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In my play role I was attending an interview for a deputy manager post in a restaurant.

If I can say about reflection about that role play overall it was good and my partner presented and supported well. It was a good experience really helped to know the strength and weakness and the lecturer was very supportive pointed the key things to boost my morale and feel confident to attend any interviews in future .and also I'm mentioning here what all questions I prepare for my play role

Why you want to become a deputy manager ?

Why do you want to work for our company as the deputy manager?

What steps would you take if the company business was struggling to maintain sales?

What is your strength and weakness?

What would you do if you started work here as a deputy and you didn't get on well with the general manager?

Introduction

My previous job experience was Business development manager, mainly I was a BDM for care home agency. Basically my role was to look for new client and to maintain a good relation with them, which is need a good communication skills and experiences. I was having lots of contact with clients and it was my responsibility to maintain contact with them. So when it comes to meet new client it will be challenging and every meeting gave me different experiences, some nursing homes will have different requirements, so before meeting I was trying my best to research about the client I was about to go for meeting, so that I can approach them with requirements, what they were looking, which will reduce my workload, they can be easily convinced to have a contract with my company. Before each meeting. In this paper we will look through some challenges BDM. And about my future

goals and dreams. We will looking through some possibilities of challenges that a BDM can face in my experience. And will compare my previous careers and current career. Will explain what I had achieved during the both career.

Challenges as a Business Development Manager

It was quiet challenging, if the client I was about meet, lack availability of information about them. While that time it's quiet hard to figure out what are they expecting us and that in some case to sign a contract is quiet hard as well. In some case it might hard to get new clients on a limited amount of time. A detailed homework plays an important role on each meeting. Therefore, time is an important factor. A Business development manager needs to find right client in right time. Unexpected demands from clients also will be challenging situation for a Business development manager, so even if there is a lot of preparation before fixing a meeting will not be enough sometimes. But all the challenges has improved my problem solving skills and learned a lot from it. And it those challenges helped me a lot in my careers.

Comparison between Current Job and previous job

Currently, I am a Manager of Nursing home agency, with the experience have gained on from my previous job it bit easier for me to get contacts with the clients because I already had some clients with me. So, I have to focus was on to expand my business. But compared to BDM I feel like it's more responsible job as manager. When I was a BDM, I was only focused one single thing, even though it has its own stress, it was quiet hard to be a manager, to manage whole business and it is responsibility of mine. I always to be aware of the client as well as have enough staff, if not I have recruit someone to the agency. Mostly we are providing health care assistant and Registered Nurse to the Nursing home. So, as an agency we need to make sure that they got enough experience in working in Nursing home previously, and they got all the mandatory training such as Moving and handling, fire and safety, COSHH, PPE, infection control, safe guarding, manual handling and for RGN have enough experience in giving medication. Apart from this we need to make sure that they are comfortable in working in new environment and they are flexible to work. And communication skills has to be good enough or else there will be issue with staffs, which is mandatory for any staff to be work in a team, miscommunication can cause issue within staff in a workplace, which will be challenging for an agency to deal with it. There are lots of bullying issues report recently, so we have to be careful with those issues as well. At same time we have to assure that our clients are satisfied with our staff, or else we need to change them according to their feedback, it is really important to satisfy the clients, at the same time we need to make sure that we have enough shift for our staffs. Challenges as manager is different from the BDM, managing staff in peek time can be challenging as well, and in some cases lesser shit can put agency staff's to not get enough number of shifts, in that it will be really a need of new client and has to convince them to have a contract with agency.

Future Goals

My future goal is to start an own Nursing home, which got experience by doing Nursing home agency business. While doing the current business, I had enough experience with working of a nursing home. So my idea was to begin with 28 – 30 residents nursing home, which need to 6 health care assistants to work on day time and 2 staffs in the night, a registered nurse has to be in charge on a shift, mostly a full day shift starts from 8am to 8pm, which is 12 hours of working for both nurse and cares, basically we need around 9 to 10 health care assistants and 4 to 5 RGN, those are the important role in a Nursing home. Apart from this we need Domestic staffs to be work on day time, which is really important to maintain hygiene in a nursing home, and as per the rules they also need

to have training with mandatory trainings. And other important staff is a kitchen staff which includes chef. They also need training with food and hygiene, which need more care in Nursing home. Some residents who's having issues in swallowing needs to be in puree diet and some of them has food allergies. So a chef needs to be aware of these things and has to have experience and to maintain the food hygiene. And a maintenance staff has to be appointed to check and maintain all the equipment's. Equipment's in a nursing homes are Adjustable bed, normal and air mattress, recliner chair, and armchairs, tables, cupboards, wardrobes, need maintenance regularly and also need repair sometimes. In that case maintenance staff role is really important in a Nursing home. Home equipment's like full body hoist, standing hoist and its slings and wheelchair needs to be verified and has to be certified, that it is safe to use. So all these things has to be implemented when setting up a Nursing home.

Moreover to manage this we need enough staff and has to have managing skill to make it a success business. By doing the current business as a manager of agency Humming birds care I have achieved team management and problem solving skill as part of challenges and situation I have tackled in my careers. But I feel to start a own nursing home won't be an easy task even though I had experience and skills, there might be a different challenges arise on the future career. I believe finding good staff will be easier task for me because currently I have enough number of skilled staffs who can work flexible in any environment. And it's been three years I am doing my current career. Within this year I had managed to get enough staff with huge potentials. And I had received good feedbacks from my client. And by that strength I could impress my clients and I believe that contacts and the experience they shared with me will ease my future goals.

Furthermore, I also would like to start domiciliary care with the Nursing home, which is to provide health care assistant's services to individual in their own home. Which will improve the availability of help care services. Now a days some residents who have mental capacity would prefer to stay in their own home with their family, when an individual needs assistance for daily life activity and at the same time they need stay in home domiciliary care will be good option. The concerns is to have trustable and flexible staff as to be allocated for that particular task. And at the same time I have plans to technically advance the working of current working of Nursing Home and domiciliary services, which is to introduce an mobile application to provide details of shift and time sheets, and for to give the details of client and the service for domiciliary carers. Application will also need to have the logs of shift and payroll details. I was expecting to include free chat conversation systems to chat in between staffs, so that they can maintain the contact and will help to build a good bond between them, which is good precaution to avoid conflict between staff's. I personally believe that when staffs are happy in a workplace, main difficult task can be sorted out easily. And especially to report any concerns or query with the manager or any senior staff, there will be complaint registration system implanted in the application. Including with the shift timing application will have the system to auto login to duty when the a staff reaches the Nursing Home and log out when staff's go off from the Nursing home, that will help the management to figure out who's in the building on a particular moment, which will also be help at event of fire or emergency.

Conclusion

Overall, previously I had achieved skills to manage clients as Business Development manager, and that skill helped me on my current business as an Agency manager, which was a different responsibility but had helped in many ways and still I am learning from my current business experience. My previous career and current careers was on the same field, but responsibilities are

different from other one. As manager whole business managing skills is fully a different experience And at the same time I am trying to research on Nursing home and its developments, so that will be helpful for my future plans. Introducing new technology will be an innovative idea to be implemented in a nursing home. And I believe by choosing that career will be life changing decision for me. Hope I will achieve my dreams soon.