

PROFESSIONAL CAREER DEVELOPMENT

Module code:BMSW4005

Module Leader:Husam Alharahsheh

**Assignment Title:Proffesional career development
report and roleplay**

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Task 1- Role-Play

Interview set 1

Job - Restaurant front desk supervisor

Student 1- interviewer

Student 2- interviewee

Student 1: Could you tell me about yourself and describe your background in brief?

Student 2: Recently, I am a student with a bachelor's degree and continuing my job as the restaurant front desk supervisor. I am ambitious in my personal life and I thrive on challenges and still be consistent which helps to set goals for myself. I am also looking for an effective opportunity that will help to achieve greatness so that I can achieve an effective role within three years and that will promote me to the previous job role.

Student 1: Why do you prefer this kind of work?

Student 2: I am passionate about doing this kind of work in the restaurant and this working opportunity provides me with experiences that give value to leading a team for greater success.

Student 1: What are the responsibilities of the position?

Student 2: According to me, this is the most responsible work and that provides delegating working duties with the various staff of the restaurants and will deliver proper allocation on the staff to mate the working flow that helps to resolve disputes easily. I will evaluate the performances by providing feedback.

Student 1: Why do you want to work in the restaurant industry?

Student 2: As a restaurant supervisor, I have to interact with the different people who came to enjoy the restaurant and this provides affects the working ability for the valuable skills of communication and the skills enhance career growth perspectives.

Student 1:How do you handle work pressure during a hard time?

Student 2: Working in the restaurant is the most stressful work and work is strenuous and time-consuming for that I will practise empathy and I will work in the most organised ways for that I could respond to the different solutions in effective ways.

Student 1: Do you have previous restaurant work experience?

Student 2: I have a degree in hospitality management and I got the opportunity to start a career in a small pizza restaurant there I handled the customer and focuses on their needs of the of then and this way I gain experiences to resolve different issues related to the restaurant industry.

Student 1: How do you hear about the position?

Student 2: I am now confident to resolve a situation and manage my workload in a stressful situation. This condition also increases my leadership ability through the communication process and I can motivate other staff to develop products with the organisation.

Student 1: Why should you hire you?

Student 2: I have impressive multi-tasking skills for the restaurant post and I have experience as a supervisor in a similar role in a small restaurant. This work allows me to deliver valuable work with the company.

Student 1: What is your strength?

Student 2: I have developed different communication skills, organised skills, Productivity skills, motivational skills and situation-handling skills that help to build a healthy relationship with the other customers and the skills help to focus to satisfy the needs of the customers.

Student 1: What is your weakness?

Student 2: The biggest weakness is that I could not handle the self-criticism and another one is the lack of knowledge of the particular software that is used for the operation purposes within the company. I also faced difficulties with the delegating task and I felt confused that I faced difficulties throughout the process.

Interview set 2

Job- Customer Service Manager in Hospitality

Student 1: Introduce about yourself

Student 2: I have been working in Customer service for over 3 years and there I started working as a receptionist and was then promoted after 1 year. I am passionate about learning new ways of skills because I have covered different types of training courses that help to develop a strong ability to communicate with new customers and management of any kind of situation in effective ways. This enhances the working environment.

Student 1: Why are you interested in customer service?

Student 2: I have experience and also expertise in the customer service areas. I got a job opportunity in small hospitality management and I am pursuing a degree in hospitality management for that I have ideas on customer service and this is the most valuable job for me.

Student 1: How do you know about the company?

Student 2: I want to work in a reputed company because this provides job opportunities and experiences to develop my career and I will increase my personal development to grow my career path.

Student 1: How do you see the manager role in a team?

Student 2: As a manager in customer services, I will coordinate with different people because I have to communicate with the customers and company and that will help to coordinate the different departments in the hospitality sector.

Student 1: What will be your management style?

Student 2: As a customer service manager, I will follow the path democratic leadership style and that style interacts with subordinates with various team members and this style defeats challenging situations during the working process.

Student 1:What is your strength in customer service?

Student 2:As a professional in the customer, I have heart communication skills and empathy for that I have active listening skills and can effectively communicate with customers for that I can solve different difficulties and this helped to understand the needs of the customers.

Student 1:What is the weakness?

Student 2:During customer service in hospitality management, I will feel discomfort to take big risks and I also hesitate to delegate ask for that I could not manage the pressure during hectic working hours.

Student 1:How do handle rude customers?

Student 2:This is the responsible working process and I have to handle rude customers remain calm and I have to thank them for bringing out issues. After that, I can follow up with the needs of the customers. Therefore, I will highlight case priority based on the needs of the customers. I enjoy the several services among the customers that help to resolve various challenges due to the situation.

Student 1: Why do you want to be attached to the company?

Student 2: This is a people-oriented industry and hospitality is the creative field

Student 1: How do you motivate a team?

Student 2: I will motivate the team members by leading difficult projects because I have work experience in customer handling that help to meet goals of the task of the company within the deadline for that I will help to acquire new skills to overcome the challenges.

Task 2- Report

Introduction

The report focuses on the personal reflection plan that describes career-oriented developmental planning through the application of the reflective cycle of Gibbs. This report mainly illustrates the different skills that give effective efficiencies in the working process. The report also includes a personal development plan that focuses on the different skills based on future development and creates various strategies to improve the skills for the development of the working experiences for the future. The assessment focuses on the SMART goals that can create opportunities to meet the career opportunity for future perspectives.

Personal Reflection on the role play: Recruitment and Selection

The model of the reflective cycle of Gibbes describes the role played through the reflection process. The model develops through the six strategies that are based on the experiences of the two students (UE, 2022).

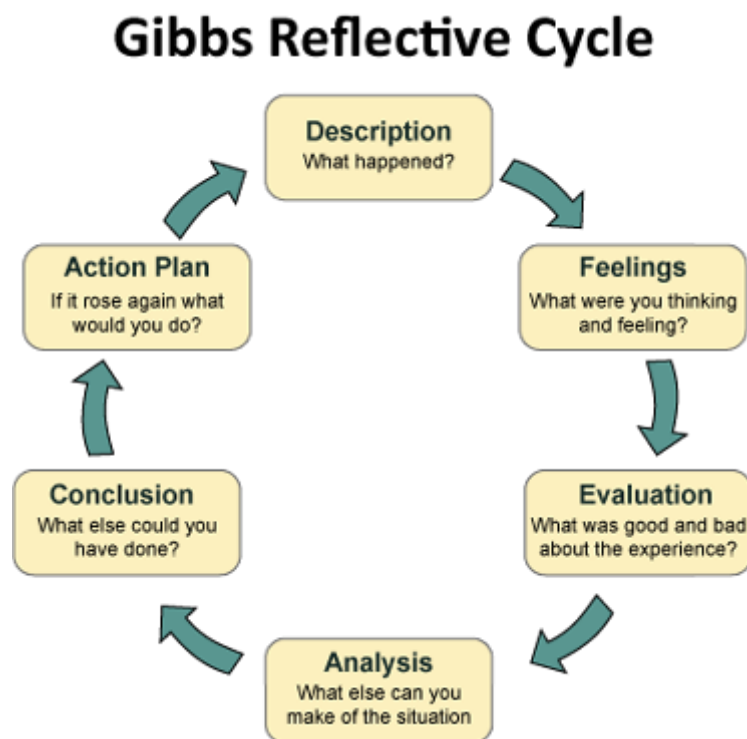


Figure 1: Gibbs Reflective Cycle

Source: UE, 2022

Gibbs Reflective Cycle

Description

There is an assignment that is based on personal reflection on the role played and this provides planning for career development. We have to make a presentation for the assignment

and the presentation is participated by me and my friend. There. We have to write down the future career-oriented p[lay role in the interview perspectives. This kind of presentation is new for me and my friend. We faced complications to complete this. I had finished my part but my friend could not manage the effective clue for the assignment. He faced difficulties to formulate effective communication for the reply and we face difficulties to complete properly within the deadline.

Feelings

After submitting the assignment, we had to promote the physical presentation of the play role. We were quietly nervous due to the situation because we have to prompt the conversation in front of the lectures. We felt that the presents may be cancelled but we could not be motivated during the process. The lectures were very motivating and they gave relative feedback on the assignment that helped to increase the effectiveness of the role play. Though we develop our confidence that helps to present the assignment and the lectures are also praised for the proper way of the presentation.

Evaluation

After the situation, we analysed that we could develop a better way of role-playing assignments because the lecture gave valuable reminders of the drawback point. This way of point of view will help to deliver the presentation for future perspectives. I will develop the presentation capability that helps to develop the proper way of a time management plan that I can promote in the working place for a better way of performance.

Analysis

I can gain confidence in my public speaking ability and this is the most important skill for interview perspectives. I can increase confidence from the presentation through the self-evaluation process and that helps to develop success in the future through the effective self-evaluation process.

Conclusion

This kind of situation helps me to develop the different areas of role-play and create an understanding of how to control a situation sufficiently. I will improve the drawbacks that I can recognize through this process. For that, I have made a proper plan for that I can transform weaknesses into strengths and that will help to provide success in my career path.

Action Plan

Skills need to be improved	Strategies that implement	Time-bound
Communication skills	I will develop the active listening ability that helps to	It will take 2 months to improve my communication

	involve and engage with other persons to bring into a positive conversation. I will deliver conversations based on the ideas and thoughts that faced difficult situations with open-minded viewpoints.	skills.
Problem-solving skills	I will focus on the solution that helps to detect the negativity and provides effective solutions to the problems. I will evaluate the outcomes that help to detect the possible outcomes of the problems.	It will take 5 months to improve problem-solving skills.
Presentation skills	I will practise rehearsal of the presentation multiple times. I will evaluate the developing areas that need to work.	It will take 3 months to improve my presentation skills.

Personal Development Plan

A plan for personal development promotes a guideline for future success. This personal development is a process that improves conscious habits and activities and enhances personal goals to achieve the aspiration for a successful career (Tracy, 2022).

Skills	Strategies	Time plan	How to improvise the skills for future development.
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Communication skills	I will use materials that help to showcase conversation skills. I will offer feedback that helps to provide effective communication skills. I will read books and magazine that is related to the topic to foster a critical thinking process.	It will take 4 months to improve the skills.	Communication skills help to create relations for that the employees can make a proper understanding of the working place which helps to avoid assumptions surrounding the working places.
Team Working ability	I will identify the challenging areas that help to develop honest feedback on the improvement issues that are related to the strength and weaknesses. I will improve the ability of the team members that will deliver valuable contributions to the working management.	It will take 4 months to improve the ability of the team management.	Team working skills develop through regular practice that increases common goals within the working place. Tskills resolve the strong conflicts among the employees reduces the working places' stress and frost communication to improve productivity among the team.
Time Management skills	I will start my work on an early basis which provides an opportunity to	It will take 6 months to improve my time management skills.	Time management skills accomplish daily responsibilities within the working

	schedule a task to the beginning of the work that helps to overcome the initial preparatory stages of the tasks. I will set limits that provide a positive impression on the working process.		places. The skills provide prioritisation that is baes on the work that promotes a strong understanding of the working process that allows one to complete essential tasks in efficient ways.
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Smart Goals

Smart Goals stand with the specific, Achievable, measurable, time-bound and relevant. These goals help to create opportunities that will meet the objectives of the career that deliver a proper analysis of the career progress (Boogaard,2022).

Specific

This process considers specific goals and the process focuses the effort with the motivation in the working process. From career perspectives, specific goals develop to gain the skills and experiences necessary and that promote motivation within the organisation. This effectiveness helps to build a career that leads a successful team from the career perspective.

Measurable

This process provides improvement to goals and that helps to track progress on the working perspectives. The employees help me to stay focused to meet deadlines so that I can achieve goals for the career. They measure goals that require skills and develop the career for future perspectives and also promote necessary training that is relevant experiences for future career development.

Achievable

The goals must be achievable and it will scratch abilities that provide possibilities to achieve effective goals in the future career perspectives. The achievable opportunity provides for future career development. The strategic goals for skills development also help to determine that develop the skills and give the realistic reliability that is based on the experiences and qualification.

Realistic

The process ensures the matter of the goals and this is aligned with the relevant goals. This way also provides goals and promotes the important control that provides a responsibility to

achieve goals of the future career perspectives. From future career perspectives, it helps to gain skills for the organisation through undertaking the relevant training and this skill can identify various crises in life.

