



Certificate of Higher Education in Skills for the Workplace

Task 2

Professional career development report

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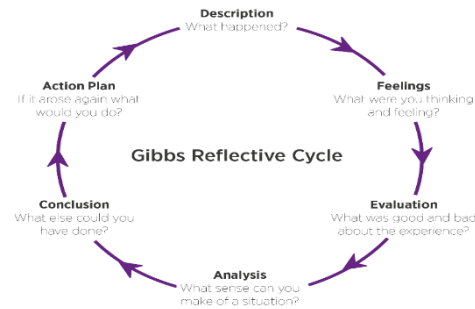
Introduction

Ongoing professional development is very essential activity for successful career as it ensures an individual is up to date in terms of their skills and knowledge. With professional career development, individual skills are improved and knowledge gained that allows one to have desired employability skills in their specialised field. In this report, my own career development plan is discussed. Personal reflection is provided on the role play using Gibb's reflective cycle. Analysis is done on the knowledge and skills needed for me to be effective restaurant manager which is my career goal. Further, analysis is done on my current strengths while providing areas for further development which include personal development plan with SMART targets.

Personal reflection on the role play: Recruitment and Selection - Applying Gibb's learning cycle.

As part of my assessment and learning, I took part in the role play as part of this module on the Professional Career Development. The main aim of developing this section is to present the reflective account for the role play which I participated based on the Gibb's learning cycle. It was formulated in 1988 by Graham Gibbs to explain how learning

occurs from experiences using 6 reflective stages (Adeani et al, 2020). This therefore gave me an opportunity to examine my experiences thus learn and plan from various activities encountered in learning.



Gibbs (1988)

1st step: description.

For the role play activity, I was paired with my classmate where one acted as interviewer and another one took the role of interviewee. These roles were interchanged and took a total of 18 minutes to complete our presentation before the class members on afternoon as planned. As we were presenting, the rest of the team members in the class we listening from us. We had excellent presentation on the role play as indicated by positive responses from the class. This was part of class learning in week 9 as part of individual career career development in preparation of future roles.

2nd step: Feelings in the event

From the role play, I first felt nervous as it was my first time to undertake such activity in front the class especially when it was my turn to be an interviewee. But at the end of the presentation, I felt happy and

motivated because I tried to answer the questions asked correctly. The other people in the class were really encouraged and motivated to listen from us as they remained calm and focused while we were making our presentation. During the role play, I was feeling that we had not prepared well but at the moment, I think I did good work thus satisfied, motivated and encouraged to engage in another role play in the near future.

3rd step: evaluation positive and negative

The good experience that I encountered during role play was that the two of us were very cooperative during presentation, we prepared our presentations on time and positive responses from the class indicated the quality of work we were presented. Some activities that did not went well include planning of our role play since some interview questions overlap thus confusing our audience. One of the students corrected us while undertaking our role play presentation thus positively supported our work.

4th step: analysis

In the role play, I played the role of both interviewer and interviewee for Restaurant Manager. While playing I was able to present reason being Restaurant Manager, my previous experiences and strengths as well as weaknesses. As interviewer, I was able to ask why the candidate wanted that job. The success of the role play was promoted with the fact that both of us got assigned areas to research based on individual self-identified abilities. Also, we managed to save time through dividing work based on our abilities. At the end, it made us feel more

stressed in combining different ideas and rewriting them to have conclusive document. It is evident that each individual has strength and weaknesses that are brought together when working in a group (Niles et al, 2021). We managed to promote delegation and teamwork in order to utilise our diversity in developing the role play.

5th step: Conclusion

I have learnt that the role play is effective activity in learning that prepares learner for future employer through interview process. I appreciate dividing tasks among team members based on individual strengths and weaknesses. Also, I value the importance of role play in preparing my interview skills towards meeting the future employer. I need computer skills to be able to deliver quality role play in class. I have engaged directly towards responding and asking questions both as interviewer and interviewee hence ready to face future employers.

6th step: Action plan

In case of performing similar role play in future, I will consider engaging the class to ensure useful feedback is obtained. When dividing work amongst team members, clear consideration should be made on having detailed plan on how activities are to be performed. I will further consider various sources that have been verified to ensure best results outcome are obtained. I will also seek more guidance from my manager and other team members at each stage to ensure quality outcomes are obtained

Skills and knowledge which contribute toward working effectively

Excellent skills in verbal and written communication: This skill promoted our working as a team to ensure clear information on the role play is prepared and delivered to the classroom.

