

Business Skills for International Hotel Industry

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Student: Antonella Quarantiello

Student number: 1815852

Lecturer: Dale Clark

Written assignment part 1



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Introduction

I have been asked to prepare an assignment to analyse my Academic and Employability Skills and try to understand how to use these skills to find employment in the hotel and Hospitality Industry by using my SWOT and PDP.

As a part of my analysis, I will create my own SWOT analysis and outline my Personal Development Plan, to understand what I need to learn and what to improve in my field of work. I will also be doing an analysis of my current Academic and employability skills to better understand what I need to improve and what I need to learn.

I'm 23 years old, working for Hilton company as Chef De Partie in a restaurant situated inside the Hampton By Hilton London Waterloo. I work for this company for almost 3 years, one month after my arrival here in London, looking for experiences, a chance to improve myself and to look for my ideal job, things that I couldn't do in my hometown in Italy.

When I was in Italy, during my studies at High School in Food & Beverage, I have been working in many places such as Restaurants, Coffee Shops or Events. So, I did not only study, but I also put into practice what I learned during my studies at the High School, and this helps me to learn the knowledge and skills that now I have.

As I said, in these years I been work mostly in the F&B department and little by little I get to know my work. Here, in London, I have a managerial role which I want to improve and, I want to learn more about it. I want to improve my knowledge in the Hotel Industry, and I believe I can expand it with my studies at University.

After this introduction, I will be going to talk about my SWOT, the definition and for what I will need it. Then, I will give a definition of Employability and Academic skills and also, I will set up a list of my current Academic Skills.

After this, I will be going to make a definition of Personal Development Plan or PDP, and I will also set up a table with my future goals, the knowledge I will need for making them a success and also a term, that can be short or long.

After explaining the SWOT, the Personal Development Plan (PDP) and the Employability and Academic Skills, I will do a conclusion of my current assignment, where I will go to explain how, and in which points this assignment helped me.

SWOT Analysis (Strengths, Weakness, Opportunities, Threats)

In an opinion by (Grant,2019), “***SWOT analysis is used to assess the competitiveness of a company and develop a strategic plan.***”

As a part of my analysis, I will do my personal SWOT to better understand my strengths and opportunity as well as my weaknesses and threats.

As I said, I’m going to analyse these four structures:

Strengths;

Weakness;

Opportunities;

Threats;

<i>STRENGTHS</i>	<i>WEAKNESSES</i>
• Listen to people and accept their advice; • Help the others, being altruist; • I’m a hard worker;	• Difficulty understanding to some English words; • I’m not so good to talk to people as I wish; • I immediately go down in a mood if I fail at something; • I tend to get nervous for little things;
<i>OPPORTUNITIES</i>	<i>THREATS</i>
• A good education; • The opportunity of internship during my studies at the University; • New job position; • Promotion at work; • Possibility to learn something new, as my actual University course or improve my current knowledge;	• Time management; • Busy schedule; • Work and Studies Balance; • Ever-changing political environment;

After analysing the SWOT, I better understood what are my current *strengths* and what are or could be my *opportunities* and also, I need to improve my weaknesses and threats and turn them in my *strengths*.

Employability and Academic Skills

“At the job recruitment, (Hind, 2005) employers make sure that the people they recruit are able to have good communication, work in a team and solve problems.”

According to ***(Knight & Yorke, 2017)*** Employability skills is defined as ***"A set of personal results and attributes that help individuals to get a job and succeed in it."***

There are lists of Employability skills which they look for in potential employees:

- ***Communication skills:*** are able to explain what you mean and be clear and listen and relate to other people;
- ***Problem-solving:*** The ability to understand a problem and identifying the key issues and identifying solutions;
- ***Working under pressure:*** Handling stress;
- ***Team working:*** Working well with other people;

My current Academic skills:

- ***Multitasking:*** I am able to work on several problems;
- ***Hard worker:*** I'm able to work in a difficult situation as short staff, sickness or in a busy time;
- ***Good listener:*** I'm able to listen to my team worker problems and give them advice;
- ***Altruist:*** I always put my team problems before mine and try to help them;

Academic skills that I want to develop:

- ***Presentation skills:*** I want to be understood well by other people;
- ***Writing skills:*** Be able to write a report and improve in this area;
- ***Leadership skills:*** Learning to be a better team leader for my self and my team workers;
- ***Communication skills:*** Be able to speak clearly and with good English and make the other people understand me;
- ***Time Management:*** Be able to know how to organize my work and to be on time;
- ***Manage emotions:*** Be able to maintain any emotion, especially under stress;

A quote that is impressed me in the mind is ***“The hardest job is to improve and care for yourself, not so much in doing your job.” (Covey, 2018)***

Personal Development Plan

Personal Development Plan (Smith, 2011) is a process based on awareness, reflection, goal-setting and planning for personal development.

Creating my own PDP, I better understood what my knowledge is, what and where I need to improve and I set up a term, that can be short or long, that would help myself to improve where I have shortages.

	Short term	Midterm	Long term
Section 1: The goals I want to archive in this period	• Studying to improve my knowledge of the Industry; • Learn new things about the Industry; • Be in time with my assignments; • Don't be afraid to talk and to get wrong	• Graduate at university with good knowledge in the business Industry; • Find a good job that requires the skills I learned from my studies.	• Have a managerial position in a hotel and get the most out of it. • Having improved my weaknesses and turned into my strength.
Section 2: The goals I want to achieve in this period	• Develop my management skills such as communication and leadership;	• Learn more about every single operation of a hotel; • Improve my skills;	• Have a good understanding of the operations and Hotel sectors;
Section 3: How to acquire The skills and Knowledge necessary to achieve my goals	• Being present to all University classes; • Listen to my teacher and accept his advice; • Be attention during the class;	• Putting all my self in the internship period;	• To show passion and a hard work attitude in a new job role.
Section 4: Resources to achieve my goals	• Money; • Patience; • Passion is what I do; • Time;	• Knowledge; • Understanding;	• Skills; • Strength;

Section 5: The imposed time schedule	I hope to achieve the short term goals within one year;	Achieve my goals with the maximum of the knowledge and skills that I learn during my studies in a two years period;	Having achieved the final goals in a four years period;
Start Date:	19 June 2019	June 2020	Within June 2020-March 2021
Expected Date of Archiving goals:	June 2020	Whenever possible in 2021	Whenever possible in 2023

With the Personal Development Plan, I could have set up a table where they have listed my knowledge, my skills and how to acquire these last ones to achieve my goals.

“When you really want something, the whole universe conspires in helping you to achieve it.” (Coelho, 1988)

Conclusion

In conclusion, after finish this assignment, I have better understand my Academy and Employability skills and I better understand the requirements of the job market. I have done a SWOT Analysis of my strengths, weaknesses, opportunity and threats that helped me create my own Personal Development Plan. With this last one, I could see my current knowledge and skills, how to improve and acquire it to achieve my goals. I would like to use this information to improve my chances of being employed and start a career in the International Hospitality Industry.

***“Investing in yourself is the best investment you will ever make. it will not only improve your life, but it will also improve the lives of all those around you.”
(Sharma, 1996)***

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