

Reflective Report

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Reflective report

I have done a group research on the topic of Sustainability and Global Citizenship. I have chosen to work on the tourism sector and that is why I have selected the circumstances of the Hilton hotel as our topic. I have done my research on the market trends and gained much knowledge from the research. It has been noticed by me that in Hilton hotel they have all the facilities. The local communities of the Hilton hotel were very supportive.

As per Gibb's cycle, I can be able to provide information about my feelings of my research and can be able to evaluate the learning experiences of mine. Moreover, the action plan can be mentioned with the help of Gibb's cycle (Husebø, O'Regan and Nestel, 2015).



Figure 2: Gibbs Reflective Cycle

(Source: Created by the author)

Description: I have done the research in group with my three friends. Before the research, I hardly had any ideas about the sustainability of environment in the globalized industry. In every sector of my research, I have done the analysis about the market trends in the tourism sector. It was very critical at time when I was facing some issues regarding co-operate with my friends properly. However, I was able to rectify those shortcomings of mine and was able to communicate with my group members finally. In the end, I have gathered many information's

and findings by doing this research. In the tourism sector sustainability of environment is very important factor as due to globalization the competition is increasing very fast. I have learnt that our chosen hotel, Hilton has well-maintained facilities to attract the tourist and the guest. I have observed that there marketing department is doing an excellent work by understanding the market trends.

Feelings: I felt very interesting at time about thinking the process of sustainability of environment in the globalized industry. First of all, I felt that how the research will be conducted by me, however after communicating with my friends I have felt that I will be able to gather more number of information's from the research. In Hilton hotel when I saw that there are all facilities are available for the guests or the tourist, that time I felt that they are used to catch the tourist very easily by the accommodation they have provided. However, after analyzing all the advantages and disadvantages I have noticed that change of climate is a serious issue in Hilton. I have noticed during the research that the local communities are very supportive around Hilton. After the completion of the research, I have felt that I could have done the research very easily if I could have gathered more information's if I was able to adjust with my group members from the initial stage of the research.

I always knew that communication is my biggest strength; however, at the time of verbal communication with the Hilton authority and the local communities, I felt that there exist some issues regarding my verbal communication. I was lucky that one of my group members helped me a lot to overcome that issue. Thus from the research, I have learnt quite a lot of new things regarding group research.

Evaluation: At the time when I was in two minds about the process of interacting with the Hilton authority and the local communities, as per the suggestion of one of my group members I followed certain numbers of theories and models. Those models and theories have helped me a lot to overcome those issues. I was nervous that time by thinking what to do, however, the positive nature of mine and at the same time, the necessary advice from one of my group members has really helped my purpose. Thus, the research was conducted very smoothly and I have learnt a lot of things about the current market trends.

Analysis: Now after the completion of my research I think that as I have faced some issues regarding interacting with the hotel authorities and the local communities, I could have practiced before the research by taking some unknown people. I did not have any ideas about communicating in front of big crowd that is why the real problems occurred. I have gathered information's about various types of barriers and threats that may be faced at the time of research work. As I have faced certain numbers of barriers at the time of my research work, I have gathered a lot of positives from that experience. I have seen that environment can be an important barrier at the time of research. As the climate around the Hilton hotel changed very rapidly, it was a serious barrier to conduct our research. However, I have managed to do the research by overcoming those barriers and that experience will surely be helpful in my future research programs.

Conclusion: Throughout the research, I have learnt that our chosen hotel, Hilton has well-maintained facilities to attract the tourist and the guest. I have noticed during the research that the local communities are very supportive around Hilton. It can be mention as a conclusion that I have felt that I could have done the research very easily if I could have gathered more information if I could have adjusted with my group members from the initial stage of the research. Though I knew that communication is my biggest strength, however, at the time of verbal communication with the Hilton authority and the local communities, I proved myself wrong. After the completion of my research I think that as I have faced some issues regarding interacting with the hotel authorities and the local communities, I could have practiced before the research by taking some unknown people. As everyone knows that practices make everything improved; thus, it could have improved a lot. However, the experience that I gathered will be very helpful for my future research.

Action Plan: Through this research, I have gathered lots of new ideas that will be very helpful for my future research. I am looking forward to researching another objective in a group as I have gained huge interest of working in a group. Now, I can be able to ensure that in future when I will be given the responsibility to research in a group I will not face any issues regarding communicating and interacting with people. Though the research has been completed, I am also practicing to interact with an unknown big crowd. Now I know about the process of holding my nerves and the process of keep calm in critical stages. I am also working on my loopholes with

my close friends and my teachers and I am getting a lot of relevant solutions that are helping to rectify my loopholes. I am also started to do a training regarding enhancing communicating and interacting with unknown people. Moreover, I am learning quite a lot from my friends and they are helping me with their ideas. I have also learned about the process of working in a group. The experience of this research has helped me to boost up my confidence regarding interacting and communicating with unknown peoples and the process of cooperating in a group. I think this learning experience will be very helpful for my future prospects. It has been mentioned earlier that the climate around the Hilton hotel changed very rapidly. Sometimes there are very hot and suddenly it becomes very chill. Therefore, it was a serious barrier to conduct our research. The process of overcoming those barriers will surely help in future research programs.

In this research as I worked in a group with my three friends, I have gathered a lot of information that could not have possible if the research was done by me alone. Before the research, I have hardly any ideas about the sustainability of environment in the globalized industry and how to interact and communicate in front of big crowd. I have done the analysis about the process of sustainability of an organization in the tourism sector and gained a lot of information regarding the importance of use of renewable energy sources. Along with that, the process of the research was very effective. As I mentioned earlier that I have faced some issues to co-operate with my friends properly, thus it was an effective learning experience of mine and that will be very helpful for my future research program. It can be mentioned that I could have gained more knowledge if time was not a barrier to our research. I got very little period to gather information properly. However, within that little period, the information about the sustainability of environment and globalization I got was very effective to analyse the current situation of Hilton and tourism industry. By doing this research I have experienced a lot of new useful ideas that will be very effective in my professional career development. Now, I know the process of interacting in front of big unknown crowd and that is why I will be able to commit that there will not be any problem in my future research regarding interacting and communicating with people.