

Reflective Report
The business organisation

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Community engagement

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INTRODUCTION

The main aim of writing this reflective report is to analyse my knowledge regarding what I had learned from the assignment. Therefore I got to know that for achieving the desirable objectives and goals by an organisation, it is essential to establish healthy relationships between internal authority as well as their responsibilities. The areas which are been going to be covered in this report are the purpose of writing this report, followed by the expected outcome of this report. Moreover, this report includes evaluating reflective model through Gibbs theory, followed by the reflection in reference to the company. Furthermore, this report includes relationship between reflective model and my own area of experience (Schafer Snide and SammourLees, 2017).

Main body

1) Gibbs theory evaluation of reflective model

The Gibbs model is one of the effective ways to share the self- experience. It may include situations in which an individual go through frequent changing experiences or might be in stand-alone experience. Thus, in order to get future conclusion, this model is carried out with stand-alone experience, therefore, it became more general. There are six stages in Gibbs model i.e. description, feeling, evaluation, analysis, conclusion as well as it includes action plans.

In description the questions are generally considered like what happened, when and where did it had happened.

In feeling stage considered questions are like what and individual feels during the situations, what the individual is thinking while experiencing the situation etc.

In the evaluation stage what must be considered is questions like good and bad about the experience or what went well or similar questions.

Analysis includes question like why situations got well or rather why didn't go well or several more questions like it.

The conclusion part of the Gibbs theory includes questions which are helpful in knowing what had been learned from the situation or questions like what else that could be done.

Lastly, the action plan includes questions like what could be done to develop the required skills or to make sure to act differently while analysing the same situation next time (Zannini and et.al, 2017).

2) Reflection with reference to the company

In this report I had analysed the procedure to achieve objectives and goals of the company through the network of responsibility relationships as well as through internal authority, followed by the description of vision and mission of the Savoy hotel. Through the report of Savoy hotel I had analysed different roles played by the employees of the firm as well as by the operation manager which includes their importance as well as importance of trainings and developments. While going

through the report I felt that operational management is very much essential in any industry or more specifically in a hospitality industry due to their effective knowledge and experience. Moreover, this report gave the detailed description of various skills possessed by the leaders followed by the action plans which could be taken for overseeing auditing, planning, reporting and budgeting and theories and practices which could be applied in the organization. Furthermore, by analysing the SWOT and PEST factors of the organization Savoy hotel, I felt that it made me easier to conclude for the various political, economical, social as well as technological factors that could affect the business of the company as well as the various strengths, weaknesses, opportunities as well as the threats associated with the company Savoy hotel (Bartsch and et.al, 2019).

3) relationship between reflective model and my own experience

The relationship between Gibbs reflective model with my own experience can be explained as the following data mentioned below.

Description

Through the report of Savoy hotel I got the description of several roles an employee pays in order to achieve organisational goals and objectives in the effective manner. Through, the report I got the description of Savoy hotel and its employee giving their efforts in a most efficient way in order to achieve desirable outcomes of goals and objectives of the company Savoy hotel. Additionally, I got the description that being competitive is very much essential for an organisation and for every person to make profits. Therefore, gaining of potential outcomes will be assured by the effective efforts of the workforce of the organisation. Thus, each organization must set its vision, mission, goals and objectives at the initial phase of the business setup. I had learned that the same steps I should follow as well in my way to develop and grow. I would like to mention the role I have played as a task in class which helped me to improve my uncertainty. It helped me to become more confident and decisive (See appendix 2).

Feeling

For the report I got the feeling that none of the organisation could run effectively if it does not possess essential requirement of running a business. Therefore, I got the feeling that organization runs successfully with the help of its effective workforce as well as with the effective operational activities which are been conducted inside the company. Moreover, at the initial phase the company of hospitality service must set their goal and mission to have targeted which is needed to be achieved. Additionally, I got the feeling that with the changing time customer preferences are been changing too. As from the report of Savoy hotel I felt that it has been made essential for the organisation of hospitality to enhance their quality of services they provide to their customer, for this they are provided as luxurious services as they could along with the appropriate and essential safety services

Evaluation

According to the Gibbs model evaluation is the chance in the situation which determines what had worked and what did not. It is necessary to be honest and objective while considering this step. Moreover, from the report of Savoy hotel I was able to evaluate that skills of an individual working in an organization, are one of the important quality possessed by it. Thus, in the case of Savoy hotel I got to know that evaluating financial report at the initial phase of the business will *help in preparing effective budget report of the business. Therefore, I had evaluated that the finance team* of Savoy hotel tends to undergo conduction of auditing, reporting to higher authority as well preparing budget or more similar activities on regular basis to make sure that their business is running in an appropriate and positive manner. Additionally, I had evaluated from the report that during the time of recruitment and selection itself the recruiter tends to hire the employees which already possess effective skill sets. This report also helped me in evaluating that positive outcomes of the organization are been ensured by the hiring of operational manager with appropriate skills and capabilities. Furthermore, gaining potential outcomes from the operations of the organisation are been ensured by providing effective trainings to the workforce.

