



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Employability and Career Development

LCLM4005

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Table of Contents

Introduction.	3
Task 1	4
Task 2	5
<i>Self assessment.</i>	5
Strengths.	5
Weaknesses.	5
Opportunities.	5
Threats.	6
<i>Evidence of reediness.</i>	6
Task 3	7
<i>Employment Goals.</i>	7
<i>Personal Development Plan</i>	8
Conclusion.	10
References	11
Apendix	12

Introduction.

This assignment focuses on employability, self-assessment, and career planning through the analysis of skills, experience, and personal development.

Task 1 compares key skills and knowledge required for different job roles, highlighting similarities and differences across industries.

Task 2 uses a personal S.W.O.T. (strengths, weaknesses, opportunities, and threats) analysis to explore career development and employability. This self-assessment is supported by evidence of readiness drawn from professional and academic experience.

Task 3 outlines short-term and long-term employment goals, demonstrating a clear career pathway within the hospitality industry. Finally, a Personal Development Plan (PDP) identifies specific actions, timelines, and success criteria to support continuous improvement. Together, these tasks provide a structured approach to understanding current capabilities, planning future development and aligning personal goals with career aspirations.

Task 1

This table shows and compares key skills, experience and knowledge necessary for different chosen job adverts.

Job title	Customer Experience Manager	Assistant Manager	Carpet fitter's assistant	Sport and Leisure team leader
Company	Sainsbury's	Botanist on a green	Abacus Carpets	The Royal Parks
Skills	Customer service skills, communication skills.	Communication skills. Team motivation skills.	Driving skills, physical fitness.	Customer service skills, communication skills.
Knowledge	Problem solving and team motivating experience.	Leadership experience	Eager to learn.	Experience working with high volume of customers.

(Indeed.com, 2025), (Mbcareersandjobs.com, 2025), (Sainsburys.jobs, 2025)

All these roles require a mixture of similar and specific skills and knowledge depending on a job. Communication and customer service skills are essential for most positions, particularly the Customer Experience Manager, Assistant Manager, and Sport and Leisure Team Leader, as these roles involve working closely with customers and managing teams. The Carpet Fitter's Assistant role is more practical in nature and primarily requires physical fitness, driving skills with a licence, and a willingness to learn rather than leadership or management experience. The Sport and Leisure Team Leader role requires experience managing large numbers of customers and strong teamwork skills to ensure activities run safely and efficiently.

Task 2

Self assessment.

This section presents a personal S.W.O.T. analysis. A S.W.O.T analysis stands for Strengths, Weaknesses, Opportunities, and Threats. This technique is used to support effective planning and decision making. Usually, S.W.O.T. is used for companies and organizations to develop their strategy to reach their goals. However, using this technique can be very useful for personal development and career planning. (*The Knowledge Academy, 2025*). (*Abdn.ac.uk, 2025*)

Strengths.

15 years of experience in the hospitality industry, working across pubs, cocktail bars, private members' clubs, restaurants, and events. An experienced management and operational knowledge, including staff training, stock control, financial procedures, EPOS systems and licensing. Expertise in bespoke cocktail creation and high-quality customer service. Multilingual communication skills. Ongoing studies in Leadership and Management and passion to learn and improve.

Weaknesses.

My experience is focused on the hospitality sector, it can take some time to transfer to other jobs. I am currently completing my degree, so my academic skills are still in progress. I am eager to achieve the best possible results, which can sometimes lead to perfectionism and procrastination when I spend too much time refining details.

Opportunities.

Completing my BA in Leadership and Management will allow me to support my practical experience with academic skills, creating opportunities for progression into senior management, operations management, consultancy, or even business ownership. My experience in high-end venues, also provides opportunities within international and luxury hospitality opportunities.

Threats.

Full time work commitments alongside university studies is a significant challenge for effective time management and maintaining a healthy work–life balance, particularly when combined with responsibilities toward family and personal goals.

Evidence of reediness.

I am ready for employability and personal development due to the combination of professional experience and current studies. I have worked full time in the hospitality industry for over 15 years, progressing from bartender to management roles such as General Manager, Bar and Restaurant Manager, and Bar Consultant. These roles have required strong leadership, decision-making, problem-solving, and accountability, particularly in high-pressure environments where consistency and quality of service are essential. (*Appendix. 1*)

Alongside my professional career, I am currently studying for a BA in Leadership and Management in University of Wales Trinity Saint David which has allowed me to strengthen my practical experience with theoretical knowledge. Through my academic work I have developed skills including digital skills, academic skills, critical thinking and problem solving, effective teamwork and leadership as well as enterprise and entrepreneurship.

My employability is further evidenced by positive feedback from senior managers, business owners and colleagues. I have been trusted with staff training, stock control, financial responsibilities, leading teams across multiple venues and supported new venue openings, all of which highlight my readiness for continued professional growth and employability or business startup. (*Appendix Nr. 2*).

Task 3

Employment Goals.

My first employment goal is to complete my studies and successfully achieve a BA in Leadership and Management. During my studies, I plan to continue working part-time in as assistant manager, allowing me to maintain and develop my practical skills while applying academic theory in a real working environment. Once my studies are completed, I aim to secure a full-time General Manager position, where I can take on greater responsibility and further develop my leadership, operational, and decision-making skills.

The next stage of my career progression is to move into a multi-site Operations Management role, enabling me to operate at a more strategic level and gain experience in overseeing multiple venues. This role will also allow me to expand my professional network and develop stronger commercial and financial understanding of business. These goals are important to me as they support career growth and allow me to combine my work experience with academic knowledge in leadership and management.

In the long term, I aspire to open my own hospitality business or a business partnership. This ambition is driven by a desire to apply my accumulated operational experience, strategic understanding, and leadership skills to create a sustainable and successful business of my own.

Personal Development Plan

This table presents my Personal Development Plan (PDP) and outlines the key career and personal development goals I aim to achieve. The PDP provides a structured approach to manage my academic studies, professional development, and long-term career aspirations. (*Workforceskillssupport.co.uk, 2025*)

Career Development Goals	Success Criteria	The actions I will take to achieve the goal	Timelines	What will this help me to achieve?
Time management skills and work-life balance.	Attend studies, work and personal commitments on time. Have a good schedule planned and enough time for	Search for self-development tips and books online. As well ask my mentors and friends for advice or suggestions on books	3 months	All future goals and life situations.
Reduce perfectionism and procrastination.	Complete everyday tasks efficiently without unnecessary delays.	Set clear deadlines, focus on progress rather than perfection.	3 months	To progress with my tasks to reach my goals.
Complete BA Leadership and Management level 5&6	Successful completion of all modules and graduation.	Prioritize my studies, attend lectures and complete assignments on time.	2 years	BA hon's degree that will make me eligible for senior and cooperate management roles, I will have knowledge and self-confidence for any future challenges.

Career Development Goals	Success Criteria	The actions I will take to achieve the goal	Timelines	What will this help me to achieve?
Progress into a pub general manager role.	Successful promotion from manager assistant position.	Support and learn from general manager on daily basis to be able to run a pub.	1 Year	Progress to General manager role.
Progress into a multi-site Operations Manager role	Successful promotion or new job offer as operations manager.	Use my studies knowledge and experience from general manager role.	1 Year	Progress to Operations manager role.
Move into business ownership or partnership.	Successful ownership stake or partnership in a hospitality business.	Use knowledge gained from studies and experiences from management roles. Build a professional network, save capital and find investors.	5-10 Years	Long-term career achievement and financial independence.

Conclusion.

In conclusion, this assignment demonstrates a clear understanding of employability skills, personal strengths, and long-term career planning. By comparing job roles, completing a SWOT analysis, and reflecting on professional experience and academic development, I have identified both areas of strength and areas for improvement. The employment goals show a realistic and structured progression starting from management roles in hospitality to strategic leadership and eventual business ownership. The Personal Development Plan provides a practical framework to address weaknesses such as time management and procrastination, while building on existing experience and qualifications. Overall, this reflective process has increased my awareness of my career direction and readiness for future opportunities. It highlights the importance of continuous learning, self-development and planning to achieve successful career growth and long-term professional goal.

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Appendix

Appendix 1.

