



UNIVERSITY OF WALES
Trinity Saint David
London

Certificate of Higher Education in Skills for the Workplace

Task 2

Professional career development report

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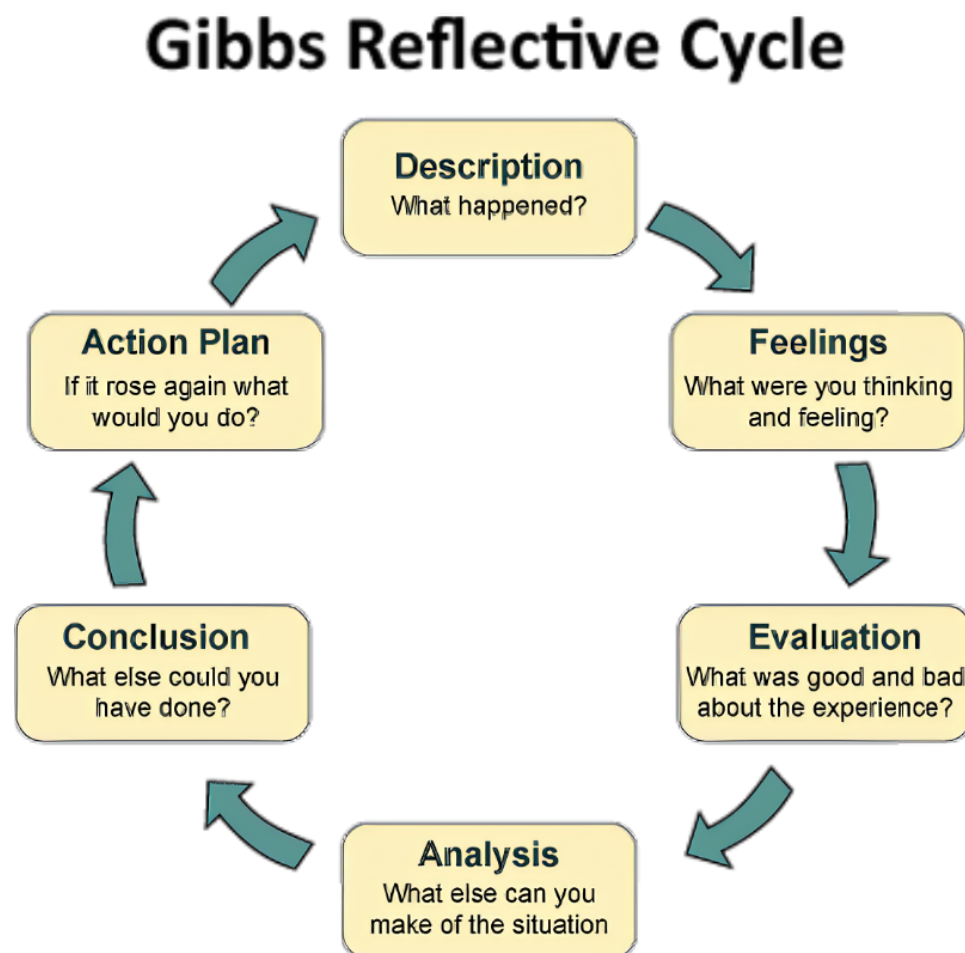
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3.1 Introduction

This report is a personal reflection on a role play based on my chosen career as a Fashion Retail Store Manager. I used Gibbs Reflective cycle to describe what the role-play was about; I explained what I was thinking and feeling at the time, what I felt was good and bad about my experience, I analysed the roleplay and concluded on what I did well in and what I can do differently for a better experience.

For my future career, I have shown the skills and the knowledge that I need to be ready to work effectively. I have shown my personal strength and the areas that I will need to work towards to be ready for employment by developing a personal plan and action that I need to take to achieve my goal as a Fashion Retail Store Manager Professionally.

This is my personal reflection on role play, and I have chosen to use Gibbs' Reflective Cycle.



I was paired with Mr D to present a role play. For this role-play, we were asked to complete an application form for the chosen job that we wanted to do career. We were to exchange the application form with each other to formulate five questions based on the job description selected. We were to use the questionnaire to play the role of both interviewer and interviewee.

Throughout the role play, I was nervous, hoping not to make mistakes at the beginning. I tried to remain calm, and as we progressed through the role play, I felt much more relaxed

The Good thing about the role-plays as an interviewer was that I prepared my questions very well. I was clear when asking the questions so he could easily understand and answer. I allowed him to finish answering the question without interrupting so he didn't lose his thoughts. I was very professional and dressed professionally.

As an interviewee, I was more relaxed when answering the question because it was more directed at me talking about myself and what I had to offer to work as Fashion Retail Store Manager. I responded to every question well and clearly as I understood them.

The bad thing about the role-play was that I was very nervous as we were the first to do the Role Play. I started the interview by going straight into asking the questions. I feel that I should have first introduced myself to Mr Dariusz and welcomed him to help him feel more relaxed and comfortable before going into the questions. I was not as calm as I should have been and rushed straight to the questions.

To analyse and make sense of the roleplay, I did not see the need to introduce myself to my partner because we already knew each other. Therefore, I didn't see the need for us to do the introduction, which is usually done in an actual life interview., forgetting that it was a roleplay, so all aspects of the interview, including the introduction, should have been included.

To draw my conclusion, I should have acted as if I never knew the person I was interviewing and introduced myself like we were meeting for the first time to make it more realistic, which could have helped reduce my nervousness.