Good planning skills: with this ability, we were able to plan our schedule well and effectively to ensure all activities are undertaken as per the plan so that any gaps are identified between us before presenting to the class.

Time management: It enabled us to plan well on our role activities, adhere to set timetable while doing research and complete it within set timelines so as to present it in the class.

Problem solving skills: it enabled us to have capability of solving issues that arise amongst ourselves, make appropriate decision that supported our presentation and listen from other parties concerning gaps in our skills and knowledge during role play.

Teamwork skills: It ensured that positive working relationships is created amongst us and common goals are attained in terms of presenting quality presentation.

My personal strengths and areas for further development

I have several strengths that supports me in career development. I have effective written and communication skills which ensure right information reaches targeted people. I am flexible person who can work

with diverse people and in different places while executing my duties. I am honest, hardworking and passionate with management role while guiding people to attain common set goal. I am always committed individual on what I know is good for me while executing duties.

The main areas for further development include empathy abilities in order to manage my temper and time management skills on prioritisation and multitasking of various activities. I also need to improve on computer skills in order to perform specific tasks effectively using computers.

SWOT Analysis

This is useful strategic model that enables an individual to assess various internal and external factors and positive and negative aspects as part of career development (Wetherill et al, 2020). The following is my SWOT analysis to identify strengths and weaknesses that I possess as well as threats and opportunities that hinder or support my career development activities.

<u>SWOT ANALYSIS</u>

<u>STRENGTHS</u> I am flexible individual who can work at any time and various workplaces so long as they meet my qualification. I am highly experienced and qualified on restaurant management. I am motivated and self-driven individual executing duties as per set policies and procedures. My skills on teamwork, planning, problem solving and decision making enables me to manage team members towards attaining common goal and ensuring various resources are availed on timely manner.	<u>WEAKNESSES</u> I am always impatient especially with individuals who fail to execute their duties yet they have all necessary resources. I find myself highly tempered with uncooperative individuals but at the moment, I am undergoing some training on how to manage temper while handling diverse team. I lack modern computer skills to handle various tasks well using computer.
<u>OPPORTUNITIES</u> There are various online training which can be utilised to attain desired skills. Mentors can be approached to offer further guidance on career development. Researching on online materials including books and journals can	<u>THREATS</u> Competition from other learners who have access to modern technologies. Ineffective teamworking activities limits my ability to learn from the classmates. Increasing costs of learning makes it difficult to

offer useful information for developing individual skills. Modern technology can be utilised to allow one remain updated with changes in skills and knowledge (Makarenko et al, 2018).	engage in improving my skills and knowledge.
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Personal Development Plan

NAME	Veronica-Daniela Floria	Target Job/career	Housekeeping supervisor
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TIME PERIOD	From: 27 July 2022	To: 23 December 2022
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What Skills do I need to achieve my goal?

SKILLS	How Will I get them	What resources or support will I need?	What can prevent me from achieving my goals	How long should it take
Empathy skills	Research from various online materials such as	Internet, books and journals	Poor internet connectivity and lack of interest.	3 Months

	journals and books.			
Time management skills	Approaching the mentor and practicing on the new skills acquired.	Mentor	Poor communication between me and the mentor and lack of commitment.	12 months
Computer skills	Enrolling for online training on computer learning and practicing on skills acquired.	Tutor Computer Internet	Lack of resources such internet, poor planning of the class and failure to practice on skills acquired.	30 months

My short - medium – long term targets for the development of my own professional career plan using SMART targets

Short-term plan (3 -6 months)	
<u>Specific</u>	Develop the ability to recognise my emotions and those of different people and building trust with other people to be effective manager.
<u>Measurable</u>	Forming positive relationship with other people and supporting all people.

