

Certificate in Higher Education: Skills for the Workplace

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Academic and employability skills

Introduction

In today's high competitive world, employers possess good amount of choice to hire and promote employees. That is why it is very important for employees to have the necessary skills for the workplace. Academic places like The University of Wales are very useful because they offer skills for acquiring, sustaining and making job successful. Here you can learn the principles of proper workplace behavior. Here, the principle of employ ability skills is fruitful. An employee's skills and attitudes helps him to make critical decisions, sought out queries and develop strong professional relationship in an organization which can be defined as his employ ability skills. They are foundation of one's career building blocks.

I am working as a receptionist in The Chilworth London Paddington Hotel. The hotel is a small boutique but it is very beautiful and because of this has many visitors. I have been working there for six months now. Since I have started attending The University of Wales, I have acquired skills for better performance in the workplace.

Task 1

1.1 Developing set of own responsibilities and performance objectives

As there are always job specifications for a post from an employer's side. On the other hand, the employee himself/herself needs to set standards of responsibilities and performance objectives. This builds in a sense of responsibility and developing habit of accepting challenges. Working as a receptionist, my prior responsibilities and performance objectives are as follows:

Own responsibilities:

- * To handle deliveries.

- *To processe the mail.

*To place outbound calls for manager and handle solicitors.

*To perform tasks to fill downtime, such as managing office supplies, simple invoicing, database entry or typing and proofreading correspondence.

Performance objectives:

*Make a good first impression.

*Good communication.

* Provide efficient trafficking.

* Improve reception productivity.

* Maintain office morale.

1.2 Evaluating own effectiveness against defined objectives:

I have mentioned above my responsibilities and set performance objectives as a receptionist. Now, it is beneficial for me to evaluate my effectiveness against the desired objectives. First of all, it is important for me as a receptionist to make a good first impression. Working in a hotel I am often the first person whom the customers or vendors have contact so I have to be organized, familiar with the personnel or departments and physically kempt. Business etiquette required me to observe the specified dress code.

Secondly, my objective is to be communicative. I have to meet with the customers and vendors so that I can make them feel important and valued by remembering their names, knowing their companies and understanding what they make or sell.

As a receptionist my objective is to provide efficient trafficking. I have to know exactly what the company does, including basic product or service knowledge, and who the key contacts are and where to direct inquiries. I also have to know how the office is organized so I can direct packages, mail and customer or vendor inquiries to the right people.

My objective is to improve reception productivity too. I think a receptionist position can improve productivity in the hotel industry by handling one or more clerical functions. Receptionists can perform simple billing, manage inventory, sort and deliver mail, update websites, handle database entry and correspondence, send emails from a catchall account to the appropriate departments and keep attendance records. If there are small business executives in the hotel who do not have personal assistants, they can rely on receptionists to give clients the impression they have assistants by assigning tasks such as placing phone calls and setting appointments.

Finally I think the receptionist have to maintain office morale. He or she has to have a positive influence on employee morale. Receptionist has to be constructive in improving company morale. He doesn't have to be destructive by spreading rumors and gossip.

All these functions will require my keen participation and effectiveness to attain my job responsibilities as compared to my performance.

1.3 Recommendations for improvement

There are various business activities happening in and out of the company. Some of them are favorable and easy to deal with, while some require experience and knowledge to make proper decisions. I have been working in The Chilworth London Paddington Hotel for six months. During my probation period, I lacked good communication skills with my managers and peers. Being a reserved nature person, I used to hesitate while communicating in my workplace. My written and verbal communication skills were confined to limited thoughts and lack clarity in explanation. Over time, however, I was motivated and guided by my heads and I decided to develop and improve my communication skills. I took various measures to modify and acquire better communication skills. I enrolled in this university now I can write assignments and reports on the daily basis to make sure that I developed a good command over language. Gradually, I started implementing the knowledge in my workplace and my company supported me. All these measures contributed in building a good communicator in me.

1.4 Review of motivational techniques to improve quality of performance

The motivational techniques are implied by every management of an organization to encourage and improve the performance of employees. These techniques can be classified into two categories – financial and non-financial. Impact of both components can be understood below:

- **Financial Motivator:** Money is the first priority to engage and encourage a person in work. It can be provided to the manpower in the form of increased wages and salaries, bonuses, medical reimbursements and even profit-sharing.

- **Recognition:** A word of praise, letter of appreciation, awards and certificates give a positive satisfaction and sense of recognition to each individual in the organization. It inspires the skilled employees to put in best efforts in their work.

- **Participation:** This motivation tool brings a sense of affiliation and accomplishment among the subordinates. It brings physical and mental involvement of individuals in the decision making process of an organization.

- **Status:** Social status of a person satisfies his/her egoistic needs. It is a psychological factor where a few status symbols in the society assure an individual at higher post.

- **Competition:** One more motivational tool used as a motivator is competition. Many people perform better when they are provided certain tasks to compete with their colleges. It can be done through praises, appreciation letters or financial incentives.

