

2020

My Professional Journey



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Certificate in Higher Education:
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Contents

My Professional Journey	1
Contents.....	2
1. Introduction	3
1.1 Interviewee to Assistant Spa Manager and interviewer to Psychologic in the United Nations.	3
1.2 My professional development	3
2. Interview and Job roles.....	4
3. Interview's feelings.	4
3.1 Interview's knowledges.....	4
3.2 Interview's Skills.....	5
3.3 Interview's professionalism	5
4. Interview analysis, current knowledges, and skills for my future job.	5
4.1 Knowledge	5
4.2 Skills	5
5. Lessons learnt.....	6
5.1 Verbal communication.....	6
5.2 Writing communication.....	6
6. Professional development	6
7. Conclusions	6
8. Appendix	7
Appendix 1 Personal Lifeline.....	7
Appendix 2 Professional Lifeline.....	7
Appendix 3 How self-motivated are you?.....	8
Appendix 4 reflecting on your learning style exercise	9
Appendix 5 SWOT Analysis.....	10
Appendix 6 Role play assistant spa manager.....	10
Appendix 7 role play Psychology	11
9. References	12

1. Introduction

1.1 Interviewee to Assistant Spa Manager and interviewer to Psychologic in the United Nations.

In the interview, I played the role of interviewer and interviewee with my partner Laura Librado. She was applying to be a Psychologist on a 3-month mission in Iraq and I was interviewing as part of the United Nations human resources group. Then we switched roles and she was the interviewer as part of the Mayfair hotel human resources group, and I was the interviewee applying for the position of assistant spa manager for the hotel spa.

1.2 My professional development

First, I want to tell you a little about myself. I was proud to have been born in Colombia in 1986, I grew up there and lived until I was 15 years old. In July 2001 I moved to live in Barcelona Spain where I continued my studies, but unfortunately in 2005 I stopped studying to work and get my Spanish ID. I trained as a nail technician and with the passage of time I also acquired skills to do reflexology, massages, facials, and body treatments. My first job was in 2005 in a company called Masajes a Mil, where I worked for four and a half years, then in September 2009 I jumped into the Bliss Spa of the W Barcelona hotel where I stayed for seven years until 2016, and then that same year I moved to London and start working on the Mayfair Hotel Spa until today.

Up today I have held work roles as a nail technician in Masajes a Mil, Spa therapist at W Barcelona and Senior Therapist & Spa receptionist at the Mayfair hotel spa up to date.

My medium and long-term goals are:

- A. Become a spa assistant manager in October 2021
- B. Finish my undergraduate in Business Administration in 2022
- C. Be a spa director for a luxury hotel in 2023
- D. Open my own spa in 2028
- E. Create my own company for the purchase, sale, and rental of real estate in 2033.

2. Interview and Job roles.

“A selection interview is a conversation with the purpose of deciding whether a candidate has the ability and sufficient experience to perform well in a job role” (Morgan, 2017, p.368)

Laura Librado and I worked together to prepare the two interviews, both the roles of interviewees, the assistant spa manager, and the psychologist of the United Nations, as well as the roles of human resources interviewers. We prepared a total of 14 questions and 14 responses between the two, five questions for each interviewee with their respective answers and two questions for each interviewer with their respective answers. We also prepared a brief introduction about the roles to explain to the interviewee and finally we conducted our interview in front of all the classmates and the teacher.

3. Interview's feelings.

It was fun to be in the perspective of an interviewer to know how they formulate the questions and what they expect from the candidates. It was also challenging to prepare the entire interview in 5 minutes due to lack of experience and lack of ability to be concise. But at the same time the situation was very enriching, bringing new knowledge and seeing how with preparation and practice you can achieve it. I think we did quite well in the interview we gave on TEAMS, we did a good job of preparation and we got over the nerves we had to speak in front of all our teammates. In the end we felt great satisfaction for the effort made and it gave us a boost in morale. Personally, I feel more prepared for an interview in real life and I believe that I could give more professional answers, as I can get more out of my skills, knowledge, and experience. Even so, I have been able to observe that I have to improve my communication skills and speak more fluently and not say so much ok at the end of the sentences because I feel that there is a lack of control on my part. As you have seen in the introduction, I am quite clear about what I want to do with my life and when I want to achieve it. So, developing skills to successfully pass an interview will help me a lot to achieve my goals of being a spa assistant manager. , Spa manager, even when I open my own spa and real estate business for recruiting.