<u>A</u>greed	Accessing various online research materials like book and journals to get more details on empathy.
<u>R</u>ealistic	Being able to recognise and support diverse people regardless of their emotions within diverse team.
<u>T</u>ime-Bound	15/10/2022
Medium-term plan (1-2 years)	
<u>S</u>pecific	To develop time management skills on prioritisation and multitasking abilities when handling various activities.
<u>M</u>easurable	Performing various tasks at the same time effectively and understand urgent activities when handling many activities at a go.
<u>A</u>greed	Approaching mentor on further guidance on how to prioritise various activities and multitasking effectively.
<u>R</u>ealistic	Being able to manage time effectively through setting clear priorities on activities that are urgent and multitask effectively when handling several tasks at a go.
<u>T</u>ime-Bound	10/10/2024
Long-term plan (2-5 years)	

<u>Specific</u>	To develop ability to manage various tasks using computer such as data management, social media communication, analytics and spreadsheets.
<u>Agreed</u>	Managing various activities in class using computer, asking questions and embracing new technology.
<u>Realistic</u>	Attending relevant training within set period and ensure knowledge gained are put into practice.
<u>Time-Bound</u>	10/10/2025

Conclusion

It can be concluded that the report has clearly presented my personal career development plan. Reflection on the role play is useful as it enables me to identify my strengths and weakness as well as determine possible threats or opportunities that can either hinder or support my skill development activities. Gibbs reflective cycle is useful model in learning as it gives one an opportunity to examine individual experiences thus learn and plan from various activities encountered in learning. It is evident that each individual has personal responsibility of ensuring new skills are acquired and developed to meet requirements of potential employers.

References

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Appendix A :

Job application form

Application for Restaurant Manager

Personal details

Name:Veronica-Daniela Floria

Education and training

Please give details:

I have completed my Diploma course in Business Management in hospitality industry. This followed my completion of high school studies. I have been trained on leadership and management aspects concerning restaurant operations. Also, I have been trained on critical management skills needed in my workplace such as being respectful to other staffs and listening from them, understanding how to manage time effectively, good knowledge on organisation, planning and keen to details, being able to solve arising issues and make right decisions when managing various team members, suitable ways of communicating with different parties, ways of supporting teamwork among the staffs and approving schedules, budget and procedures for restaurant. Training on creating employee handbook, budgeting and inventory has also been done effectively. There is a training on code of conduct which covered ways of executing my duty as a profession to meet customer needs and expectations of business owners.

Qualifications

Please give details:

- Diploma in Business Management
- Certificate in computer packages
- High school certificate
- Financial literacy and maintain organised inventory
- Passionate with restaurant environment
- Excellent skills in written and verbal communications
- Punctuality and team player
- Self-control with diplomatic and good listening capabilities
- Prior restaurant experience in management or supervisory role within hospitality environment
- Successful in managing quality customer service

Employment history

Gaucha Restaurant

Name of employer: Gaucha restaurant

Job title: Restaurant Manager

Length of time with employer: 18 months

Reason for leaving: Career progression and explore new opportunities

Duties:

- Recruiting, training and supervising all employees in the restaurant to ensure customer needs are met.
- Ordering supplies and monitoring stock levels.
- Managing and approving various budgets.
- Promoting compliance on cleanliness, safety and health policies in the restaurant.
- Preparing shift patterns on weekly basis.
- Educating other staffs on the importance of hygienic standards, tidiness and cleanliness at the workplace.
- Motivating all team members and resolving issues that may arise within the team.
- Responding to complaints and special requests from customers.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

Restaurant Supervisor in Pizza Inn at Wembley where I have learned on attention to details, being flexible at the workplace, proper time management, effective communication and interpersonal skills needed to execute daily activities.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

As part of career progression and development, this new role will give me an opportunity to grow careerwise, manage new issues and look for opportunity to build my specific skills on managing restaurant activities. I am also aware about the organisation and its reputation thus it will be my pleasure to work with great team to attain business goals. I think I am the best person for the job because I am self-motivated and I am well known to go above and beyond my employers. I have good teamworking capabilities that is able to drive team members to attain business goals.

Do you have any question?

Maria: What is the training period for this position?
The training period for this position is two weeks and the good news that they are paid.

Right to work in the UK

Do you need a work permit to work in the UK? No

References

Matthieu Destandau

Restaurant director at GAUCHO

[linkedin.com/in/matthieu-destandau-678a2a13](https://www.linkedin.com/in/matthieu-destandau-678a2a13)

Mary James

Housekeeping Manager

Pizza Inn Wembley

Phone: +44 20 8908 9222

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name:Veronica-Daniela Floria

Signature:Floria

Date:6.09.2022

Appendix B

The questions asked as interviewer in the role play (A1)

1.Can you start by introducing yourself?

