

PROFESSIONAL CAREER DEVELOPMENT

BMSW4005

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UWTSD

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INTRODUCTION

The purpose of this assignment is to reflect into my own professional career development with a personal perspective, using Gibbs as a reflection tool to go deep into my past, present and future professional status and the opportunities that may I have. I will explain my own notes about the previous role play that I did in class "Recruitment and selection". It will be a good reflection to simplify my future goals and objectives with the purpose to be successful reflecting on my weakness and strengths, I will use SWOT analysis to explain that. I will also cover the different learning styles and I will explain my own conclusion about the topics that will be covered.

I will try to simplify my own thoughts in the conclusion page, pondering how important was this module for me, the skills that I gained and how I will get new ones. The procedure that helped me and the plan that I followed until now, and the plan that I will follow in future to get my professional desired position.

RECRUITMENT AND SELECTION (Reflection on the Role Play)

Companies use interview role play to determine whether a candidate is suitable for a specific position. Retail, marketing, and law are among the industries that use it. It's critical to know what a role-play interview involves making a good first perception when searching for a position. (Indeed Editorial Team, 2021)

I will explain what means for me, the feelings that I had after the exercise, where I think I can improve, and I will explain where I want to go in the hospitality industry.

This exercise it was extremely helpful to identify the points where I should improve in terms of approaching in a good manner at the time to do an interview for my desire position in the hospitality industry; my desire position is General Manager of a restaurant in London, after more than five years in this city specialising my skills in the industry I think is time for me to take more responsibility and show what I learned in the past in a good company managing a big team.

I am going to reflect about this using **GIBBS Analysis Circle**.

1. Description

My classmate Angel and myself did a roleplay, an interview where we played both roles, interviewed and interviewer, all this based in a form that I will attach in the end of this assignment, where I explained few points about our professional career:

- a. Education and training
- b. Qualifications
- c. Employment history
- d. Previous employers
- e. Supporting statement
- f. Personal details and information

We were expecting to see our weaknesses and strengths at the time to find a job, with the supervision of our lecturer Anita Nan.

2. Feelings

My feelings about the situation before we started were little bit confusing, even with my previous experience in London doing interviews to other people and been interviewed by others, it was the first time that I have 2 lecturers and an audience looking at me, even though, it was a great experience, I felt great, I trained myself before the interview with Angel many times, this helped me a lot at the time to face the role play and my confidence increase.

3. Evaluation

Most of the things were as we expected, specially because we trained between us before, but there is something that we could improve, which is our long answers, as a person that work for recruitment in a company, I think that prefer more precise answers than long ones with lots of information, many of it not useful for getting the position, but in general I think that went well.

4. Analysis

It was helpful made a planification based on our forms, dividing our questions which a sense and a purpose. When he was asking me to recruit me, he made a progressing questions from general questions to more specific ones, same as me when it was my turn, like that we were able to see our responses in detail, and the interviewer were having a deeper idea about our skills in the industry, finishing with a question that could explain in a real situation how to deal with an specific problem with costumers or with a team member. Make different statements of an interview and see ourselves in the real situation through those questions is the key to be successful to get our desire position in the hospitality industry.

5. Conclusion

I learnt from this role play, the importance of practice, how to be calm, how to be confident, and secure about my strengths and acknowledge my weaknesses. More practical exercises before the real interview would give us a better state of mind, I learnt also that there is always space for improvements no matter if I think that I am ready, more knowledge is needed, same as more practice, in general, I was happy, but a deeper look into myself will be better.

6. Action Plan

For future improvement, I will make like 4 times more questions, and then I will pick just the most accurate ones for the situation, instead of focusing on just few questions, a wider plan, more options. Not only practice is needed, a better planification, specific, and more accurate to the interview, this will be my next action plan to improve and be better.

SELF-MOTIVATION

An easy description of what means self-motivation can be *“the quality of being capable of hard work and effort without the need for pressure from others”* (Oxford Learner’s Dictionaries). But self-motivation means much more, it is clear for me that being self-motivated is crucial to be successful, but how can we increase our motivation at work? After my research I found some information very accurate about it, 10 crucial points, but I will be focus just on the most important ones, or those ones that I think are more relevant.

1. Recognize and accept your own strengths and weaknesses.

This point is one of the most popular ones, it is very important know yourself, appreciate your goals, celebrate them and be conscious about your weaknesses, without that knowledge it is very easy to fail, without seeing ourselves in the mirror and accept it is tough to find space for self-motivation and improvement.

2. Bring positive energy.

Most likely, if we think that something is going to be wrong, it will be. No doubt about it. It happens many times in the restaurant, when a server scare to serve one of our VIP tables, something is going to happen, a glass will be dropped on the table, a little mistake ordering their food, or simply shaking body and hands, this energy is going to our costumers straight away, and it starts from us, from our own perspective and self-motivation, be confident is crucial.

3. Keep persevering and be tenacious

We can not leave our dreams, our aims and goals as soon as we face a problem, we must keep going and try again, if we stop, and we complaint about it, we are going to be in a very negative mood constantly, to avoid that we can use many tools to realise where we fail, why and how, and we can start again with a better vision, minimising the problem where we stuck and keep going. One of the most relevant and useful tools to implement that is SWOT Analysis.

(IESE Business School, 2019)

SWOT ANALYSIS

SWOT Analysis is a tool used in organisations for formulating and implementing strategies. It's used to develop organisational strategy as well as business advantage. Organizations, according to the System Approach, are wholes that interact with their environments and are made up of various sub-systems. An organisation, in this sense, exists in two contexts, one within itself and the other outside. Analysing these contexts for strategic management practises is a must. SWOT Analysis is a method of analysing an organisation and its surroundings.

STRENGTHS Big experience handling issues Communication skills Teamwork skills	WEAKNESSES I lack management skills Sometimes low self confidence
OPPORTUNITIES Lots of Companies Space for improve in London Many mentors to help me	THREATS Competence Coronavirus High rent and spences

SWOT analysis helped me a lot at the moment to face a new job opportunity, be conscious about these external and internal factors is crucial. Without the perspective of my weaknesses and the threats I will not be able to improve, and without the knowledge of my top skills and the opportunities that I have in the market I will not be able to be confident about my real chances.

Another very accurate analysis and similar to SWOT analysis is Johari Window.

JOHARI WINDOW

The Johari Window was created by psychologists Joseph Luft and Harry Ingham to help us understand consciousness and the interaction between people that result from it. We often have no idea how others see us, how we display ourselves to others, or how well people know themselves. This model was developed by Luft and Ingham because they presumed that what occurs in our lives is determined by our own self-awareness and the awareness of others including us.

The presumption behind the window is that these are things about ourselves that we are aware of and others that we are unaware of. Likewise, there are several things that others are aware of and are unaware of. Thus, through the four-paned Johari window, we can see our entire to be as we comprehend it and as someone else perceives it at any given time in our lives.

OPEN SELF Adaptable Sensitive	BLIND SELF Caring Intelligent Kind
HIDDEN SELF Self-conscious Tense	UNKNOWN SELF Non healthy Proud

This is just an example of how I can see myself, I just added few words to it because it is very tough to know myself. I usually expect from others to tell me Johari window, but this module showed me the importance of my own awareness, without that, it will be much more difficult to improve, or to see the start point for my future, this window is something that definitely I have to work on in future.

Sometimes I am very vulnerable, and sometimes very confident, that's why Johari Window is the most difficult tool to use for me, finding stability is something that will help me, especially if I want to manage a big team in an important restaurant in London, being physically proactive and mentally organised will give me the strength to know myself better.

CONCLUSION

With the experience that I gain through the years in the hospitality industry, I realise how much I do not know, or how many skills I still have to improve, it is not important for me how much I learnt I am always focusing on what I still to learn, I have got skills from many people that know more than me, mentors, teachers, managers, family members, and I am keep going learning from many people, people that are more prepared than me. I think that is crucial, see my weaknesses, be conscious about them and try to improve them, the skills that I already have are those that I am using every day, I implement them and training them every day, leaving space and free time in my daily basis to learn new ones.

This module gave me the perspective and the patience to breath and have a wider picture about myself, using different methods as Gibbs Cycle analysis, Personal Lifeline, SWOT analysis, Johari Window and many more. I learnt about law, about hierarchy, and how important it is, respect my lecturer, same as managers, mentors, and drive all in the same way, same as I learnt how to drive my team to success. Exercises as Role Play are very useful to put in practice all this, I also learnt how important is practice, specifically on those areas that I think I am still weak. I will use all the different tools that I gain after this course in my professional life, and with perseverance and constancy I think that I will be able to get my desire position in future.

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APPENDIX 1

Job application form

Application for [Restaurant Manager] -

Your details

Name: Jaime Martin de la Leona Hidalgo

Education and training

Please give details:

Secondary school diploma
Service, food, risks, and allergies course
English Diploma: First Certificate
First Aid and Fire safety certificate

Qualifications

Please give details:

None

Employment history

Your current or most recent employer

Name of employer: Dishoom LTD

Job title: Restaurant Supervisor

Length of time with employer: 2 years

Reason for leaving: Find a new position that can suits me in terms of growing up my skills and open my new chances of learning in a different place.

Duties:

- Assists manager with coordination with Building Security to provide access to visiting guests, suppliers, etc.
- Performs daily walk through of floor to ensure cleanliness and properly working equipment.
- Work with all involved operating vendors/departments to ensure smooth service delivery.

- Establishes, implements, and follows all emergency procedures.
- Responsible for ordering, storing and inventory of all supplies necessary to perform daily operations.
- Ability to organise and run a restaurant and leading a team. Opening duties and closing duties.
- Experience with Mycros system and Microsoft office.
- Big experience in trainings for my team, teamwork learnings and briefings focus in food and beverage knowledge.

Previous employers

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

- Floor Manager for 8 months at Mber Restaurant. (Pan-asian cuisine). 2019
- Floor Manager in "RedRooster" at "The Curtain Hotel" (2018-2019)
- General Manager in pizza/bakery "Martin de la Leona Panaderia" (family business) 2010-2016 Spain.

Supporting statement

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

After more than 10 years on the industry of hospitality, I think is time for me to jump into a professional company as yours, I have the skills that you ask for and I think that the combination of your company needs and my experience it can take us to a new success level.

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 who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

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: Jaime Martin de la Leona Hidalgo

Signature: Jaime

Date: 03.11.2021

APPENDIX 2

QUESTIONS

How do you face a conflict between 2 of your employees?

Can you explain to me a situation when you have to solve a mayor complain from one of a VIP member of your previous hotels?

Why do you think that you are the right candidate for this vacancy, which skills are you going to bring to the company?

How do you find the best employees for future promotions, which process will you follow, and how is you criteria for this kind of decisions?

What skills do you think you can learn in this company that you don't have already?