3.1 Interview's knowledges

I feel that we put a lot of knowledge into the interview, we were very aware that we had to make an effort to make it last approximately 5 minutes, in the end each one took approximately 6 minutes, so we will continue practicing in the future to do it in less time.

We were also aware that we had to do a one-minute welcome introduction, and that we had to ask 5 questions that had to be answered very professionally, so that the candidate demonstrated a good performance in his role, an acceptable level in the organization and that was consistent with company culture. Even though the interview was not face-to-face, when preparing for the interview, we kept in mind how important a handshake is when arriving for an interview, smiling, making eye contact, and moving with purpose.

We chose our questions very well so that they were open, for example the question, tell me about yourself? Or probative questions like why did you decide to study psychology or be a spa assistant manager? In the behavioural question we asked, tell me about a time when you handled a dissatisfied customer? The next question was hypothetical, and it was very funny. If you were an animal, what would you be? I chose the Elephant and justified my answer by saying that they have big feet that tread the ground, with big ears to listen well and that they never abandon their own.

3.2 Interview's Skills

We had to demonstrate communication skills to be able to ask and answer our questions well, with good vocalization and pronunciation. We were able to demonstrate time management skills by making our interviews last 6 minutes. We also demonstrate interpersonal skills, being able to interact with each other and in roles with our interviewer or interviewee. To prepare for the interview, we work a lot together and develop team skills, such as empathy, leadership, active listening, analytical & critical and communication skills. Another of the skills involved was organization, we dedicated several sessions on different days to practice and see what was good and what was needed to improve. One of the things that we changed the most was the length of our questions because the time was 10 minutes per person.

3.3 Interview's professionalism

According (Merriam-Webster, 1828) defines professionalism as "the conduct, aims, or qualities that characterize or mark a profession or a professional person;" and it defines a profession as "a calling requiring specialized knowledge and often long and intensive academic preparation."

Regarding the interview, we were quite professional, demonstrating specialized knowledge about the job to which we applied, also, we were competent delivering results of a good interview on time. In addition, we based our interview on honesty and integrity by doing things right, even if it meant doing a longer and deeper search. We were also responsible for our tasks, each one had to do their own searches and some questions and some answers and then evaluate them as a team. Another thing we put into practice was our self-regulation, there are many activities to do now in the summer with friends, but even so we contained ourselves and spent the time it took to search, edit, correct and practice. And, to finish, we considered our image, it was an online interview but even, so we fixed ourselves well and took care of our image and clothing so that we were professionals.

4. Interview analysis, current knowledges, and skills for my future job.

There are still many aspects to improve as an interviewer such as the confidence to express myself, the security to conduct the interview and the experience to control the times. As an interviewee there are also several aspects to improve such as expanding my knowledge and body language and verbal communication, but I am already working on it. In the short term I am working more on the part of the interviewee, because within a year I want to apply to be an assistant spa manager at a hotel in Mayfair. In the long term I must prepare to be an interviewer for when I am the spa manager and recruit the employees.

4.1 Knowledge

Currently I am a Senior Therapist and I have knowledge of the industry, I have worked for 15 years in the hospitality sector, precisely in Spas, I know the policies, operations, procedures, treatments, structure and the type of client that hires the services of a spa. Still, every time I show up for an interview, I realize that it is not enough, and I have to keep improving if I want to be an assistant spa manager. They make me lack more knowledge about teamwork, leadership and communicating effectively to adequately express the experience I have and any information that I must transmit on a day-to-day basis to co-workers.

4.2 Skills

Currently, I have skills to do manicures, pedicures, reflexology, massages, facials, body treatments, computer skills, interpersonal skills, bilingual skills, time management skills, responsible, organized that I can apply to interviews, but there are a number In the absence of skills that I have to improve, such as my communication skills, both written and verbal as well as body language, I know that this is a skill that is fundamental to achieve my goals both in the short and long term and that is why it is in the I am working harder, with breathing exercises, pronunciation, vocalization and reading. I also need to improve my leadership, team management and problem solving & decision-making skills.

5. Lessons learnt

This experience has taught me couple lessons.