If I were to do the role play again, I would first introduce myself and be more welcoming, as I feel this could have helped me and my partner be more relaxed from the beginning.

5.1 A career as Fashion Store Manager

As a Fashion Store Manager, My Job is to manage a store and lead a team to work effectively to increase performance and sales for the Store. To create an excellent environment for an excellent customer experience to help grow the store. My duties include motivating staff and setting targets. Good at keeping accurate records of sales and profit. I will be dealing with customer service complaints and customer feedback, helping towards improvements, and making sure my customers are happy with the service provided.

5.2 Skills and knowledge which contribute toward working effectively

The skills required to work effectively as Fashion Retail Store Manager, according to (Rachel S) in general, employers want are as follows:

Good communication skills, I need to have the ability to communicate clearly when passing information and ideas to my staff to avoid mistakes. I also need to have patience and the ability to listen to others.

Be resilient and able to handle stressful situations such as customer complaints. Show that I can come up with reasonable solutions to deal with the situation positively.

Be knowledgeable about the organisation, how it works, and current trends and know whom we compete with as a Fashion industry brand. I will need to know who our target customers are and what they're interested in, market directly to them and increase sales to maintain our position in the market.

I will need **Teamwork and Interpersonal Skills** to build and maintain a good relationship with my staff as a leader. Give them respect and show empathy. Conflicts can arise when working in a team; I need to be able to control my emotions when dealing with such situations to build trust as we are all working to accomplish the same goal.

5.3 My strengths and areas for further development

SWOT Analysis

<u>SWOT ANALYSIS</u>

<u>STRENGTHS</u> • I can work in a team. • I can manage stressful situations. • I can work Flexible time. • I have experience in managing an online store by myself and generating sales.	<u>WEAKNESSES</u> • As I have not had the opportunity to work as a manager own my own professional for a long time I am lacking a little confidant. But I am sure when given the opportunity I will be able to build on that.
<u>OPPORTUNITIES</u> • I have taken on the opportunity to study at university to increase my knowledge. • Doing more work experience in this field can help increase my expertise for my chosen career.	<u>THREATS</u> • I don't have long-term experience in management

6.1 My employment goals and personal career action plan/development plan

My professional career pathway.

What are my current strengths? I am currently in university and learning to get a degree. I have worked in the sales department for a long time, so I know how to generate sales and increase profit. This is one of the essential aspects of my chosen future career. From the beginning of my studies, I have been able to archive 70% of attendance, and I won't continue to do so to get the degree that I need whiles gaining more knowledge to develop my career.

I have already completed and passed this module academic and employability skills certificate in higher education- skills for the workplace, digital skills for the workplace, digital skills and research methods, effective team working and communication, managing enterprise and in the 21st century.

Currently, I am working on problem-solving and decision-making and Professional career development to complete my first year of university, all working toward improving myself to gain knowledge and confidence to understand what skills and actions I will need to take to achieve my goals.

I currently want to continue with my studies to complete my three years to get my degree and graduate by the end of 2025.

7.1 Conclusion

This Module has helped me to truly identify what I want to do for my chosen career with plans and decisions that I will need to make. Understand the skills and knowledge that I need to develop to improve myself to work effectively. I identify areas of strength and weakness in the field that I have chosen to work in and what is required of me. Being able to do a role play and reflect on my experiences helped me to what I can improve in areas that I am good at.

7.2 References

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8.1 Appendix A: The questions asked as an interviewer in the role play (A1)

1. Tell me about yourself.
2. Describe a Difficult Work Situation or Project and How You Handled It.
3. Why should we hire you?
4. How do you handle stress and pressure?
5. What are your goals for the future?

The question/s asked as an interviewee in the role play (A1)

1. What have you achieved in your career that makes you proud?
2. How do you deal with working under pressure?
3. Why should we offer you this job?
4. Have you encountered any challenging work situations, and how did you deal with them?
5. What are your most significant strengths?

8.2 Appendix B: Application Form completed as an applicant for the role play (A1).

Job application form

Application for [job title] - Fashion Retail Store Manager

Your details

Name: Praise Abia Oigbochie

Education and training

Please give details:

Qualifications

Please give details:

Employment history

Your current or most recent employer

Name of employer:

Job title: Shop Assistant

Length of time with employer: 6 years

Reason for leaving: 2008 Crash

Duties:

- Processing payments.
- Helping customers to find what they need and want to buy.
- I Ensure that the shop front and the stock room are well maintained.
- Processing Payments
- Providing customers information on the price and availability
- Promoting special offers and store cards

Previous employers

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

As a sales Assistance for over six years, I set up an online base shop where I sell fabrics and many other fashion accessories; I sold over 5000 items. I have a track record of driving sales as I was able to provide a service above the standard. I offer excellent customer service and experience. I can generate repeat buyers as I create a wonderful experience for my customers.

Supporting statement.

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

After having the opportunity to be trained by my manager to cover several shifts for roles as a managing assistant and manager.

I gained experience leading a team and motivating staff to drive sales by reviewing their progress. I can provide accurate sales and data in detail. I have strong sales abilities as I am excellent at keeping up with current events and implementing promotions and offers to drive sales.

I am very understanding and thoughtful in dealing with customer complaints and feedback. I have excellent customer service skills, as I can increase and maintain repeat buyers.

Yours sincerely,

Praise Oigbochie.

Right to work in the UK

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

References

Please give the names and contact details of 2 people whom we can ask to provide you with a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

Jessica Jackson - 07754220509

Annie Smith - 07873390450

Declaration

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

Name: Praise Oigbochie

Signature:

Date: