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# Introduction

- Professional skills refer to the skillset that enables an individual to excel in their professional pursuits (Orishev and Burkhonov, 2021).
- This presentation will analyse the skills relevant to the Hospitality industry.
- Then, it will conduct a reflective evaluation of my skillset for the sector and draft a development plan.



# SWOT analysis

- **Strengths**

- I have good communication skills.
- I am good at solving various problems.
- I can easily learn.

- **Weaknesses**

- I am weak in multitasking.
- I cannot properly engage with customers.
- I feel my expressing ability is better than my active listening.



# SWOT analysis

- **Threats**

- The COVID-19 pandemic is a threat to my professional pursuits.
- Brexit also negatively impacts my job prospects.
- Automation through Artificial Intelligence (AI) also threatens jobs in the industry

- **Opportunities**

- The hotel business is growing to present an opportunity for my professional pursuits.
- My knowledge of computers is an opportunity due to the increased reliance of the hospitality industry on the same.
- Reducing the threat of the pandemic is also an opportunity.



# Time management tools

- A time management tool is the Eisenhower Matrix, which consists of 4 quadrants using important/non-important and urgent/non-urgent classifications (Strzelecka, 2022).
- This enables the categorisation of various tasks to enable improved time management.

| Eisenhower Matrix | Urgent                | Not urgent                  |
|-------------------|-----------------------|-----------------------------|
| Important         | Study course concepts | Develop professional skills |
| Not important     | Enhance peer learning | Watch YouTube               |

# Personal development plan

| Specific                                 | Measurable                                                                          | Achievable                                                                                               | Relevant                                                                                                                                             | Timeframe |
|------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Improve engagement with customers</b> | I will measure this through feedback from peers.                                    | I will constantly engage with my peers to decrease my nervousness and ask for advice from my professors. | Achieving this goal would enable me to increase the satisfaction levels of customers interacting with me, resulting in my rapid professional growth. | 2 months  |
| <b>Develop problem-solving ability</b>   | I will measure this by noting the change in instances of situations I cannot solve. | I will proactively offer help to solve various problems that I witness in my everyday life.              | This will enable me to effectively solve problems, enhancing my abilities and prospects as a hospitality employee.                                   | 3 months  |
| <b>Increase multitasking skill</b>       | I will measure this by witnessing the number of tasks I can do simultaneously.      | I will slowly try to do more than 1 task simultaneously and ask for advice from my professors.           | This will enable me to improve my performance as a hospitality employee, increasing my professional performance as a hospitality employee.           | 6 months  |

# Work in Hospitality

- According to Indeed (2021), some of the general professional skills are relevant to all industries.
- These comprise active listening, leadership, communication, computer, problem-solving, and time management.



# Work in Hospitality

- For the hospitality industry, the especially relevant skills are communication, teamwork, interpersonal, multitasking, and emotional intelligence (ETC, 2022).
- The hospitality industry is focused on engagement with customers leading to increased emphasis on communication and emotional intelligence.



# Work in Hospitality

- Prominent job roles in the hospitality industry include Hotel General Manager, Event Planner, Executive Chef, Front Desk Receptionist, and Housekeeper (Doyle, 2022).
- Based on my evaluation, suited job roles for me include Front Desk Receptionist and Hotel General Manager.



# Conclusion

- This presentation reflected my abilities as a future employee in the hospitality industry.
- It noted the strengths and weaknesses that I have consisting of my communication and multitasking abilities respectively.
- It also evaluated the skills required in the hospitality industry and potential job roles for me in the sector.



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**THANK YOU**