5.1 Verbal communication

Despite the time spent and the times we practiced, it was not enough to get 100% fluent and I must improve my pronunciation and vocalization. Also be more dynamic and create a more casual environment with more moving body language and use of hands, eye contact, and tone of voice to give more emphasis to key questions and answers. So next time I will practice these points more.

5.2 Writing communication

When we prepared the questions and answers, I realized that I have difficulty being concise, the first draft I made took 12 minutes for the interview and I had to dedicate enough time to edit it and say the same thing in half the time. For next time I will be more precise.

6. Professional development

To develop my professional future, I am clear that I have to continue cultivating:

My knowledge and that is why I have resumed my University studies, the points to improve are critical thinking, to analyse, evaluate and improve situations both on a personal and professional level. To develop this skill, I plan to reflect at least 15 minutes a day, apart from writing a journal to feel what I have experienced and then reflect on it. According (Morgan, 2017) Critical thinking is the development and use of information beyond memory and repetition.

Verbal, written and physical communication is another fundamental part to develop and thus achieve my goals, because this ability is implied with the ability to lead, work in a team, give presentations, work cross-culturally and to function well in interviews. To develop this part, I have already planned to read a book a month, repeat tongue twisters to speed up the tongue and breathing exercises to improve my speech. According (Morgan, 2017, P. 250) Non-verbal behaviour is any form of behaviour which communicates a message without using speech. And, also say that Para-linguistic cues is any type of oral behaviour which adds meaning to the words of a message.

Leadership skills, after having knowledge and communicating well, I must develop my ability to lead, which is fundamental for any of the four short and long-term goals that I have. Dealing with people is not easy. So, I must improve my vision, persuasion to negotiate with others, motivate others and direction to achieve goals. According Morgan (2017, p. 222) A Leader is someone who has followers.

7. Conclusions

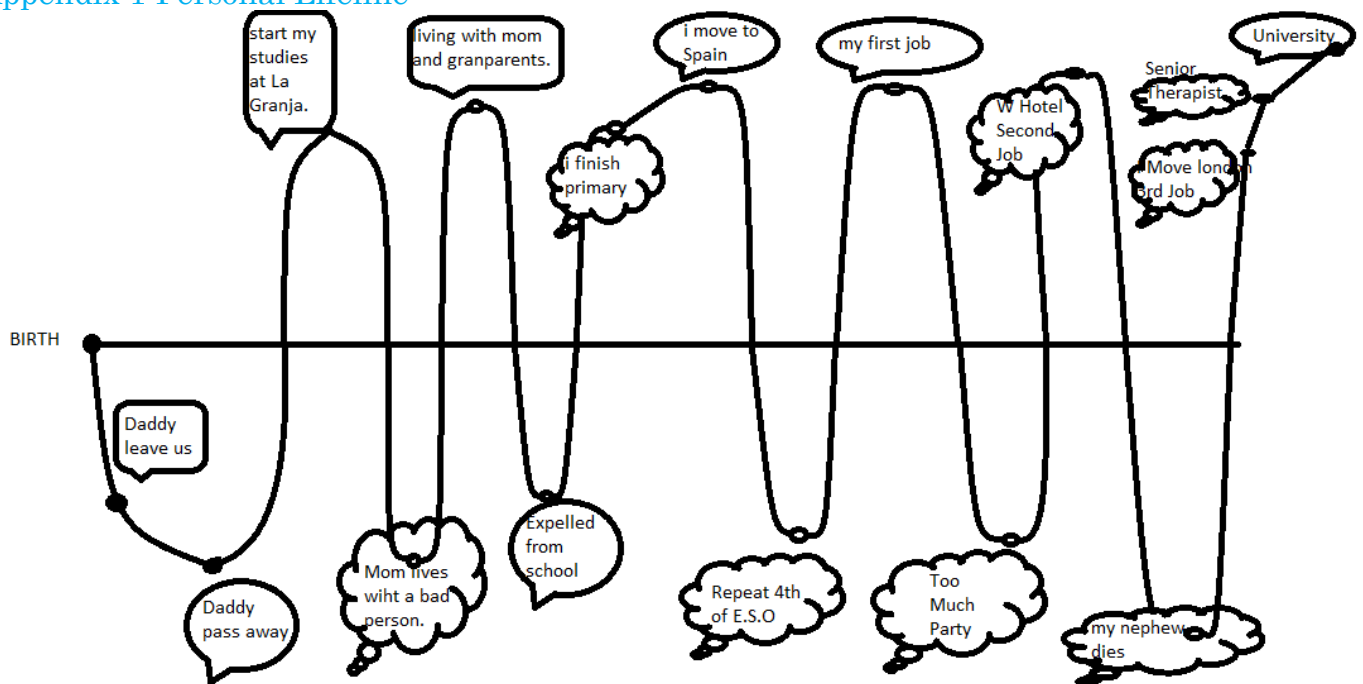
In this work you can see the way in which I have developed the job interview as an interviewer and interviewee, how we have prepared it and what I have felt about it.

