



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

**Module Name: Changemakers: Building your Personal Brand for
Sustainable Employment**

Module Code: BMHP5015

Student Name: Ana Maria Caprioara

Student ID:2019932

Table of Contents

Cover Letter to the Head HR of Inhabit Queen's Garden Hotel	3
Health and Social Care CV	4
Pitch	7
Introduction	7
Health and Social Care	8
Healthcare Associations in the UK	9
Area of Specification- Cardiovascular System	10
Role Model	11
Conclusion	12
References	13

Cover Letter to the Head HR of Inhabit Queen's Garden Hotel

July 26, 2022

Maxine Porter

1-2 Queens' Gardens, London

W2 3BA, United Kingdom

Dear Ms Porter,

As an enthusiastic and aspiring supervising intern, the supervisor posting in the Inhabit Queen's Garden Hotel has aroused an interest in me. As I was reviewing many hotels for the supervisor role on the internet, I was the most suited for the requirements provided by your hotel. I was very happy and excited to see the hotel's aim and needs as you provide a good and restorative experience to your guests to provide them better sleep and health. I was also very interested in the well-being initiative for the guests who provide the guests during their stay with a feeling of rest and refreshments in their mind, body, and soul. Your daily activities programme which gives things such as yoga and Pilates with professional teachers has also increased my interest in working in your hotel. As I am also a person who is very active and loves to do activities which will not only boost my health but also my mind, so I think I am a perfect person for the supervisor in your team.

As I am undergoing my bachelor's degree in Health and Social Care from the University of Wales, I have been practising some activities which will greatly help me as a supervisor. I also have a work experience of one and a half years as a housekeeper in the Premier Inn hotel North Terminal and almost 1.5 years of experience in Premier Inn Manor Royal as a head housekeeper. This will help me get a better understanding of any kind of problems which may be caused by the housekeeping staff as I have ample experience in that field, and I know what things may go wrong. This will not only help the team but also save the hotel's image from being damaged by the mistake done by the housekeeping staff. Moreover, over the year of my experience working at the Premier Inn hotel, I have never had any complaints regarding not fulfilling the work at the time as I am very punctual and serious toward any jobs given to me. While working in the previous hotel, I also did much of the administrative work in the absence of one of our supervisors such as drafting professional memos, letters and faxes which were sent to our supervisors.

I also have worked as a supervisor in the Premier Inn Manor Royal in the times of Covid for about one and a half years. During my time working in the hotel as a supervisor, I developed some new skills and improved some of my existing skills. The main skill that I developed while working as a supervisor was being a good motivator which has helped me in encouraging and inspiring the workers in times of the pandemic. I was also very patient with my team members as I knew that the times were hard, and I comforted them with words of motivation and soothing words which would ease them for a while. This also greatly enhanced my communication skills to the next level and made me emphatic as I was able to know and feel what the other party was trying to say. I am also able to very efficiently manage people which have helped me very much while working in the previous hotel.

I hope that I was able to convey my skills to the fullest to you and I humbly ask you to take a deeper look at my letter for my work history and achievements. I am looking forward to discussing my strength and abilities in person with you which is a great fit for the supervising role.

Thank you for sparing your precious time and for considering my application.

Sincerely,

Ana Maria Caprioara

Health and Social Care CV

Health Care Assistant Curriculum Vitae

Ana Maria Caprioara

Email: anamariacaprioara@gmail.com

Phone no: 07388337424

Address: Eames Way, 8 horn house Crawley

Postcode: RH 103X

DOB: July 26, 1993

Summary

A passionate and highly enthusiastic Medical Assistant fresher who wants to work to offer help to society and the public who need medical attention. Provides extra detailed work and care to the assistant of the patients who need special medical attention. Highly motivated and has effective communication skills which can be used to work efficiently with co-workers.

Qualification

Spiru Haret High School

Chemistry & Biology, Romania 2008-2012

Certificate for higher education in skills for the workplace

(Health and Social Care) 2020-Current

Work Experience

Dental Office Nurse 2015-2016

- Examination of the teeth and gums of the people.
- Conduct routine check-ups and clean-ups of the patient's teeth and gums.
- Teaching some patients, the benefit of taking care of their teeth and gums and also how to clean them.
- Teaching how to brush and floss properly to the patients.