Analysis

In the analysis stage I had found the various internal and external factors of environment which could affect the business of the organization Savoy hotel.

Through this analysis I got to know that this organization provides the provision of most luxurious along with the safe accommodation for the individuals who are far away from their hometown. This had showed me the strength possessed by the organisation Tesco. Moreover, by this report I analysed evidences of opportunities which the company Savoy hotel possessing i.e. they could make several more additions in their services to attract more customer base.

Additionally, from the report I gained the knowledge regarding the weaknesses of the company as unfair taxes in the economy could affect the business too. Furthermore, I had analysed the threats which this hotel may face in the near future which could be threats to the profitability of the company.

Through, the report I got to know that political factors such as government regulation which could affect the international tourism to enter the country has affected the company's business. Furthermore, the analysis of report facilitated me gaining knowledge in regard to the economic factors, as economic factors of the country such as their sin tax of the country (Brosnan, Ashwin and Lewton, 2017).

Moreover, with the help of this report I had analysed that technical advancement which are required in the organisation in order to remain competitive in the marketplace. And lastly, the analysis of

social factors from the report had helped me in knowing that the traits of the society could affect the business of the company i.e. in the case of Savoy hotel changes in the preferences and tastes of the customers.

Conclusion

From the report I got the conclusion that one of the most essential assets of any business is its customer. I got to know that it is very much essential to fulfil the need and want of the customers in the most appropriate manner. Moreover, I got to know that the employees of the organisation must possess necessary skill set as well as capabilities in order to tackle their customers. Providing effective services is the key concern of any organisation of hospitality sectors so for the same the industry of hospitality sector must provide its workforce with the substantial trainings and development.

From this report I can conclude that, reflective practise is very much essential in knowing has been learned from the entire session. Moreover, through such practice I had learned that dealing with situations which are difficult to handle in real time, the practice of reflection helps in enhancing my ethical skill set as well as my dynamic actions which I should take various critical situations which shows reflective practice (Hendricks, 2017).

Action plan

I could recommend that the company must use appropriate leadership style in the various operations of their organisation as with the help of lead with effective leadership will help in achieving of goals and objectives of the company by enabling it workforce performance enhancement in positive manner. Moreover, from the action plan of the report I got to know that if the organization tends to provider regular trainings to the staff members then soon the organization will be able to attain its goals. Furthermore, effective consumer services are the prime concern of any leading organization, so being the company of hospitality sector it became more essential to provide effective trainings. Additionally, from the report it is clear that an employees' productivity will get enhanced if it is provided by the effective training and developments.

Acknowledge what has been learned from this report

I had learned that in order to achieve goals and objectives of the organization, it is essential that its workforce must be provided with the effective training and development regularly to enhance their productivity and more essentially to enhance the overall outcome in a positive manner (Fonagy and et.al, 2016).

Moreover, I can do better with the management of time. As I feel managing the time effectively will help in enhancing company's efficiency. Additionally, can analyse that when an individual put its full effort at appropriate time then surely it will be able to reach its goals as soon as possible. (See appendix 1)

Appendix 1 CPD Plan

What do I need to learn?	What I had to do to achieve this?	What resources or support will I need?	What will my success criteria be?	Target date for reviewing and completion.
Communication	Attaining seminars	By reading newspaper daily	I will be good at communicating with other individuals	2 months
Time management	Decision making Prioritize duties Stop procrastination	Use a planning tool Help from friends	I will be more successful in every field in my life	2 months
Problem solving	Thinking critically the positive and negative outcomes of the situations.	Sport activities Communication Meditation Reading books	I will be able to solve critical problems which I come across.	3 weeks

APENDIX 2

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter: Kristina Kuchlala Date: 11/12/19
Activity: Event manager

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

Any other comments

Very good and fast reaction to solve the problem

Signed: *Paula Arakawa* Date: 12/12/19

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter: Kristina Date: 12/12/2019
Activity: Event Manager

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

Any other comments

Placed note very well listened to customer and sorted the problem out but could have provided active solution dates, then asked the customer to check herself.

Signed: *Ms Kalam* Date: 12/12/2019

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter Kristina Kusikova Date 11th December 19

Activity: Event Manager

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

Any other comments

Kristina presented a role of an Event Manager. This role really suits her. She showed professional and logical mind. Kristina solved the situation / issue with polite manner. The customer left happy.

Signed: Marina Pascaleva Date: 11th December 19

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter Kristina Kusikova Date 12/12/19
Activity: Event Manager

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

Any other comments

The give us good presentation!

Signed: [Signature] Date: 12/12/19

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