ROBERTS ZNOTINS		
161 Bedford Hill, SW129HC, Telephone: 0790147594, E-mail: robertszn@gmail.com		
PROFILE		
I have worked in restaurants, private members clubs, cocktail bars, busy pubs, nightclubs and events. After working in catering and hospitality industry for more than 15 years my passion only gets stronger. I am strong team player and hands-on approach, and also happy to work as individual.		
EDUCATION		
University of Wales Trinity Saint David		
BA Leadership and Management		(in progress)
Riga Secondary School number 49		(2001)
High school diploma		
CAREER SUMMARY		
Lore of a Land, Fitzrovia		(2024-2025)
Traditional British pub and restaurant own by film director Guy Ritchie.		
Private function room, bar and restaurant host & bartender		
An iconic Fitzrovia pub owned by Guy Ritchie, beloved by the film industry and locals alike. Known for its lively atmosphere and famously booked-out Sunday roast. Hailed as the best in London. A spot for creatives to unwind, connect, and enjoy classic British hospitality.		
Tramp, Mayfair		(2016 - 2020)
Private Sophisticated members only club.		
Cocktail Bartender.		
Providing an excellent service, quality drinks and bespoke cocktails. Fully accountable for requisition across all bars.		
Lost Group.		(2012 - 2016)
Award Winning Cocktail bar.		
Bar and Restaurant Manager.		
Started as mixologist at "Lost Society" & "Blind Tiger", creating and developing cocktails training staff and holding cocktail classes for customers. In Lost Angel I was managing 3 bars, Epos, and stock. My role included working as restaurant manager if needed, also covering a GM role, while he was on holiday. The year I was working for "Lost Angel" we got "Best Cocktail venue" award from "Time and Leisure", also an excellence certificate from "Trip Advisor", and numerous "Time Out" accolades."		
North Audley Cantine, Mayfair.		(2013 - 2014)
French, New York style Restaurant with Cocktail Lounge.		
Bar Consultant		
For this new concept bar and restaurant, I was responsible for creating a cocktail and drinks list. As well as team training. I was influential in the designing and setting up the restaurant and cocktail lounge bar, including all Epos software set up and installations.		
Exhibition Rooms Crystal Palace, London.		(2008 - 2012)
Best Time Out New Local Restaurant.		
Bar and Lounge Manager		
Mint Bar, London / Brighton Way.		(2007 - 2010)
Cocktail bar south of the river.		
General Manager.		
Started off as a cocktail bartender, and within a year took over as manager. Responsible for the cocktail menu and staff training. Organizing promoters and setting up sound systems. Cashing up and day to day banking, full stock control. Being their for four years allowed me turn Mint into a family, everyone who was a part of it, cared for it as if it was their own. When owner picked up new project "Brighton Way" I was involved from the first instance, starting from scratch and working with builders, designers and carpenters.		
SKILLS		
Bespoke cocktails	Customer service	Open table, E-POS
Financials	Marketing and promotions	Full stock control
Staff training, team building	IT technologies	Cellar systems
QUALIFICATIONS & TRAINING		
Various in-house training courses covering operations, Health and Safety, Service, Marketing and Management, Level 2 BIIAB Certificate. I am a personal license holder.		
LANGUAGES		
English, Latvian (native), Russian.		
REFERENCES		
Available upon request.		

Appendix nr. 2



23 February 2024

TO WHOM IT MAY CONCERN

This letter is to confirm that Roberts Znotins was employed by Coney Island t/a Tramp Nightclub as a Bartender. He commenced employment with the Company on 09 November 2016 and following his resignation his last working day was 24 January 2019.

Roberts was employed as a barperson and through his hard work and enthusiasm to improve the bar operation at Tramp he was promoted to head bartender on 2 June 2018. Roberts in his role as head bartender took charge of all training of Bar Staff. He also concocted the most original and innovative cocktail selection and showed excellent customer service.

Roberts was a very valuable member of the Tramp team for the two years he stayed with us in our exclusive but busy, Private Membership Club, his duties involved handling a very demanding and discerning clientele.

I would highly recommend Roberts to any future employer as I have no doubt he would apply himself to any new role in the same conscientious and enthusiastic manner as he did at Tramp.

If you need any further information please do not hesitate to contact me.

Yours sincerely

Olivier Defontaine
Deputy General Manager