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Introduction

"…To be skilled is to be able to perform a learned activity well and at will." (Cottrell, 2003)

Skill is a learned activity which sometimes can be developed by practicing, sometimes by studying it, and even could be gifted to someone from his birth. No matter how they are achieved or still achieving good skills are must on the way of professional development.

I have been tasked to write about my skills. Based on that, my work is designed via using a SWOT analysis to show my strengths, weaknesses, opportunities and treats. In addition of that my Personal Development Plan (PDP) will describe my further plans, purposes and objectives. All these would help me to outline my best academic and employability skills in order to achieve a goal in future career and have the dreamed job in the Hospitality Industry.

One of the Philosophy of J. Willard Marriott is that the employees needs to be prepared better nowadays, because of the tough competition especially the management supposed to know how to lead, operate and help with the improvement of the skills of its team.

Employability skills or soft skills are skills that go beyond qualification and experience. This means your relationship and attitude toward the people around you-like communication skills, decision-making skills, listening skills, team-working or interpersonal skills.

Academic skills are all about helping to become a good student or employee in academic level. Those skills will develop while you are at school, university. Also called study skills, they include personal qualifications, IT skills, typing skills, data entering, organization skills, time-managing skills and etc. All together, they provide academic success, turn you into more effective individual and help you to reach your full potential.

SWOT

SWOT is the new tool of strategic planning used by the businesses or other organizations in order to find out the correct way to progress a certain business or even environment. SWOT analysis is divided into four areas- strengths, weaknesses, opportunities and threats. But I need to underline that once classified the particular components, the focus is not just go on internal matters but also depends on the external factors. That could affect the success of the business.

"The overall evaluation of a company's strengths, weaknesses, opportunities, and threats is called SWOT analysis. It's a way of monitoring the external and internal marketing environment"(Kotler & Keller, 2009, p. 49).

Strengths are embodied in to competence, resources and all other positive insights factors and qualities which helps the individual or organization to achieve his or its targets.

Weaknesses consist of person's or organization weak side where it's poorly informed or skilled. Those are the negative insights which limit individual's performance.

SW together shape the internal factors which means those factors are depended on person's character and also can be changed or improved.

Opportunities are beneficial for the prosperity of the company or individual and turn into advantage.

Threats are elements which could cause trouble for the business or organization profitability.

OT together formed the external factors which are dependent on outside factors and also they can be unpredictable.

In order to achieve personal adjustments and goals I need to have an action plan which would help me to stay attached to my purposes. This will be my Personal Development Plan or shortly PDP. It will give me awareness and pictured my personal development as a person within the context of my future plans.

“In general a PDP can be described as an assessment tool embedded in a larger assessment cycle of development and appraisal interviews, used to gather document information about the competencies the employee worked on and is planning to further develop” (van de Wiel, Szegedi, & Weggeman, 1997)

And I am totally agree with that- PDP is great way to outline your purposes or even weaknesses and at the same time to find the right way to reach or solve them. And all these are to help the certain individual to improve his skills and become the right employee for the business.

My Personal Development Plan

My goals	***Resources***	***Time***
• ***Over thinking-which makes me extra cautious and stops me from making a rash decision***	❖ *Need to stop focusing on the result- just let go of the result* ❖ *Cultivate more positive emotions and try to stick on them* ❖ *Go out for fresh air and enjoy simple things* ❖ *Get more information about the problem and gain confidence*	✓ As soon as possible
• ***Fear of failure and disappointing my family, especially my kids***	➢ *Try to think for the potential outcomes* ➢ *Accept the things as how they are* ➢ *Sometimes failure bring even better results* ➢ *Stop thinking that you are not perfect*	✓ Next 1 to 2 years
• ***A tendency to comfort zone***	▪ Try to meet new people, share ideas ▪ Be open minded and accept the new and unknown positively ▪ Be curious and try new food, go to new places	✓ Next few months
• ***Impatient***	○ Be more organized ○ Enjoy your free time- relax ○ Weak up early ○ Accept that the good things happen slowly	✓ Next 2 to 3 years
• ***Too much attention to details makes me waste valuable time***	✚ Focus on the main idea then if you have time go to details ✚ Be more organized so you don’t need to rush and you’ll enough time to touch up everything	✓ Next 1 year

The hospitality industry is experiencing growth even in times of recession. Over the past decades hotel industry adapted to the new technology time and also constantly changing customer behavior.

I have a good working experience in the Hotel Industry. I have been working in a different 4 and 5 star (*) hotels in London. I also have a couple of year experience in Logistics Industry as a logistic and transport coordinator as I hold a Transport Manager Certificate of Professional Competence (CPC). But from now on my aim is to work in one luxury hotel's management department and keep improving my skills.

My first hotel where I used to work was Millennium Gloucester Hotel London Kensington and I was a chambermaid there. I was so shy and unsure of my abilities. And also the lack of speaking good English also brought to an extra pressure. But with the help of my colleagues and my supervisors, with their advices and positive attitude I really enjoyed working not only in this hotel but also in many others. I learned to be a good team player and respect other people opinions. I remember how we all helped each other when it was very busy- if one maid finish early always comes to give a shoulder and help me to finish on time. Also I learned to follow certain standards and rules. After a while I started to achieve different skills and I became a floor supervisor. Then I realize that I want even more but for that I needed a good qualification and also academic skills.

According to Riegel (1991) the hospitality education consist 3 key elements- knowledge, skills and values. He also added that the essential knowledge element is part of the practice of profession the skill element comes up with the ability to use the knowledge to practice and then values element give employee necessary values to succeed.

Conclusion

From my experience in hotels I learned one thing that there is place and opportunity for everyone under the "roof" of the hotel. No matter what skills have a particular individual, every single person is unique and special and has some skills. I believe in a power of wanting something truly very much. Skills can be achieved but for that the environment should help too in order the person to show his full potential.

Research (CIPD, 2001) suggests that people are motivated when they have the necessary knowledge and skills to perform well and when they are given the opportunity to use their skills in their jobs.

So not only the career hunters need to improve and give the best from themselves also the business should keep develop and look after its staff.

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