You can also see my professional career with a little background about me and how I got to where I am today, you can see the skills and knowledge that I currently have and you can see a clear trajectory about the goals I want to achieve and what skills and activities I will play to achieve them.

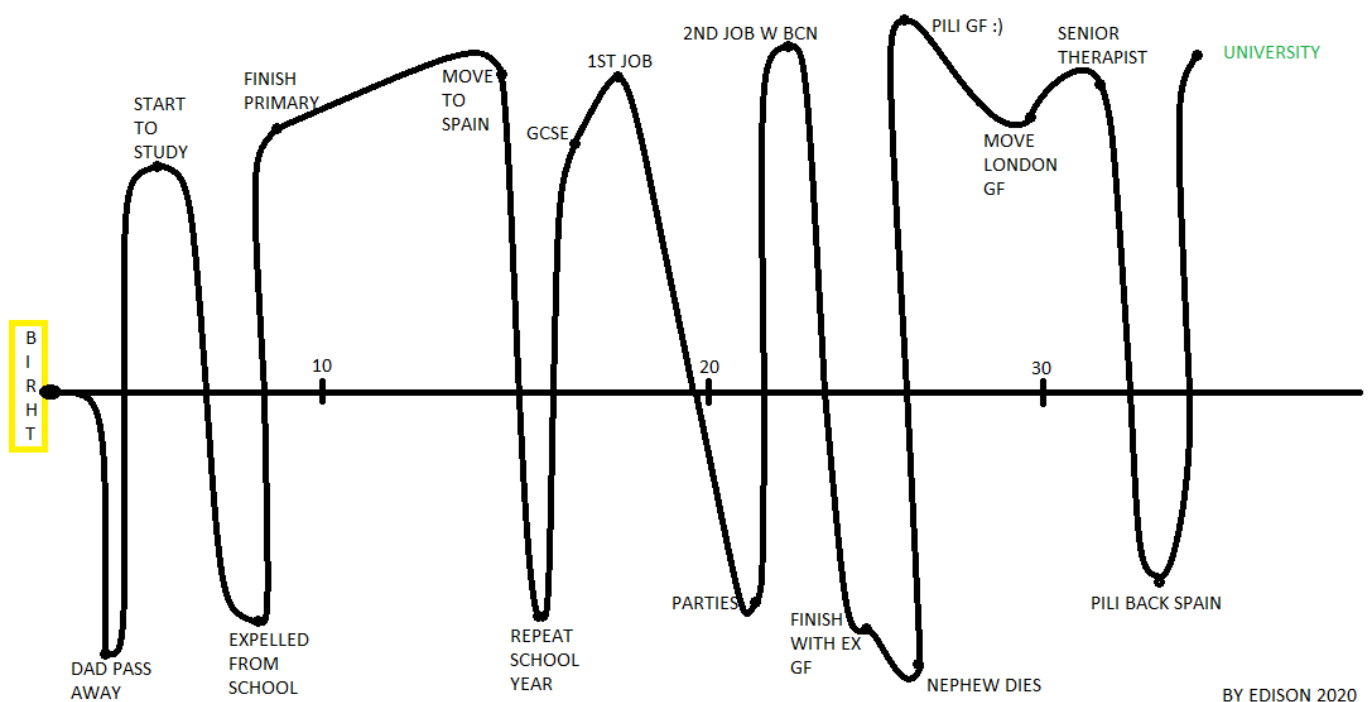
I hope later, about the year 2033, which is when I set out to create my company for the purchase, sale and rental of real estate, to be able to look back and say I have met the goals that I set for myself in 2020.