My name is Maria Mahu. I live in London, now I am a student at UWTSD, I am passionate about learning new skills and develop myself personally and professionally. I consider myself hard-working person, responsible, helpful, organised, honest and a great communicator. I take my work very seriously and I am always opened to improve my skills and to offer the highest standards possible in my role.

My previous credits and experience in this domain of 2 years in a hotel management at Cranbrook Hotel, Ilford, as a cleaner and 3 years of house-keeping manager helped me to understand how important is to work as a team, to be a good leader and to achieve the goals and the objectives of my employers.

2.Why should we hire you?

If you will give me this opportunity, I believe I will excel this role of Supervisor because of tree main reasons:

Firstly: I am a faster learner and a very good team worker. I can motivate, inspire, and support a team completing their tasks on time.

Secondly: I have already experience in this industry and I can bring an immediate positive impact.

I am a leader not just in my workplace but also outside of work(university)

Thirdly: I am more than sure that if you hire me, I will increase the profit with minimum 10 % if the clients will appreciate our hard-work and will return to visit us again or will recommend us to his friends.

I believe my career will be brighter in your 5 stars hotel, because I always will improve and grow positively in the role helping to achieve the higher standards.

3.The job of Supervisor can be stressful at time. How do you handle stress daily?

To work us a supervisor is not easy at all because we should work under the pressure. The best way to handle stress is to be organised and focused on your work. Time management and attention to details are the skills that will help me to avoid the stress in the workplace. Time management help me to become a

disciplined person who has the value of time. It is very essential to know time management while doing work. I am always taking under control my feelings and I am acting calm when I need to solve a problem. Sometimes I can call a friend for advice, or social media is another option.

4.What is your strength and weaknesses?

My strength Dedication and patience Self confidence Great listener Creative thinking	My weaknesses Public speaking Time management Self-criticism Attention to details
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5. Where do you see in next 5 years?

Maria: In 5 years, I am planning to work with you in this role, or advanced role. I want to gain experience in leading projects, explore and develop skills in management. Also, I am looking for opportunities to expand my responsibility with this role to achieve my goals and my team trust.

Thank you, Maria,

Interview Feedback Form

Date: 14/08/2022

INTERVIEWEE: Veronica-Daniela Floria

INTERVIEWER: Maria Mahu

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, smiled and greeted	☐	☐	☒	☐	☐	The role play was done online some of the features could not be assessed but you must use my oral comments in conjunction with this feedback.
Maintained eye contact	☐	☒	☐	☐	☐	
Hand and facial movements were natural	☐	☒	☐	☐	☐	
Posture (sat up straight, etc.)	☐	☒	☐	☐	☐	
Displayed confidence	☐	☒	☐	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☒	☐	☐	☐	☐	Overall preparation was excellent, the interview was fantastic and both of you have done well. You need to improve in the way you answer questions during the interview, try to avoid exposing your weakness to your employer they might use it against you.
Aligned answers with the needs of the company	☐	☒	☐	☐	☐	
Demonstrated skills with examples	☐	☒	☐	☐	☐	
Acted in a polite manner	☐	☒	☐	☐	☐	
Answered questions in full and in a timely manner	☐	☐	☒	☐	☐	
Understood the position	☐	☒	☐	☐	☐	
Displayed enthusiasm	☐	☒	☐	☐	☐	
Focused on strengths; avoided weaknesses	☐	☐	☒	☐	☐	
Referenced specific items on CV	☐	☐	☒	☐	☐	
Emphasised qualifications	☐	☐	☒	☐	☐	
Asked appropriate questions of the interviewer	☐	☐	☒	☐	☐	
Spoke clearly and at a reasonable volume	☐	☒	☐	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☒	☐	☐	☐	
Did not talk negatively about previous employer(s)	☐	☒	☐	☐	☐	
OVERALL PREPARATION	☒	☐	☐	☐	☐	LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE INTERVIEW.
POINTS AVAILABLE 100						FAEDU 14/08/2022
POINTS EARNED ____						
GRADE 75 %						