Task 2

2.1 Developing solutions to work-based problems

Problem-solution cycle is the routine of hotel group i.e., problems come in the working of a structure and solutions are laid down to solve them. Many examples of workplace problem can help in understanding the issues that occur in a company. Every member in the hotel has his own set of responsibilities. Sometimes the delegation of authorities is clashed because of lack of communication and misinterpretation. This affects the decision making process to a large extent. Therefore, clear line of authority should be established and maintained by the managers. Communication channel should be clear and classified. Another issue faced by the hotel entity is lower retention percentage of skilled employees. Due to existence of different factors and attitudes of the workforce this issue generates. The employees are either not satisfied with the existing working culture of the hotel group or they are attracted by other better opportunities. The solution to such brainstorming problem is regular feedbacks and suggestion from the employees is taken in consideration. The motivational tools i.e. financial and non-financial benefits help to retain the employees in the company. Thus, mainly the hotel faces these two work-based problems but with the use of some theories and techniques situations can be improved and implemented.

2.2 Communication in a variety of styles at levels to develop solutions to work-based problems

The hotel group requires a strong communication channel or medium at various levels of the company to guide and monitor its work. Starting from the level of hierarchy, the manager provides guidelines and instructions to the staff through informal way of communication i.e. face-to-face communication. The subordinates are instructed and communicated through formal written documents in the form of letters, reports, memos and spreadsheets. The procedure is followed generally in written form to make sure that the guidelines are understood clearly and implemented effectively by the staff of hotel. Now, for the upper level or the higher executives and officials the communication system is adopted in the form of annual meeting and reports. Thus, the communication process plays a vital role in the working of the organization.

2.3 Effective time-management strategies:

The Chilworth London Paddington Hotel make use of the following time-management strategies to improve productivity and accomplish the expected objectives of the group:

- Identification of time spent on each and every task performed in the working of the hotel. It helps to determine whether the employee is investing right amount of the time to the right activity.
- Preparation of to-do list on weekly, monthly or quarterly basis which establishes set priorities to perform a task.
- The managers make use of personal planning tools to improve the productivity of the company. Writing down tasks, schedules and memory joggers free the minds of its employees to focus on their priorities.
- Another strategy is to avoid multitasking activities as it reduces the productivity of the employees.
- The employees start are made to manage their external time wasters like long tasks on call, constant messaging etc. during the working hours of the hotel.

Task 3

Reflective

As per the research activities performed in the report, I have to come to an assumption that a hotel sector like The Chilworth London Paddington Hotel suffers from the team based issues which impacts the organization's working. Through various action plans and strategies of team build up, the organization can overcome this problem.

Task 4

4.1 Evaluating Tools and methods to know the problem in an organization

The most basic problem faced by the hotel sector or any service based industries is underperforming employees. The disengaged employee over the workplace can sap the life from any business. As in hotel sector, guest satisfaction is the base goal to be achieved but team, but how can it be achieved if the employee itself is not satisfied by its job. Simply, deploying the employee is not the solution, as an alternative to figure out how to help floundering employees reengaged at work would help in situation.

- Through Guest Feedback: The problem of employee underperforming is generated from the Guest Feedback. If the employees are incapable of attaining customer's interest by their services resulted failure in the feedback.

- Survey : to determine the problems being faced in the hotel sector, the management could carry out a structured interviews in order to collect primary data and secondary data. These two methods are appropriate and effective in collecting appropriate data in accordance with job satisfaction and work performance of the employees in the hotel.

- Complaints: the management can also generate an idea about the problems as through a general summary of the visitors complains in the hotel and the employees working.

4.2 Strategies to solve the problem

Some of the measures to overcome the situation of employee underperforming or job dissatisfaction are:

- * Getting feedback: Sometimes nudge in the right direction to the employee makes him getting back on the track. Communicating with the employee would help in clarifying the reason of dissatisfaction. Modifying the structure of the person's thinking would help in the modifying the person's approach.

- * Training: training employees reinforces their sense of value and nature of working and handling the situation. Though, it costs to the company, but helps the employees in refocusing to their goals and achievement.

- * Mentoring: a program, like mentoring, integrated with a goal-oriented feedback system provides an organized structure for developing strong relations within an organization and is a solid base for employee retention and growth. Basically mentoring an employee refers to gathering that person who has less experience in that area with the person having more experience in that similar area in order to develop specific competencies, finish appropriate feedback and structuring an individual career.

- * Providing growth opportunities: company should generate workshops to help employees in increasing their understanding about their careers and enhance goal setting efforts.

- * Promotion: motivation through promoting and raising the incentives of the employees also helps in solving the problem of employee dissatisfaction and overcome that situation.

4.3 Impacts on the business after implementing the Strategy

After applying the appropriate strategy for overcoming the barrier of job dissatisfaction, the possible impacts on the business would be:

- Attending the guest: the motivation process of the management for the employee would somehow enhance their potential to overcome the deficiency of customer dissatisfaction. By attending the guest with positive attitude and services would generate better appraisals from the guest which will further motivates the employee.
- New start-up: promoting the employees would encourage their morale and support them in setting up a base for the employees to start their process of performing duties and services to the visitors.
- Handling the task: through proper training and development, employee builds a new perspective towards handling the task. It generates a wider ability of thinking over handling the task. It generates a wider ability of thinking over handling the situation among the employee's mind.

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