8. Appendix

Appendix 1 Personal Lifeline



Appendix 2 Professional Lifeline.



Appendix 3 How self-motivated are you?

For each statement, click the button in the column that best describes you. Please answer questions as you actually are (rather than how you think you should be), and don't worry if some questions seem to score in the "wrong direction". When you are finished, please click the "Calculate My Total" button at the bottom of the test.

12 Statements to Answer	Not at All	Rarely	Sometimes	Often	Very Often
1 I'm unsure of my ability to achieve the goals I set for myself.	☐	☐	☐	☒	☐
2 When working on my goals, I put in maximum effort and work even harder if I've suffered a setback.	☐	☐	☐	☒	☐
3 I regularly set goals and objectives to achieve my vision for my life.	☐	☐	☐	☒	☐
4 I think positively about setting goals and making sure my needs are met.	☐	☐	☐	☒	☐
5 I use rewards (and consequences) to keep myself focused. For example, if I finish my report on time, I allow myself to take a coffee break.	☐	☐	☐	☒	☐
6 I believe that if I work hard and apply my abilities and talents, I will be successful.	☐	☐	☐	☐	☒
7 I worry about deadlines and getting things done, which causes stress and anxiety.	☐	☒	☐	☐	☐
8 When an unexpected event threatens or jeopardizes my goal, I tend to walk away, set a different goal, and move in a new direction.	☒	☐	☐	☐	☐
9 When I come up with a really good idea, I am surprised by my creativity. I figure it is my lucky day, and caution myself not to get used to the feeling.	☐	☒	☐	☐	☐
10 I tend to do the minimum amount of work necessary to keep my boss and my team satisfied.	☒	☐	☐	☐	☐
11 I tend to worry about why I won't reach my goals, and I often focus on why something probably won't work.	☐	☒	☐	☐	☐
12 I create a vivid and powerful vision of my future success before embarking on a new goal.	☐	☐	☐	☐	☒

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Appendix 4 reflecting on your learning style exercise

Worksheet: Reflecting on your Learning Style.

Complete the grid reflecting on the style in which you feel you can best develop and improve each attribute. An example is given in the table to get you started.

In your reflection write why you feel you learn in this way, and how this will help you in future. You may wish to keep this for future use or move it into a personal development plan if you have one.

	Visual	Auditory	Kinaesthetic	Other	Reflections
Leadership	Looking other managers.	Listening how the speak in each situation.	Practicing every skill I learn with error and try.		I feel really comfortable doing every thing visual, auditory and Kinaesthetic as I will feel much better manager.
Ethics	Looking people which has high ethics to learn from them.	Listening what they say and how they say.	Apply the knowledge I learn when I see and when I listened.	Cognitive?	The three steps for me are crucial to have good ethics.
Team Building	Seeing videos or documentals from a successful team as the Barcelona football team with Pep Guardiola.	Listening techniques, concepts, ideas, examples and methodologies.	Putting in practice every thing that I learnt visual and auditory.	New methods, New ways, New blend, New behaviours, And new challenges.	Again for me the three steps are essential to learn every thing, but Kinaesthetic is which decide if the things are working or not.
Conflict Resolver	See what is happening or what is the situation. See similar situation in the past and how they were sorted.	Listen people involved in the conflict.	take the best decision possible and apply it.		Once again follow whole the steps is crucial to resolve the conflict, analyzing every thing and applying the best decision.
Numerical Skills	See how the look and how they are. Seeing examples for later put them in practice.	Listen when somebody is teaching you.	Doing lots of examples.		I think the only way for me to get better is to practice. I will find myself some free examples, and practice twice a week for the next 6 weeks. It will help me to feel more confident in this area in future.
Time Management	See examples, charts, words or any method that can give you a reference.	Listening examples effective people who applied the method and it work for them.	The most important for me is applying the method I see if I am able to do it successful.		All of them are important but for me the most important is the kinaesthetic as this is which decide if you are good applying techniques and knowledge that you see and listened.
Communication	See how speaker do it what are the gesture they do, how they do it.	Listening the tone of voice, the words the use, and the emphasis they put in each situation.	The most important for me is realize if you are going to be able to speak effectively and	Develop abilities as tone of voice, Diaphragma movements and breath.	Whole the techniques are very important abilities and skills that you develop or born with them but the final point is how you apply it in the real life.

			communicate as they do it.		
Motivator	See how others do it.	Listen how other do it.	Apply the techniques you learnt seeing and listening.		As well the be successful you have to pass whole the process instead you have born with this abilities.
Negotiator	See how others do it, see examples, see real cases.	Listening how the do it, each word they used, what are the tone of voice.	Put in practice all your knowledge and repeat, repeat and repeat until you get the technique.		Whole steps are important as this is like to go a second floor you have do to stair by stair to arrive there.
Written Skills	See how what is expected or what is the technique to have a reference. Read books.	Listen advices from people who knows about it, ask question and listening the answer.	Do a lot of writing and received a feedback from others.		Here for me the most important is to practice a lot as it is what is going to give you the expertise.

PERSONAL SWOT ANALYSIS.

STRENGTHS	WEAKNESSES
- Values - Responsible - Punctual - Self-motivated - Organize - Good Listener - Management time - Knowledge - Positive	- Communication skills - Leadership - Team work - Creative - Innovative - Critical Thinking
OPPORTUNITIES	THREATS
- Learn - Growth - New Skills - New Knowledges - Create own business - Study - Develop my career	- Brexit - UK Recession - Economic - Age - Time - COVID-19 - Missing Girlfriend & Family

Appendix 6 Role play assistant spa manager

ROLE PLAY ASSISTANT SPA MANAGER
INTERVIEWER VS INTERVIEWEE

ONE MINUTE BRIEFING

LAURA: Hello Mr. Brown, my name is Laura Roberts, I am part of the recruitment team here at the Mayfair Hotel, how are you today?

ERISON: Hello Ms. Roberts, I am very good, thank you for asking me, how are you?

LAURA: I am ok thanks. So, the vacancy available is the Assistant Spa Manager. We are looking for a candidate with knowledge of the basic operations at the spa, such as supervise the team, gym, and spa facilities. As well, we are looking for a candidate who has high quality customer service, problem solving and decision-making skills, good communication skills and able to attend meetings with the hotel's general manager.

So, let's start with some questions:

1. TELL ME ABOUT YOURSELF AND WHY YOU WANT TO BECOME AN ASSISTANT SPA MANAGER?

I consider myself as a conscientious, dedicated, loyal and hard-working employee who takes their work seriously. I have spent a considerable amount of time researching this role, your company and the job description, and I feel I have the necessary qualities and attributes to become a great assistant spa manager.

As well, I am able to support the manager in her duties and can also manage a team and the resources available to me in order to meet the targets set by my manager.

2. TELL ME ABOUT A TIME WHEN YOU HANDLE A DISSATISFIED CUSTOMER?

In my previous job as an Assistant Spa Manager, one of the Therapists took the wrong customer for her massage. **So, when second customer came in the reception, I was the first to notice who had been taken for her treatment. I realized that we were in trouble because at the time the therapist was supposed to be finished. Furthermore, there was truly little time to act because her treatment was already 5 minutes late. So, I apologized to the customer, and very politely asked her to let me see what was going on and I said her to please have a sit in the relaxation room for a few minutes. After her a complimentary glass of Champagne for the inconvenience.** Then, I went very quickly to the carter to speak with one of the therapists and very kindly asked her to please take this client as soon as possible because one of the therapist have been taken the wrong client and in exchange she could have a longer rest later. The therapist was nice and accepted it. Finally the client received her massage and a complimentary aroma therapy was given. At the end customer said that it was one of the best massages she had had, and she left the Spa **very happy.**

3. CAN YOU TELL ME WHY YOU'RE THE BEST CANDIDATE FOR THIS POSITION?

I believe I am the best candidate for the job simply because I will deliver consistent results time and time again. I have studied the role intently and have also read and learnt your organization values and mission, and feel I have the necessary skills and experience to do the job properly.