Housekeeping Staff

Company: Premier Inn North Terminal 2016-2017

- Cleaning and preparing the room before guest's arrival and after guest's departure.
- Cleaning the public areas of the hotel such as the waiting room.
- Doing the laundry and organising them.

Supervisor

Company: Premier Inn Manor Royal

2017-2019

- Supervising the team.
- Make sure that there is effective management of staff and that the targets are achieved.
- Servicing hospitality meeting rooms within a given time.
- Make sure that the working areas are clean and hygienic.
- Follow the company's health and safety needs and training within the team.
- Training the other departments in the unit to cover unplanned absenteeism.

Head housekeeper

2019-2020

Company: Premier Inn Manor Royal

- Dealing with linen suppliers, guest toiletries such as shampoo, soap and so on, and cleaning materials.
- Managing cost of supply, laundry, maintenance, and wages.
- Planning the timetable for the staff.
- Managing budgets, stocktakes and other paper works.
- Make sure the things which are lost are kept safely and returned to the rightful owner.

Night receptionist

Company: Premier inn Manor Royal

2020-Present

- Greeting and welcoming guests.
- Answering the phone calls, and customer queries.
- Organising the outgoing and incoming mails and fax.
- Preparing financial reports, spreadsheets, and memorandums and so on.
- Managing the staff and guests in a suitable office.
- Make sure that there is cleanliness and hygiene at the front desk.

Key Skills

Microsoft Excel

I have a good experience with Microsoft Office, and I also can use Microsoft Excel with efficiency and ease. I can save and open workbooks as it is a basic skill needed to use Microsoft Excel. Managing the worksheet is another basic skill that I have as it is needed to add data and evaluate them. I can also make charts and statistics which are used to make a visual representation. I can also use conditional formatting in Microsoft Excel and make Excel Table as well. I have also used the Analysis Tool which helps in evaluating the data in one or two clicks.

Microsoft SharePoint

As I am familiar with Microsoft Office and I use Microsoft Office almost every day, I have also improved my skills in working in Microsoft SharePoint. I can develop applications with the help of PowerApps which is a part of SharePoint. I can also create and manage automation workflows and I have a familiarity with this service, and this has helped me to be able to offer new functionalities.

Pitch

Introduction

INTRODUCTION

▶ A PITCH WILL BE PROVIDED TO THE COMPANY IN ORDER TO GRANT THE REQUEST TO ACCEPT THE PROPOSAL FOR A DOCUMENTARY. THE MAIN TOPIC OF THE DOCUMENTARY WILL BE THE CARDIO PROBLEMS IN THE CURRENT PEOPLE AND WHAT STEPS CAN BE TAKEN IN ORDER TO OVERCOME IT. THE DOCUMENTARY WOULD ALSO COVER DIFFERENT KINDS OF HABITS OF AN INDIVIDUAL WHICH COULD LEAD THEM TO HAVE CARDIOVASCULAR OR HEART PROBLEMS. SOME OF THE ACTIVITIES OR HABITS INCLUDE SMOKING, NOT BEING ACTIVE, BEING OVERWEIGHT, POOR EATING HABITS AND TOO MUCH INTAKE OF ALCOHOL. THE DOCUMENTARY WILL ALSO GIVE EXTRA TIPS ON WHAT TO DO WHEN PEOPLE MIGHT HAVE A CHANCE TO GET A CARDIAC ARREST. THE DOCUMENTARY WILL ALSO TELL THE PEOPLE WHAT TO DO IN CASE SOMEONE NEAR THEM MIGHT HAVE A HEART ATTACK.



A pitch will be provided to the company to grant the request to accept the proposal for a documentary. The main topic of the documentary will be the cardio problems in the current people and what steps can be taken to overcome it. The documentary would also cover different kinds of habits of an individual which could lead them to have cardiovascular or heart problems. Some of the activities or habits include smoking, not being active, being overweight, poor eating habits and too much intake of alcohol. The documentary will also give extra tips on what to do when people might have a chance to get a cardiac arrest. The documentary will also tell the people what to do in case someone near them might have a heart attack.

