The bad thing is that in the role play I did not manage to recreate and show all that I had learned. I failed to successfully explain what kind of activity the customer service officer performs.

In the role-play, I had to help an angry client whose train was canceled. In such situations, the employee must act swiftly and appropriately. I must give the correct information and given the timetable to the passengers and offer further assistance. I think I have managed to handle this part of the task. So that I got the feedback for the role play was short, I believe that in such a situation this was the adequate reaction, namely to explain to the client that there is another train which departs very soon from a specific platform, which train travels directly to desired by the client. My suggestion to escort the customer to the platform in question is also part of excellent service. Many of the TFL customers are always hurrying and busy people. Like all customers, they need to be heard carefully and give them a quick and precise solution to the problem.

I did an excellent service to the client, but I did not manage to demonstrate what I do and know.

Analysis

All the factors as mentioned above transformed me completely, they modified the learning abilities and also helped in understanding the thinking procedure, it also allowed the people to utilize the logical and the critical thinking talents, these will aid in identification and deciphering of various unknown terms and arguments that were not clear before.

All the factors have been very beneficial in the transformation of the learning procedure. The learning procedure was improved entirely, as many things were learned before but not with this much depth and different dimensions, so much knowledge has been gained through this (Linder and Marshall. 2003). This whole procedure aided in multiple ways like it helped in understanding the theories and concepts in a far better way than before.

For me, great help in understanding the material was my experience in this cloud over the years spent in my secondary education. That is where I learned a lot from things. Now I continue to build on what I have learned in greater depth. That has played me a bad joke in my presentation was a concern which I failed to control, and maybe my concern that I could confuse something because I speak in a different language than my mother tongue. Teamwork with a partner in the role play helped me. It is an essential part of achieving a goal. The criticism and praise of the audience gave a clear idea of what else I need to improve on my ideas and my knowledge. Of great importance is teamwork, as well as acceptance and understanding of criticism.

Conclusion

The first skill is the team building, as per my observation; teamwork has been getting much attention in the present age than before. No employee or person can be at multiple places at a time, so it is mandatory to divide the tasks, this will add value and quality to work as many brains are working on a single project, so many ideas will be on the table. Moreover, when several people are working together, then it will help in completing the work before the deadline which is the most important thing to do while anyone is on the job.

Now the next was the problem resolving skills. Fundamentally it is important to highlight that talented individuals would not waste time on the problem occurred; instead, they would be interested in figuring out the solution. For the elimination and eradication of problems, it is essential to look for solutions (Maher and Jacob, 2006). However, it cannot be done if one does not possess the problem-solving ability. If people have this talent, they can make massive success within the shortest period; also it will help in tackling the issues shortly. My problem-solving skills were further bolstered as I had to encounter with

many problematic clients who have different queries. Answering and resolving all of their queries helped me develop problem-solving skills.

Along with this, the job further assisted me to see and check what is more important so that more focus could be given to that one issue rather than focusing on things which were essential or were not important at all. It would aid in managing the time, and when one develops the ability of time management, then there is no such thing in the world as a failure. A person can become multitasking when he manages the time.

Action Plan

Nonetheless, no one is perfect, so I should focus on improving and enhancing the communication skills because, without the perfect communication skills, one cannot deliver his point of view to the people of the office or the clients.

The better communication power, and the better the results. these factors would aid me to excel in my profession and also enhance my other talents which are needed to become a better employee among others in the office and industry.

This would also help me develop a better understanding of my skills and how I can utilize them future.

Reference List

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Appendices:

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Peer Evaluation Role Play Feedback Form

Name of Presenter

*Elena
Nikolova*

Date

Activity:

Customer service officer in TFL

	Poor	OK	Good	Excellent
Introduction (Explanation)			✓	
Presentation (practical demonstration)			✓	
Conclusion (how well can you carry out the activity?)			✓	

Any other comments

*It was good presented
but too short.*

Signed:

18/04/2019

Date:

[Signature]

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Peer Evaluation Role Play Feedback Form

Name of Presenter *Elena Nikolova* Date *18.04.2019*

Activity: *kaipai customer service officer at TFL*

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

good and helpful

Signed: *Bif*

Date: *18.04.2019*

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Peer Evaluation Role Play Feedback Form

Name of Presenter *Elena Nikolova* Date _____
Activity: *Customer service officer in TFL.*

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

Very good presentation.

Signed: _____

Date: *18/06/19.*

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Peer Evaluation Role Play Feedback Form

Name of Presenter *Elena Petrova*

Date *18.04.2019*

Activity: *Roll play - customer officer*

	Poor	OK	Good	Excellent
Introduction (Explanation)			✓	
Presentation (practical demonstration)			✓	
Conclusion (how well can you carry out the activity?)			✓	

Any other comments

You present well, but you should be more confident and polite.

Signed:



Date: *18.04.2019*

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Peer Evaluation Role Play Feedback Form

Name of Presenter Date

Elena Nikolova Petrova

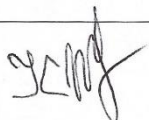
Activity: Costumer service

	Poor	OK	Good	Excellent
Introduction (Explanation)			✓	
Presentation (practical demonstration)			✓	
Conclusion (how well can you carry out the activity?)			✓	

Any other comments

She explain little. I can't understand to much.

Signed:



Date: