



The role of Shift Manager at Pizza Hut Delivery Store UK

REFLECTION

Student: Miglena Krasteva | Student number: 1814710

Tutor's name: Christopher Mauve

Module: Community Engagement

Module No: LCBB 4002

2019

Reflection is the way professional therapists think, i.e. conscious vision, thinking and analysis of the actions, feelings, and reactions experienced. Reflective practice is a structured process that represents a more general view of unconsciously done people's actions. A natural process in which information from unconscious actions is processed to aid learning, i.e. what has been done, how it has been done, and what experience has been gained from it. (Atkins & Murphy, 1993).

Gibbs' Reflective Cycle from 1988 is a resumption of the learning model based on the experience Kolb created in the 1970s, where the theory and practice are into a repetitive circle. (Kolb, 1976).

The Gibbs Reflective Cycle consists of six steps that divide information into stages, helping to ponder better.

- Step one is Description. What happened?
- Step two is Feeling. What were the feelings and thoughts?
- Step three is Evaluation. Which were the positive and the negative aspects of the experience
- Step four is Analysis. What sense can be done about the situation?
- Step five is the Conclusion. What else can be done?
- Step six is the Action plan. If it happened again, what would be done?

Gibbs, G. (1988)

The role of Shift Manager in Pizza Hut Delivery store, which I presented to my group and tutor, is an important work position involving many responsibilities and making quick and effective decisions related to both the organization's clients and employees.

As a Delivery store, the most important is the timely delivery of the food to the homes of the people. Therefore, the trained and detailed introduction of future drivers in this position is of utmost importance. In the role of a Shift Manager, I presented a situation in which a newcomer scooter driver entered the first working day.

Beginning with the performance of the role, I was very worried at first. Everyone in the room stared at me and watched and listened to every movement and word I had. I was worried that I did speak quietly and incomprehensibly and perhaps the others did not hear what I said, but looking at my partner gradually stopped thinking about the worry and got into the role by imagining I was at work and it is really important to give guidelines to the new scooter driver, to whom the first delivery is impend. It was exciting, I could feel the hesitation a manager has when he has to trust a new scooter driver. Drivers are the company's face, delivering orders, meeting face to face with customers, and appearance and behavior are important to

the impression they will leave. During the role play, this doubt arose from the questions that my partner asked me. Each manager has the ability to judge new employees with their first actions and questions, how much they care about the job and whether they are willing to do it. But there are always exceptions and this judgment is sometimes not enough, so there are always doubts. After receiving strong applause from my group and tutor, I felt relieved that I had managed to represent this position well and realized what risk the Shift Manager every time sending a new scooter driver on the way to deliver the next order, presenting the company.

The good side of this performance was the fun atmosphere that was created and everyone was having fun. Especially all were impressed by the copy of the Map with addresses and postcodes that I had brought in to give a clear picture of what each driver did before heading for the address. There were very interested in the description of the scooter driver's work wear and the way he was informed about finding a map address. The negative side of the presentation was the worry I had at the beginning, which was why I forgot words or I said wrong words, in places and that made me uncertain.

In reflection, I realized I had to be more confident in myself and in the speeches that I should not allow the worry to fail me and to shake off it from the beginning. Also, the presentation of more facts, important details, and illustrative materials are of great benefit to the performance. Being a manager is one of the most responsible and difficult jobs in this industry, where you have to apply the existing skills in practice, but also get a lot of new skills from the cumulative daily experience. And it is even harder to present this position to people who first learn about it. Still, the atmosphere we created was pleasantly exciting and happy for all of us. After the event, talking to some of my colleagues in the group, I received much positive feedback, such as great performance skills, detailed and professional play role and excellent presentation, which made me realize that the leading was the pleasant emotions and valuable information, which I was able to pass on to others.

The result of this experience is that made mistakes are remembered for a long time. This is actually very useful because I will know what I should not do and what mistakes I should not repeat in order to be successful in my work. I grew up with every new mistake, acquiring new knowledge, learning new methods and strategies. There are no sinless people in this world, from the mistakes, we learn to do the right choices, and a human being learn while it is alive. To some extent, The Reflective Gibbs cycle resembles the cycle of life.

The next time I was given this opportunity, I would be better prepared. I will study the work position in more detail, choosing a higher risk as a road accident with a scooter driver and the manager's reaction to such a risky situation. I would prepare myself with more illustrative material or I would demonstrate the work with the online navigation application that is used to find an address. Good preparation and

organization of the entire presentation process would be much better for me and eliminate the worry that is being I experienced.

Reference

Atkins, S., & Murphy, K. (1993). Reflection: A review of the literature. *Journal of Advanced Nursing*, 18, 1188-1192.

Gibbs, G. (1988). *Learning by doing. A guide to teaching and learning methods.* Further Education Unit at Oxford Polytechnic, London (1988)

Kolb, D. A. (1976). *The Learning Style Inventory. Technical Manual.* Mc Ber & Co, Boston, MA.

Appendices

Peer Evaluations Role Play Feedback

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *Miglena Kosteva* Date *18.04.2019*

Activity: *Shift manager pizza shop, Hot*

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

• Miglena knows her responsibility and she manage well the situation. ~~so~~

• Great play role!

• Managing ~~at~~ great the stress of the new ~~employee~~ scooter driver.

Well done!

Signed: *Louisa* Date: *18.04.2019*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *Miglena
KRASTOVA*

Date *18.04.2019*

Activity: *Shift Manager*

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

*Great performance skills. Excellent play role,
detailed and ~~professional~~ professional,
(will Done,*

Signed: *[Signature]*

Date: *18.04.2019*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *Aliglena*
Kraastera

Date *18/04/2019*

Activity: *Shift manager pizza hot delivery*

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

Excellent presentation !!
Well done !!

Signed: *[Signature]*

Date: *18/04/2019*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter *Milena Krasteva* Date *18.04.2019*

Activity: *Shift Manager*

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

*She was very familiar with all the
information and she was very good with
the presentation*

Signed: *[Signature]*

Date: *18.04.2019*

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter /

Date 18.4.2019

HIGWEAT KRASIEVA

Activity: MANAGER PIZZ ^{NOT} SHOP DELIVER

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

-very Good, all it was very good.

Signed: Elena Petrusan

Date: 18.4.2019