Health and Social Care

HEALTH AND SOCIAL CARE

▶ THE HEALTH AND SOCIAL CARE INDUSTRY INCLUDES ANY ORGANISATION WHICH OFFERS HEALTHCARE HELP TO THE PEOPLE, FOR INSTANCE, HOSPITALS, DENTISTS AND SPECIALISTS LIKE PHYSIOTHERAPY AND SOCIAL CARE HELP SUCH AS NURSING HOMES, FOSTER CARE AND NURSERIES (PENTYALA, 2018). IT CAN BE CONCLUDED THAT ANY ORGANISATION WHICH OFFERS HELP TO THE PEOPLE AND HELP THEM LIVE MORE INDEPENDENTLY AND HEALTHY CAN BE CALLED AS HEALTH AND SOCIAL CARE SECTOR (NYASHANU *ET AL.*, 2020). THE HEALTH AND SOCIAL CARE SECTOR HAS A LARGE NUMBER OF ROLES AN INDIVIDUAL CAN EVER THINK OF AND MANY OF THEM ARE ALSO FUN TO DO SUCH AS CHILDREN'S PLAY CARE ASSISTANT. THE JOBS IN THE HEALTH AND SOCIAL CARE SECTOR ARE DIVIDED INTO TWO ROLES NAMELY THE CLINICAL ROLES AND THE NON-CLINICAL ROLES. THE CLINICAL ROLES INCLUDE THE HEALTHCARE ASSISTANTS SUCH AS NURSING TEA OR LABORATORY ASSISTANT. WHILE THE NON-CLINICAL ROLES INCLUDE THE SOFTWARE DEVELOPMENT AND ADMINISTRATIVE ASSISTANTS WHO ARE NEEDED TO OPERATE AN ORGANISATION.



Health and social care

The Health and Social Care industry includes any organisation which offers healthcare help to the people, for instance, hospitals, dentists and specialists like physiotherapy and social care help such as nursing homes, foster care, and nurseries (Pentyala, 2018). It can be concluded that any organisation which offers help to the people and help them live more independently and healthy can be called as Health and Social Care sector (Nyashanu *et al.*, 2020). The Health and Social Care sector has many roles an individual can ever think of and many of them are also fun to do such as Children's Play Care Assistant. The jobs in the Health and Social Care sector are divided into two roles namely the clinical roles and the non-clinical roles. The clinical roles include the healthcare assistants such as nursing tea or laboratory assistant. While the non-clinical roles include the software development and administrative assistants who are needed to operate an organisation.

Healthcare Associations in the UK

HEALTHCARE ASSOCIATIONS IN THE UK

▶ THE HEALTHCARE SECTOR IN THE UK IS THE NHS OR NATIONAL HEALTHCARE SERVICE WHICH EMPLOYS OVER 1.5 MILLION PEOPLE AND THIS HAS GIVEN IT A PLACE IN THE WORLD'S LARGEST WORKFORCE (KAVANAGH *ET AL.* 2022). SOME OF THE ASSOCIATIONS WHICH COME UNDER NHS ARE BMI HEALTHCARE, SPIRE HEALTHCARE, RAMSAY HEALTH CARE UK AND IT ALSO INCLUDES NON-PROFIT ORGANISATIONS WHICH ARE BRITISH RED CROSS, NUFFIELD HEALTH, SAVE THE CHILDREN AND MANY MORE (CAIRNS *ET AL.* 2018). AS THE HEALTHCARE SECTOR IS ONE OF THE TOP EMPLOYERS IN THE UK, BY ACCEPTING THE PROPOSAL FOR THE DOCUMENTARY THE COMPANY CAN FURTHER GROW ITS SALES AS MORE PEOPLE WILL KNOW THAT THE DOCUMENTARY IS PRODUCED BY THE COMPANY. THIS WILL INCREASE THE GOODWILL OF THE COMPANY WHICH ULTIMATELY HELP THE COMPANY IN BUILDING A GOOD IMAGE IN FRONT OF ITS CUSTOMER BASE AND THE PUBLIC OF THE UK.



