

Certificate of Higher Education

Skills for the Workplace

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Lecture's Name: Charles Nwaogwugwu

Student Name: Natalia Bejenari

Student ID: 2125544

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Introduction

Customer Service Advisor. This role is very important in a variety of modern industries, as customer needs must be resolved quickly and competently.

More precisely, the Customer Service Advisors are responsible for managing customer requests and questions, by ensuring an excellent and prompt service. They work with clients to provide them with appropriate solutions to problems or questions, while building solid relationships with them.

Customer Service Advisors are expected to have excellent communication skills, be adaptable and have problem-solving abilities. Also, they must be very familiar with the products or services offered by the company, so that they can accurately answer the customers' questions. (Spicuzza, F. J. 1992)

In a world where service quality is more important than ever, the role of Customer Service Advisor is necessary in ensuring the success of an organization. In this report, I will reflect on my career development plan in this field and discuss my goals to achieve excellent performance in this career. (Sales Ambassadors UK.2023)

Current Skills

Despite my lack of experience as a customer service advisor, there are personal and transferable skills that can help me excel in this role. Because of the skills I already have, I will be able to fix problems effectively and establish a positive reputation for the company. (Robinson, 2000).

The personal skills that will make me effective in this role. These skills include:

1. Empathy: This skill helps a counselor approach a problem in a more human way, making clients feel more comfortable and convincing them that they are working with someone who truly understands their situation.
2. Patience: The ability to remain calm and resilient in the face of frustrations and the need to repeat details to help the client understand better.
3. Good listening skills: when you listen carefully, you can accurately understand a problem in order to come up with effective solutions to solve this problem.
4. Self-confidence: The ability to trust your own skills and knowledge can help you make quick decisions and provide solutions that benefit customers without questioning their ability to make decisions.

5. Diplomacy: Diplomacy is what will help the counsellor to easily deal with situations where clients disagree or are upset.

6. Creative thinking: While there are protocols and policies to follow in customer service, being able to come up with innovative ideas will make all the difference.

Transferable skills that I have acquired from previous jobs they want to help me as a customer service advisor. (Assiter, 2017)

Working at a restaurant as a waitress, I improved the following skills:

1. Communication skills: this skill is essential when interacting with different clients, each of whom has his own communication style.

2. Time Management Skills: Multi-tasking and prioritizing tasks is important in handling customer inquiries and complaints in a timely manner.

3. Problem solving skills: working in customer service it is important to be able to identify a problem, analyze this problem and come up with effective solutions.

3. Teamwork: Being able to work collaboratively with other team members to provide the best customer experience.

5. Adaptability: Being flexible and adaptable to different situations and changes is important in customer service because customers expect prompt and personalized service.

6. Emotional Intelligence: The ability to manage your own emotions and show empathy towards customers can help build positive relationships with them.

Gap in Skills

It is important to acquire the necessary skills for a particular job in order to excel in that role and achieve career success. Different jobs require different skill sets, so it's essential to identify the specific skills that are needed for the role we're interested in and work to develop those skills. (Binsaeed, R. H., Unnisa, S. T., & Rizvi, L. J. 2017)

Although, customer service advisor experience is not required. But still there are some skills:

1. Leadership skills: Developing leadership skills can help create career opportunities by demonstrating your capacity to manage a team, communicate effectively, and think critically. It can also help in career progression, as employers tend to favor candidates with strong leadership skills for management-level positions.

2.Sales skills: By developing strong sales skills, I'll be better positioned to succeed in a wide range of careers, from marketing and business development to communications and project management. In some cases, customer service advisors may have to upsell or cross-sell products or services. Having sales skills can help you identify opportunities to do so while providing excellent customer service.

By acquiring the skills necessary for this job, I will be better positioned to stand out from the competition and succeed in my career. I will also be more confident in my abilities, which can help me face new challenges and opportunities as they arise.

Systematic Approach to Skills acquisition

Here are the step-by-step approaches I will take to build leadership skills and sales skills.
(Adair, J. E. 2007), (Johlke, M. C. 2006)

Development of leadership skills:

Step 1: Identify strengths and weaknesses - I will develop my leadership strengths and weaknesses and identify areas where I need to improve.

Step 2: Learn from others - find a mentor or observe successful leaders in my field and learn from their leadership style and methods.

Step 3: Take action - I will exercise leadership by taking on leadership roles in the community, organization or workplace. I will practice delegating tasks, providing constructive feedback, and setting goals and deadlines.

Step 4: Seek feedback - I will ask for feedback from my team, colleagues or supervisor. I will listen to the feedback and use it to improve my leadership skills.

Step 5: I will continuously learn - I will attend leadership training programs, read books/articles or attend conferences to continue to improve, learn new concepts and retain them.

Development of sales skills:

Step 1: Read and learn about the product or service - gain a solid understanding of the product or service being sold to develop competence.

Step 2: Demonstrate confidence and communication - do an analysis of confidence and communication skills. Because good salespeople need to be confident and able to communicate with clear and concise language.

Step 3: Be an active listener - Salespeople must be able to listen to customers to understand their problems and needs. Even if I already possess this skill, I will make sure that this skill is sufficiently developed.

Step 4: Presentation skills - develop my presentation skills to effectively communicate product features and benefits.

Step 5: Practice, practice and practice - Practice your sales pitch, negotiation skills and handling objections.

Step 6: Continuously Learn - I will read sales books, attend training sessions, workshops and networking events to continue to learn and improve.

Recruitment and Selection

Gibbs' reflexive cycle.

