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Introduction

This reflective work has the purpose of reflecting upon the acting of the roleplay, between a Maintenance engineer and a customer at Kensington House Hotel, delivered during class with the intention of discovering the strengths and weaknesses and how to improve myself by reflecting upon past experiences as Gibbs (1988) stated.

Reflection practice is a process that involves understanding and comprehending the current situation and position where the person stands involving a high level of honesty about himself and an objective analysis of the situation that is reflected upon with the aim of finding strong points and weak points that can be strengthened like Harrison (2009) stated. "Reflective practice is a conscious act ... with the intention of finding out more about our own learning processes and how they affect our professional practice and working relationships" (Harrison, 2009).

Analysis

Gibbs (1988) give a model of reflection that contains 6 steps that need to be followed in order to achieve best results while reflecting and we are going to follow this steps into reflecting upon the role play.

Step 1: Description of the event

In the first stage the student needs to explain and describe the event that has taken place, in our case the role play, he need to describe the place and the conditions where the event was taking place and what actually happen on the event like Gibbs (1998) suggest that at this point is important

to give as much detail about the event as possible like location, people involved, what was actually happening at that time and describe the event in a very objective manner.

In this case the event it was a role play that involved a maintenance staff and a customer at Kensington House Hotel who had some issues with a tap and the blinds. The role play it took place in front of the class at university under the supervision of the lecturer and the whole class was paying attention to it but only 4 students gave a feedback. The role play was carried in a pair with my colleague Denisa Smarandoiu who played the role of the customer who has some issues with a tap with no pressure and a tangled wire on the blind and me as my day-to-day job as maintenance dealing with her problems and solving them by replacing the tap in question and untangling the blind's wire cord. After the role play, I received 4 feedbacks from my colleagues (see appendix 1).

Step 2: Feelings

According to Gibbs (1988) at this stage the student needs to try to "recall and explore the things that were going inside your head" and think about the feelings that the student was feeling while the event, in our case the role play, was unfolding, feelings like happiness, dissatisfaction or anxiety and to reflect on why this feelings "sticks to your mind" (Gibbs, 1988). While as I was performing the roleplay, I felt confident on the same time but a bit anxious as well because I was in front of the class. Before the roleplay I was more confident but while I was performing, I started sweating and felt that adrenaline popped in and the reptilian instincts were activated but on the same time I was confident about the fact that I will deliver a good roleplay because I have a lot of experience in this domain of and I know that usually I respond very good to stressful situations. After the first 2 lines the anxiety disappeared, and I felt more relaxed, confident and happy about the fact that I overcome those anxious feelings. Observing the anxiety level increase and decrease was the feeling that "sticks to my head" like Gibbs (1988) said.

Step 3 Evaluation

At this third step Gibbs (1988) suggests that we need to standardize as much as possible the experience and try to classify how things went either good or bad in other words what went good and what went bad. During the roleplay in my opinion the presentation of the roleplay went good according to feedbacks as well, it was presented as a real case scenario as the feedbacks says and I was pretty confident, but there was a bit of anxiety at the beginning of the role play and this is the weakness that I need to train and transform it from weakness into strength by practicing public speaking and studying more about how to develop my presenting skills.

Step 4 Analysis

The event is braked down into component parts at this stage as Gibbs (1988) stated so that we can analyse each component separately and try to understand what went well or bad, if everything went as planned or some unexpected things happened and how others contributed to this.

The role play it will be braked down in 3 parts, Introduction (explanation), Presentation (Practical demonstration), Conclusion (how well can you carry out the activity?) according to Gibbs (1988), and we will take in account the feedbacks received from our colleagues.

Introduction

According to the feedbacks and personal opinion too, the explanation part went good and received 3 feedbacks as Good and one Excellent for the Introduction which it was fare taking in account the anxiety that kicked in, the way I have presented the role play and what is was going to happened, even though I was expecting to do better but I do tend to have high expectations from me. In order to be able to carry out the roleplay, which was designed as a 2 persons interaction, my colleague Denisa Smarandoiu helped me carry out my role and I helped her carry out her role. The whole class was paying attention but only 4 students gave writing feedbacks.