The Healthcare sector in the UK is the NHS or National Healthcare Service which employs over 1.5 million people, and this has given it a place in the world's largest workforce (Kavanagh *et al.*, 2022). Some of the associations which come under NHS are BMI Healthcare, Spire Healthcare, Ramsay Health Care UK, and it also includes non-profit organisations which are British Red Cross, Nuffield Health, Save the Children and many more (Cairns *et al.*, 2018). As the healthcare sector is one of the top employers in the UK, by accepting the proposal for the documentary the company can further grow its sales as more people will know that the documentary is produced by the company. This will increase the goodwill of the company which ultimately help the company in building a good image in front of its customer base and the public of the UK.

Area of Specification- Cardiovascular System

AREA OF SPECIFICATION - CARDIOVASCULAR SYSTEM

▶ THE CARDIOVASCULAR SYSTEM HELPS IN PUMPING BLOOD FROM THE HEART TO THE LUNGS IN ORDER TO GET OXYGEN. THE HEART THEN SENDS THE BLOOD MIXED WITH OXYGEN VIA ARTERIES TO THE WHOLE BODY AND THE VEIN CHANNEL THE BLOOD WHICH LACKS OXYGEN BACK TO THE HEART AND THE PROCESS REPEATS ITSELF (THILAGANATHAN AND KALAFAT, 2019.). DEATH DUE TO CIRCULATORY AND HEART ILLNESS IN THE UK COVERS A QUARTER OF ALL THE DEATHS IN THE COUNTRY WHICH IS ROUGHLY ESTIMATED TO BE OVER 160,000 DEATHS PER YEAR. ON AVERAGE, THERE ARE ALMOST 460 DEATHS IN THE UK IN A SINGLE DAY WITH A PERSON DYING EVERY MINUTE DUE TO HEART DISEASE (NIKBAKHTIAN *ET AL.*, 2021). THE DOCUMENTARY WILL HELP IN MAKING THE PEOPLE AWARE OF THE COUNTRY WHICH WILL FURTHER INCREASE THE GOODWILL OF THE COUNTRY AS THE PEOPLE WILL KNOW THAT THE COMPANY IS WORKING FOR A GOOD CAUSE.



The cardiovascular system helps in pumping blood from the heart to the lungs to get oxygen. The heart then sends the blood mixed with oxygen via arteries to the whole body and the vein channel the blood which lacks oxygen back to the heart and the process repeats itself (Thilaganathan and Kalafat, 2019.). Death due to circulatory and heart illness in the UK covers a quarter of all the deaths in the country which is roughly estimated to be over 160,000 deaths per year. On average, there are almost 460 deaths in the UK in a single day with a person dying every minute due to heart disease (Nikbakhtian *et al.*, 2021). The documentary will help in making the people aware of the country which will further increase the goodwill of the country as the people will know that the company is working for a good cause.

Role Model

ROLE MODEL

THE DOCUMENTARY WILL BE BASED ON THE ROLE MODEL WHO IS ONE OF THE TOP CARDIOLOGISTS IN THE WHOLE COUNTRY, PROFESSOR ATTILA KARDOS. THE DOCUMENTARY WILL BE ON THE BASIS OF PUBLICATIONS OF PROFESSOR ATTILA KARDOS WHO HAS GIVEN THOUGHTS ABOUT CARDIOVASCULAR DISEASES. PROFESSOR ATTILA KARDOS IS A MEMBER OF THE MILTON KEYNES UNIVERSITY HOSPITAL NHS FOUNDATION TRUST AND HAS AN MD, PHD, FRCP AND FESC IN THE FIELD OF CARDIOLOGY. THIS WILL BE VERY BENEFICIAL FOR THE COMPANY AS THE PUBLIC WILL LINK THE COMPANY WITH ONE OF THE MOST SUCCESSFUL CARDIOLOGISTS IN THE WHOLE COUNTRY. PROFESSOR ATTILA KARDOS'S EXPERTISE IN HYPERTENSION, HEART FAILURE, CLINICAL CARDIOLOGY, ECHOCARDIOGRAPHY, CARDIOVASCULAR MEDICINE AND MUCH MORE EXPERTISE WILL ALSO BENEFIT THE COMPANY'S NAME (KARDOS *ET AL.*, 2021.). WORKING ON THIS TOPIC WILL ALSO PROVIDE THE COMPANY WITH A NEW AREA FOR OPERATION WHICH IS THE HEALTHCARE SECTOR AND KEEPING THE GROWTH OF THE HEALTHCARE INDUSTRY, WILL BE A GOOD DEAL FOR THE COMPANY.

A portrait photograph of Professor Attila Kardos, a middle-aged man with short, light-colored hair, wearing a dark suit, white shirt, and a patterned tie. He is looking directly at the camera with a slight smile.

The documentary will be based on the role model who is one of the top cardiologists in the whole country, Professor Attila Kardos. The documentary will be because of publications of Professor Attila Kardos who has given thoughts about cardiovascular diseases. Professor Attila Kardos is a member of the Milton Keynes University Hospital NHS Foundation Trust and has an MD, PhD, FRCP and FESC in the field of Cardiology. This will be very beneficial for the company as the public will link the company with one of the most successful cardiologists in the whole country. Professor Attila Kardos's expertise in Hypertension, Heart Failure, Clinical Cardiology, Echocardiography, Cardiovascular medicine and much more expertise will also benefit the company's name (Kardos *et al.*, 2021.). Working on this topic will also provide the company with a new area for operation which is the Healthcare sector and keeping the growth of the healthcare industry, will be a good deal for the company.

Conclusion

CONCLUSION

▶ THE PITCH HAS PRESENTED THE COMPANY WITH A PROPOSAL FOR A DOCUMENTARY ON THE HEALTH AND SOCIAL CARE TOPIC WHICH HAS BEEN CHOSEN TO BE CARDIO PROBLEMS IN THE CURRENT PEOPLE AND WHAT STEPS CAN BE TAKEN IN ORDER TO OVERCOME IT. THE PITCH HAS GIVEN DIFFERENT KINDS OF ILLUSTRATIONS ALONG WITH EXPLANATIONS ON WHY SHOULD THE COMPANY SHOULD ACCEPT THE PROPOSAL OF THE DOCUMENTARY AND HOW WILL IT BE ADVANTAGEOUS TO THE COMPANY.



The pitch has presented the company with a proposal for a documentary on the Health and Social care topic which has been chosen to be cardio problems in the current people and what steps can be taken to overcome it. The pitch has given different kinds of illustrations along with explanations on why the company should accept the proposal of the documentary and how will it be advantageous to the company.

References

- Cairns, S., Gibbons, C., Hamilton, L., Milne, A., King, H., Malcolm, W., McNeish, J., Robertson, C., Sneddon, J. and Reilly, J.(2018). Health Protection Scotland is a division of NHS National Services Scotland. Health Protection Scotland website: <http://www.hps.scot.nhs.uk>.
- Kardos, A., Schaupp, R., Kettner, L. and Becher, H.(2021). ‘How to do’: digital-interactive-interpretation course for stress echocardiography. *European Heart Journal-Digital Health*, 2(1), pp.179-183.
- Kavanagh, A., Hatton, C., Stancliffe, R.J., Aitken, Z., King, T., Hastings, R., Totsika, V., Llewellyn, G. and Emerson, E.(2022). Health and healthcare for people with disabilities in the UK during the COVID-19 pandemic. *Disability and health journal*, 15(1), p.101171.
- Nikbakhtian, S., Reed, A.B., Obika, B.D., Morelli, D., Cunningham, A.C., Aral, M. and Plans, D., (2021). Accelerometer-derived sleep onset timing and cardiovascular disease incidence: a UK Biobank cohort study. *European Heart Journal-Digital Health*, 2(4), pp.658-666.
- Nyashanu, M., Pfende, F. and Ekpenyong, M., 2020. Exploring the challenges faced by frontline workers in health and social care amid the COVID-19 pandemic: experiences of frontline workers in the English Midlands region, UK. *Journal of Interprofessional Care*, 34(5), pp.655-661.
- Pentyala, R.(2018). An Empirical Study on Strategic Assessment of Lean and Six Sigma Implementation In Indian Health Care Industry: Searching For The Sandcone. *Sankalpa*, 8(2), pp.73-83.
- Thilaganathan, B. and Kalafat, E.(2019). Cardiovascular system in preeclampsia and beyond. *Hypertension*, 73(3), pp.522-531.