Gibb's reflection Cycle is one of the most common cyclical models of reflection. Reflection helps us to understand our weaknesses so that we can make the necessary changes for the better. (Oviawe, J. 2020)

Description:

I had a presentation with a role play, which was a job interview. I chose the role of a customer service advisor, prepared 5 questions ahead of time and asked a colleague to be my interviewer. The questions were about me, my customer service skills, dealing with difficult customers, my future career and why the company should hire me. I also prepared questions to ask the interviewer. I read the answers on the sticky notes ahead of time even though I didn't have to, to make sure I covered everything.

Feelings:

I was quite stressed. I felt stupid, anxious and I was disappointed of me.

Evaluation:

You have realized that reading answers from a sheet is not effective because it lacks authenticity. I also concluded that the RPG was challenging enough for me.

I was disappointed in myself because I know that I am capable of making a better presentation.

Analysis:

Presentation skills are very important in a job interview because they allow you to effectively communicate your qualifications, achievements, and strengths to your potential employer. The way you present yourself can strongly influence the interviewer's decision on whether to hire you or not. Poor presentation skills can create a negative impression, even if you are highly qualified for the job. Good presentation skills, on the other hand, can showcase your confidence, knowledge, and professionalism, giving you a competitive edge over other candidates who may have similar qualifications. Additionally, a well-structured and well-delivered presentation can demonstrate your ability to think critically, develop a clear message, and effectively persuade others, which are essential skills for many job roles. (Prickett, 2000) For some it is quite challenging to present themselves and face this challenge. I admitted that the presentation lacked preparation and practice, which made me feel nervous and unsure of myself. Additionally, I recognized that I may not have considered feedback from my previous negative experience, which affected my performance.

Conclusion:

I can improve my presentation skills by practicing more, doing research about the company or industry, and seeking feedback from others to help me improve. Also, I have to do as much practice as is necessary to meet my expectations and the assigned task.

Action plan:

For the next presentation, I can follow these steps:

1. To practice and answer questions in a more natural and authentic way.
2. To conduct more research on the company in order to adapt my answers more precisely to the job.
3. To seek feedback from others to improve my presentation skills.
4. To make sure that I fully fulfill the task and expectations before the presentation.

Conclusion

Based on the report I analysed in detail the skills required for a customer service advisor role and identified areas for improvement. I took responsibility for developing these skills and created a plan to do so.

In order to progress in my career and achieve my goal of becoming a Customer Service Advisor, I must continue to take responsibility for my own development and actively seek opportunities to gain experience in both management and sales. I could volunteer for relevant projects or offer to take on additional responsibilities in my current job that will allow me to develop and showcase these skills.

Additionally, it would be beneficial to look for training and education opportunities that focus on management and sales skills. This could include attending workshops, courses or seminars, or even obtaining a degree or certification in a relevant field.

Finally, it is important to continuously reflect on my experiences, both personally and during role-playing exercises such as the job interview. I use these opportunities to analyse my strengths and weaknesses, self-assess my progress, and adjust my development plan accordingly. (Bennett-Levy, J., & Lee, N. K. 2014)

By taking a proactive approach to my career development, seeking opportunities to gain experience and skills, and reflecting on my experiences, I will be well on my way to achieving my goal of becoming a successful customer service advisor.

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Appendix

Question for the job interview:

- Tell me about yourself.
- What skills needed to work in customer service?
- Tell me about a time you dealt with a difficult customer.
- Where do you see yourself in five years?
- Why should we hire you?

Application form

Name of organisation: Sales Ambassadors

Post Applied for: CUSTOMER SERVICE ADVISOR

PERSONAL DETAILS

Please ensure these are accurate as it is the only way we have to get in touch with you. We request that you supply a National Insurance Number if it is known.

Title: Mr/Mrs/Miss/Ms MISS

First Name(s): NATALIA

Surname: BEJENARI

Address: 102 MEATH ROAD

Postcode: E16 3DH

Tel No (Home): Tel No (Work):

Mobile: 07942965060 Email: nbjenaries@gmail.com

Preferred form of contact:

Ni Number: SZ 407592A

List your qualifications below ensuring that you do not miss any identified in the person specification or you may disqualify yourself at shortlisting. If you are awaiting results, give the expected grade and make clear that this result is still unknown. If called for interview you will be asked to provide evidence of your qualifications. Continue on a separate sheet if necessary.

QUALIFICATIONS	Grade Awarded	Date Awarded
High school	Baccalaureate Diploma	2013

Please list your previous employment and any voluntary, part-time, casual and unpaid work starting with the most recent. You should try to make the information you give as full and accurate as possible. You must include details of any gaps in employment. Continue on a separate sheet if necessary.

Name & Address of Employer	From	To	Job Title	Reason for Leaving
Andy's Pizza, MOLDDVA	2014	2017	Waitress	Moving to London

This section of the application is very important, as this is where you demonstrate how you meet the requirements of the job.

Read through the job description and person specification to get a clear view of what the job involves. The person specification you have been sent describes the necessary skills, experience and qualifications we are looking for.

No experience is needed for this job role. Training will be provided by some of the most inspirational leaders and salespeople in Sales Ambassadors.

The ideal candidate:

- Ambitious and goal driven
- A social and bubbly demeanour
- Eager to learn and develop
- A competitive edge

Interview arrangements and availability

If you have a disability, please tell us if there are any reasonable adjustments we can make to help you in your application or with our recruitment process.

I don't have any disability

Are there any dates when you will not be available for interview?

NO

When can you start working for us?

Immediate start

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.

Referee 1

Name:

Job Title:

Address:

Relationship:

Email & Phone number:

Referee 2

Name:

Job Title:

Address:

Relationship:

Email & Phone number:

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: **NATALIA BEJENARI**

Signature: *Bejenari*

Date: *08/05/2023*