Presentation

The presentation of roleplay it was a success, by this time I have managed to overcome the anxiety and I was more confident. The feedback received on this part it was 4 Good as you can see in the appendix 1, and the comments received from colleagues said that It was well presented and that I looked confident and managed to get everybody's attention and I made eye contact everybody in the class so in my opinion I did well and I "knew what I was doing" like my colleague Vasilica Atanasova said in the feedback.

Conclusion

The role play it was carried out well, I have managed to overcome my public speaking anxiety and I was confident. I made eye contact with the whole class and bring their attention on the roleplay and my colleague Denisa acted professionally and good, which helped me deliver a good roleplay.

The feedbacks received were 4 Good feedbacks and the comments suggest that I played good, confident and managed to captivate the public's attention by making eye contact with each one of them. One of the comments said that it was well presented but need training, which suggests that she might noticed the public anxiety that kicked in in the introduction of the roleplay. Altogether it was a good played and designed act.

Step 5 Conclusion

As Gibbs (1988) say this part is where we ask ourselves what we could have done better, the part where we have a better insight of how the things rollout and what we where experiencing during that time and what or how we could have changed the outcome of the roleplay in better, by doing some things differently.

Related to the roleplay I could have get a bit more confident in my public speaking abilities and not allow for the public anxiety to affect my performing at the beginning of the role play, I get confident after that and I succeeded to deliver a good act and to make the public feel like they are part of the act by bringing their attention to the scene making short eye contact with them and using body language.

Step 6 Action Plan

At this last stage of the reflecting cycle Gibbs (1988) suggests that we should be planning on how should we behave if the same situation it would happen again and what we would change or would do differently in order to get a better result and to improve ourselves. That being said, If I would have to deliver again a roleplay during the class, I would be confident in myself and not allow the anxiety to take control, especially now that I have seen that it is very easy to overcome it. The

presentation I would do it in the same manner because I think that it was well presented but I would use a little bit more body language and hands movements in order to transmit better what I have to deliver.

Conclusion

In conclusion the reflective practice helps the students to know themselves better and understand themselves, and on the same time if it is delivered objectively it is a good tool to learn from past experiences and to discover your own weak points and strong points and to help plan for a way to improve whatever went wrong or it could have been done better. This reflective work helped me understand that I have good public speaking skills, that I am confident, and I was able to captivate my colleagues attention but on the same time I have discovered that I have encountered anxiety which have diminished the quality of my performance. The good part of it is that reflecting upon how I have overcome this anxiety during the role play I have discovered a way to improve my public speaking and how to become more confident. Altogether this reflective experience helped me improve myself and to know myself better and where I need to focus more in my development.

Bibliography

Gibbs, G., 1988. *Learning by doing: a guide to teaching and learning methods*. Oxford Polytechnic ed. Oxford: Further Education Unit.

Harrison, R., 2009. *Learning and development fifth edition*. London: Chartered Institute of Personnel and Development.

Appendix 1

LCBB 4002 Community Engagement Peer Evaluation Role Play Feedback Form

Name of Presenter *Samuel*

Date *05.08.2019*

Activity: *Maintenance*

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

Any other comments

Well presented

Need training, preper better for next time

Signed:



Date:

05.08.2019

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter

Date 05.08.19

Samuel Veres - maintenance

Activity:

	Poor	OK	Good	Excellent
Introduction (Explanation)			✓	
Presentation (practical demonstration)			confi- dent	
Conclusion (how well can you carry out the activity?)			Contact with everyone in the class	

Any other comments

He looked confident, well played
and he took my attention.
He knows what he was doing :)
Well done

Signed:

Vasilas Atanasovs

Date:

05.08.19

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter Samuel Veres - Date 05.08.2019
Maintenance

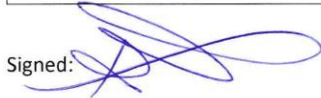
Activity:

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

Any other comments

Good! I like it.

Signed:



Date:

05.08.2019

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter Samuel Veres Date 05.08.2019

Activity: Maintenance

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

Any other comments

Good presentation. He did well.

Signed: Desislava Markova By Date: 05.08.2019