I feel confident that you will be more than impressed with my strong work ethics, my honesty and loyalty **and my desire to become a competent Assistant Spa Manager.**

4. WHY DO YOU WANT TO WORK FOR OUR COMPANY AS ASSISTANT SPA MANAGER?

I have chosen your company to work as an Assistant Spa Manager for the two important reasons. The first reason is the fact that you are a leader within this industry, and that make you attractive from the perspective that you clearly have exciting plans for the future, which I would like to be a part of.

secondly, I have carry out lot of research online in preparation for this interview and there are lots of positive reviews and comments about your company from current and previous employees that makes you even more attractive to work for.

5. IF YOU WERE AN ANIMAL, WHAT WOULD YOU BE?

I will be an Elephant because they have big feet that tread the ground, big ears to listen better, they have big brain and are intelligence, and the elephant is an animal that never abandon his own.

Thank you very much for your answers Mr. Brown.

DO YOU HAVE ANY QUESTIONS ABOUT THE JOB POSITION OR ANYTHING ELSE?

ERISON: YES, I HAVE A COUPLE OF QUESTIONS

1. HOW MANY PEOPLE IS IN THE TEAM AND HOW MANY ROOMS DO YOU HAVE IN THE SPA?

LAURA: Thanks for your question. The Spa has 10 room treatments and we are 25 people in the team.

ERISON: Thank you very much and my second question is

2. WHAT KIND OF SPA FACILITIES DO YOU HAVE IN THE SPA?

LAURA: We have Changing rooms, Saunas, Steam rooms, a Jacuzzi, a Pool, relaxation room and the gym.

ERISON: Thank you very much for your reply.

Ms. Mr. Brown: Thank you very much for your time and your disposition. It was a pleasure share this time with you. As soon as we know an answer, we will let you know. Have a lovely day and good luck.

Appendix 7 role play Psychology

Oooh that's good.

3. Now, Can you describe any experience you have had with a patient?

I once had a nine-year-old patient whom we diagnosed with specific zoophobia in dogs. To treat this little girl, I resorted to my listening and empathy skills, to be able to understand well how she felt and to gain her trust. I also did many researches, which helped me to understand more about phobias and how to overcome them. Thanks to teamwork and those mentioned before, I was able to find the best treatment for this girl, Exposure Therapy. This case had a very positive impact on my life because it helped me to develop skills such as writing reports, managing my time because while I was in this case, I was studying at the university, I was able to ask questions clearly, due to the vocabulary of a nine-year-old girl is not the same as that of a person over 20 years old ... I have to say that this case has made me very happy because the girl has overcome her phobia and lives the life she deserves, being brave and a fighter.

Mmm, very interesting Miss Librado

4. Could you tell me three virtues that you have, Miss Librado.

- I consider myself a very educated person with ethical values to treat others.

- I am an honest person because I am fair, and I guide my decisions and actions according to what I consider correct.

- I also think that I am a responsible person because I strive to perform the duties that have been given to me.

5. And now, could you tell me three defects.

- I consider that although I can speak with any type of person, it is difficult for me to open up sentimentally as soon as I know them.

- I have been taught to say things in the most sincere way possible to avoid misunderstandings, however I must learn not to be so direct in my way of expressing myself.

- I am quite anxious at the moment of obtaining results on certain objectives but I am aware that to obtain a purpose a process must be followed and I must be patient.

The last question and the one I like the most

6. Why do we have to choose you?

- It is a good question and I understand that the decision you have to make is important and I do not know if I will be able to give you the answer you expect, apart from the requirements of the position, what you have explained to me and the information that I have found doing searches, I do not know how the company is 100% inside, the real needs and of course what I do not know at all is the other candidates to be able to compare. But there is something that I know, that I know very well and that is myself, and I can tell you that I am sure that I can do this job and that I can shine in it. I am sure that I have the knowledge and experience to face the position with confidence and with the desire to overcome myself in the challenges, and above all, I am passionate about this job and I am determined to give the best of myself.

Okay Laura, Have you got any questions now?

Yes, I would like to know if I have any chance of training to grow in the company.

The growth of our employees is very important for us. We like that our workers develop their professional career and help them achieve their objectives. Therefore, yes.

Have you got any other question?

Yes, I would like to know when will I have an answer from you?

Well, the recruitment process will end this week, therefore you will have an answer from us by Friday morning.

Ok, that's perfect, thank you very much, I hope to hear from you soon.

Well Laura, it has been a pleasure meeting, we will be in contact. Good luck.

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