Time-bound

For goals, there needs to be a target date to determine a deadline that focuses on setting the work. Time setting improves weakness areas within the periods. This time-bound will change weaknesses and promote a positive impact on the career.

Self-evaluation plans

For effectiveness in the professional career, there should be to achieve success through motivation and hard work in the professional development purpose activities. I have to develop new skills for my future career. For that, I have to improvise new techniques that help to grow my career.

SWOT analysis

The personal SWOT analysis is a kind of tool which is used to recognize the person's ability regarding strengths, and weaknesses and both things will lead to opportunities and threats respectively.

Strengths: I have the ability to manage time which is one of my crucial strengths, along with this I have listening ability skills that help to improve my comprehension ability. I can perform creativity at any place which helps me to move ahead in life.

Weaknesses: There are some weaknesses associated with me and it creates hindrances in my journey. I can't do team building and so I feel disappointed sometimes. I don't have the ability of decision making which is very essential for a bright career.

Opportunities: My strength will bring opportunities for me such as time management to complete the task within the time boundary. My listening skills help to avoid larger mistakes in my career and my creative skills help me to bring some innovative tasks.

Threats: It is very essential to eliminate threats otherwise it will lead to some threats in the coming future and in this way, some threats are also associated with me. Owing to not having team building restricted to doing big tasks where required by some group of people. Due to not having decision-making skills, will distract from the straightforward.

Johari Window

Harry Ingham evolved this model named Johari Window. This model refers to increasing the perceptions of the individual on the other person. This model assists people to establish a better understanding regarding their relationship with others and themselves as well (Gülbay, 2021). This model reflects how the person is alike to others or similar as well.

