

Reflection based on Rolfe et al framework

What? (a description of the event)

What happened? What did I learn? What did others do? What did I feel? What was I trying to achieve? What were the results? What was good or bad about the experience? What was effective about the learning experience? What contributions did I make to the class?

Working a 7-hour shift was normal for me, my gm. (General manager) asked if I could cover the next evening shift. I was grateful for the offer and after trying to save for my future holiday i thought it was an innovative idea to earn some extra holiday funds. i was already used to covering this section in the club as few are trained and the chance to prove myself with an upcoming promotion, i was ready to dive straight in to show my skills and ability. As per shift there was always something going wrong, either packages were wrong or there was an error on the computer system or even a refill issue which needed my attention. Working in a bingo club there is always something. Most days I just adapted to the situation and cracked on. This specific evening i did not prepare the things I would normally do, things were overlooked, accounts not sorted, packages not matching the selling systems. Total chaos. But I had little time till the next shift, so I went on my lunch break.

So, what? (an analysis of the event)

So, what is the importance of this? So, what more do I need to research about this? So, what have I learned about this? So, what does this imply for me? So, what does this help me in my professional career?

After recognising at the start of the evening shift how badly organised things appeared, I felt disheartened and disappointed. I had to think on my feet and get my thinking cap on and remember everything I knew and what I was trained for. My gm should have been more prepared and not left things to others to sort in a brief period. Though I understand she may have been snowed down with other things, that is her downfall as a manager, organising her duties and checking things have been complete falls to her although I do I except a small factor that I should have known better having gone through the situation more than once. I should have spoken up to confirm if these things had been completed, what needed to be done, who is available should i seek the need help and support. It taught me that nobody is perfect and no matter if i expect things to be prepared for me, I cannot always reply on

others and may find the need to double check everything for myself in order for things to run smoothly or in a safe environment. In some ways it has taught me that although it was a stressful situation i am more than capable with the skills, I have to address an issue and how confident I am in finding a solution to the matter.

Now what? (proposes a way forwards following the event)

Now what will I do? Now what could I do? Now what would be the best thing to do with what I learned? Now what will I do differently next time? Now what will I implement in my professional development?

The experience proved that for me to show my skills and ability and my own growth, I need to be more prepared, more vigilant, and self-aware of what could arise. It has taught me that although i should be able to rely on others whether its teammates or the manager, i handle my section and I should be checking for scenarios that could lead to more pragmatic issues. After discovering these challenges, I have more confidence to approach my manager to simply ask what i should have asked in the moment, i will be more open to facing problems.

I will be more aware of capabilities and have faith in myself moving forward. I now see how this experience has helped me in my way of thinking and processing.

I know how to break down the things discussed using this technique of a reflection. This experience and writing about it really makes you think about everything, down to what I should and could have said how I could have handled it differently, and how using this tool can help me academically as well as professionally and within home life.