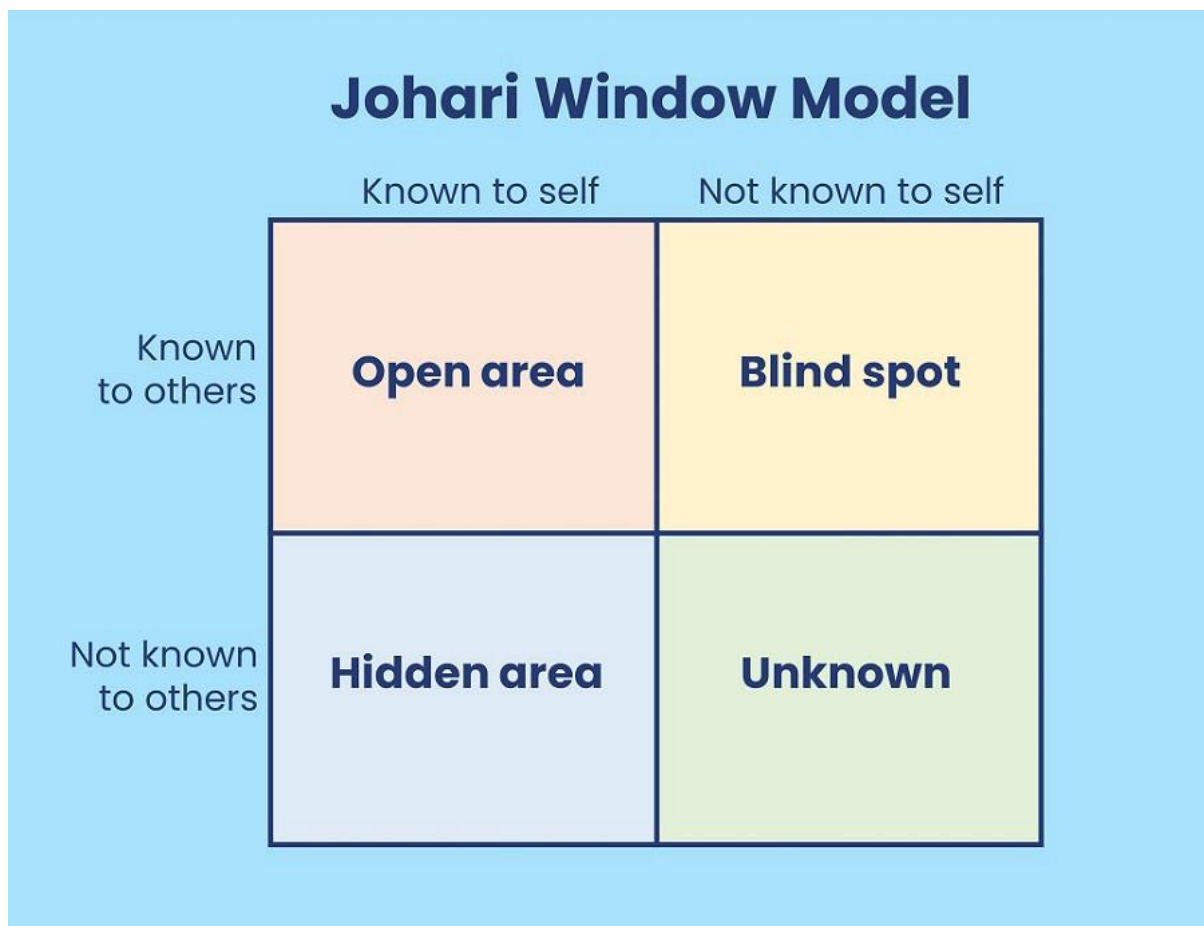


Figure 2 - Johari Window Model

Source: (Gülbay, 2021)

Open area: In this section, I want to explain myself as I'm a very shy person and very emotional and this reflected on me as well as in the family. That thing knows everyone who is associated with me. I'm very straightforward in my life.

Hidden area: In this area, there are some feelings of mine as good behaviour which I know only. Such as I'm very strong from the inside regarding tackling hard situations and I respect those people which are very much inclined toward society. So this thing will come under the hidden area. Here is needed for self-disclosure.

Blind spot: In the section of blind spot, there are some feelings, behaviours, etc which the people know about me but I don't. Maybe I have too much fear of ghosts and representing myself in front of others in my childhood and that's what I listen to from my family. I'm a very good singer.

Unknown area: There are some things which I don't know and others also. I can bring out complex situations by applying my mind but I don't know actually and others also don't know.

Action steps: I will push my efforts to eliminate the fears and after that, I will take the best possible efforts I can make for checkout at the top level in my career. Along with that, I will

also focus on creating balance in all the skills so I can develop myself professionally. After that, there is a need to keep itself motivated.

Conclusion

The report concludes that personal reflection is based on role play and it provides experiences of the people playing during the time of the presentation. The reflection process also consists of six different stages that give an aspect of the professional and personal development for future job perspectives and that will change the nature of the practices the process also allows consistency that improves skills. The report evaluated the personal development plan that focuses on skills improvement that majorly provides importance to career development. The report assesses SMART analysis that creates to objectify the management goals and that help to improve the structure to tackle the implementation of the different steps of the future career perspectives.

References

Boogaard, K. 2022. *How to write smart goals (with examples)*, *Work Life by Atlassian*. Atlassian. Available at: <https://www.atlassian.com/blog/productivity/how-to-write-smart-goals#:~:text=What%20are%20SMART%20goals%3F,within%20a%20certain%20time%20frame>. (Accessed: November 24, 2022).

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Appendix

EMPLOYMENT / JOB APPLICATION

PERSONAL INFORMATION

FULL NAME: ____XYZ____ **DATE:** ____24.11.2022____

First

Middle

Last

ADDRESS:

____RandromStreet____
Street Address Apt/Suite

____London____
City State Zip
Code

E-MAIL: ____xyz@1234____ **PHONE:** ____8945678213____

SOCIAL SECURITY NUMBER (SSN): ____87-__45__-__6789____

DATE AVAILABLE: _____ 3.2.2023 _____ **DESIRED PAY:** \$ _____ 345 _____ ☐
HOUR ☐ SALARY

POSITION APPLIED FOR: _____ Restaurant front desk supervisor

EMPLOYMENT DESIRED: ☐ FULL-TIME ☒ PART-TIME ☒ SEASONAL

EMPLOYMENT ELIGIBILITY

ARE YOU LEGALLY ELIGIBLE TO WORK IN THE U.S? ☐ YES ☒ NO*

HAVE YOU EVER WORKED FOR THIS EMPLOYER? ☐ YES* ☒ NO

***IF YES, WRITE THE START AND END DATES:**
_____ 5.2.2022 _____

HAVE YOU EVER BEEN CONVICTED OF A FELONY? ☐ YES* ☒ NO

***IF YES, PLEASE EXPLAIN:**

***IF YES, PLEASE EXPLAIN:**

***IF YES, PLEASE EXPLAIN:**

***IF YES, PLEASE EXPLAIN:**

EDUCATION

HIGH SCHOOL: ST Stephen School **CITY / STATE:** _____

FROM: 2000 TO: 2013

GRADUATE? ☐ YES ☒ NO DIPLOMA: _____

COLLEGE: Elizabeth College **CITY / STATE:** _____

FROM: 2014 TO: 2016

GRADUATE? ☐ YES ☐ NO DEGREE: _____

OTHER: _____ CITY / STATE: _____

FROM: _____ TO: _____

DEGREE/CERTIFICATION: _____

OTHER: _____ CITY / STATE: _____

FROM: _____ TO: _____

DEGREE/CERTIFICATION: _____

PREVIOUS EMPLOYMENT

EMPLOYER

1:

____ABC_____

Company / Individual

E-MAIL: _____ABC@456_____

PHONE:

____975636780_____

ADDRESS: _____Random

Street _____

Street Address

Apt/Suite

_____London_____

City

State

Zip

Code

STARTING PAY: \$____400____ ☐ HOUR ☐ SALARY ENDING PAY: \$____800____ ☐

HOUR ☐ SALARY

JOB TITLE: _____MANAGER_____

RESPONSIBILITIES:

_____SERVICES_____

FROM: _____5.11.2022_____ TO: _____9.11.2024_____

REASON

FOR

LEAVING:

EMPLOYER 2: _____

Company / Individual

E-MAIL: _____ PHONE: _____

ADDRESS: _____

Street Address

Apt/Suite

City

State

Zip

Code

STARTING PAY: \$ _____ ☐ HOUR ☐ SALARY ENDING PAY: \$ _____ ☐ HOUR ☐
SALARY

JOB TITLE: _____ RESPONSIBILITIES: _____

FROM: _____ TO: _____

REASON

FOR

LEAVING:

EMPLOYER 3: _____

Company / Individual

E-MAIL: _____ PHONE: _____

ADDRESS: _____

Street Address

Apt/Suite

City

State

Zip

Code

STARTING PAY: \$ _____ ☐ HOUR ☐ SALARY ENDING PAY: \$ _____ ☐ HOUR ☐
SALARY

JOB TITLE: _____ RESPONSIBILITIES: _____

FROM: _____ TO: _____

REASON

FOR

LEAVING:

REFERENCES

(PROFESSIONAL ONLY)

FULL NAME: _____ **RELATIONSHIP:** _____

First

Last

COMPANY: _____ **TITLE:** _____

E-MAIL: _____ **PHONE:** _____

FULL NAME: _____ **RELATIONSHIP:** _____

First

Last

COMPANY: _____ **TITLE:** _____

E-MAIL: _____ **PHONE:** _____

FULL NAME: _____ **RELATIONSHIP:** _____

First

Last

COMPANY: _____ **TITLE:** _____

E-MAIL: _____ PHONE: _____

MILITARY SERVICE

ARE YOU A VETERAN? ☐ YES ☐ NO

BRANCH: _____ RANK AT DISCHARGE: _____

FROM: _____ TO: _____

TYPE OF DISCHARGE: _____

IF NOT HONORABLE, PLEASE EXPLAIN: _____

BACKGROUND CHECK CONSENT

IF ASKED, ARE YOU WILLING TO CONSENT TO A BACKGROUND CHECK? ☐ YES ☐
NO

DISCLAIMER

Applicant understands that this is an Equal Opportunity Employer and is committed to excellence through diversity. To ensure this application is acceptable, please print or type the application that is fully completed for it to be considered.

Please complete each section EVEN IF you decide to attach a resume.

I, the Applicant, certify that my answers are true and honest to the best of my knowledge. If this application leads to my eventual employment, I understand that any false or misleading information in my application or interview may result in my employment being terminated.

SIGNATURE _____ **DATE** _____

PRINT NAME _____

