

BMSW4005

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Abstract

On this paper I am going to analyse my career path in the last few years and how I am planning to develop myself towards the studies I have started. I am going to reflect on the first stages of my development in hospitality and how this will help me to grow into a closer professional career towards my vocations.

“A reflective model is a structured process used to guide personal and situational analysis and improvement. Reflection emphasizes awareness of our knowledge, experience, and beliefs.”
Smith C. (2021)

Therefore, I am going to be reflecting by using Gibbs cycle and how reflective learning has helped me to grow in the hospitality industry up until now and how it is going to help to grow into further career paths of my choose. Through out the six steps of reflection we are going to see where I started, what are the skills I have been obtaining and, furthermore, how this can be adapt to the future roles.

Gibbs reflective model

Description

What happened?

I came to England six years ago to improve myself in distinct aspects of life, such as professional and intellectual. My starting point was to join to a hospitality industry as I had already experience in the sector, and I could get a job to perform in without knowing the language very well.

The idea was start getting close to the language to make myself capable to develop in a company until I was ready to also join again in university to be able to finish what I could not do in Spanish, relate to my intellectual development. Despite the reason and five years later I manage to find myself enrolled in a university course and with a new vocation, "strong feeling of suitability for a particular occupation" Cambridge (n.d.), that I found out at the beginning of this course. Thus, I can say I moved from no having a clear path to follow to have found a new engagement to follow up and grow into a high qualified job.

Feelings

Review your thoughts about the experience.

Feelings were a real struggle as I found what I wanted to do, but on the beginning, I did think I had no skill to perform at it. Since then I have felt a little bit as an imposter and I have been not able to enjoy what I am doing, which pushed me away to change my job several times due to the fear feeling of people thinking I was lucky or I haven earned my own merits, thus, I have been working harder to proof, some recognition or to make up for a lack of intelligence. This, as the researchers refers to, such as Saripalli, V. (2021) is the imposter syndrome.

Saripalli, also questioned if this could be consider a syndrome, if parting from self-doubt, and some uncertainty of your talents of worthiness... this could be resume as, does not necessarily come from you fooling others, but if your environment excluded others were you meant to be and now your growth does nothing to do with what they said in an early stage of your life.

This is how I have been trying to focus on these feelings lately to find myself relate to what I am doing as a part of a bigger picture related also to the aim of what I like to achieve.

Evaluation

What was good & bad?

Following up with what I stated above, there are transferable skills that I have learnt or improved through the time I have work in the sector, is a one of the good things I can bring up specially since these are easy to bring into another role. The examples I am going to talk about a bit more are teamwork, attention to detail and problem solving, and how the above-mentioned can be used for the ideal development.

Teamwork, as you might know being part of a restaurant team might involve a high number of people, which have distinct roles and how to interact with them effectively to achieve the desirable customer experience. Is an essential part of the job thus teamwork is an important

skill to take in consideration when moving on to another career path as working as a part of a team and dividing task can help to achieve targets in a shorter time.

Attention to detail, "In hospitality, everything is judged by your customers, therefore, everything needs to be of the highest standard to build company rapport. Attention to detail will be drilled into your work from day one of the job. What's more, as a skill, attention to detail is highly transferable across job sectors due to its importance in providing excellent customer service." Detail2 (n.d.)

Problem solving, at hospitality dealing with multiple questions and problems at the exact time, supplies the ability of quick thinking, solve these problems effectively is essential to manage the time hence your colleges jobs, which allows to free time and focus on customers. Translating this into other roles means the capabilities of resolve issues in an instant to do not let work pile up and consuming time for another task.

The negative side of this experience is how the flexibility you bring to your work place some time is not both ways, and you end up giving much more than the company will give to you, the long hours of work does not pay the life time you are loosing despite the great relationship you could make with your colleges at work, or even with customers, at the end of the day hospitality sector financially is in some how corrupted and every place try to achieve the most profit with the least manpower is an idea of business in my opinion where the one that is at the face to face service receive the least although they are push to live to and for what they are doing, it is a very draining career on the early stages which can be unlimited due to the minimum effort put on developing.

Analysis

Make sense of the situation.

With all above asset, we have the current situation explained and clear, now I am going to develop understanding and bring ideas of how the things could have gone better in furtherance of improved things.

The career that I am pursuing, and the role in fact, sadly has differ from hospitality exponentially thus has nothing to do with it. The idea after university and becoming a qualified translator he also to grow into vide game translation, developed my skills in language so in order to achieve this and organise better my time during this process, we found that I need to change my job, to be closer to my desirable career path and prepare for the future, opening new networking in that sector.

Things were in some how going well as I grow in a couple of restaurants achieving management positions were I learn a lot of offices side work that now helps me to get a closer look at other roles that needs of these skills, thus, Believing in my skills, and capabilities earlier, could have got me closer to this goal, although, now I am a step forward maybe from some people that they are starting on these roles, making myself more employable than them.

Conclusion

What have I learnt?

During the time I have worked into Hospitality I have learnt skills, also how much I can flex, how to interact with people at the same time in distinct stages of their life, leadership, and finance and marketing.

Kehayas, in an interview with old worker of the sector extract ideas that I am more that familiar with. Talks about how this industry teach you about prioritization, swift problem solving, communication and even humility.

“In short, working in hospitality teaches you real-life soft skills that you will carry through your entire life. You will have great experiences and you will have bad ones.” Kehayas, C. (2019)

In addition, the other skills are also related to other roles which makes me more suitable to achieve the desirable goal.

Action plan

What are you going to do differently?

Based on what I have learnt and all that I must learn in the further steps of my career, I am going to start from a ground level into another role by the end of this semester, furthermore after applying for the following course of university related to translation. I will improve my time management, and problem solving in the first place as both are going to be together, this year also have shown me how hard it is to managed professional and student life. In addition, focus on the communication skills which is one of my mayor areas of improvement. In case I feel myself in a situation were impostor threats me I will work on myself confidence to build up a strong believe of my personality related to my job and ask for reviews and following up course to do not let gaps in these areas of development.

Task 1 reflection

So as part of the module with did have to recreate a situation base on an interview where our lecture will evaluate our questions and answer as well as, the non-verbal language use during the process.

During this exercise I did practice for a planned interview with a company called Frontier which were looking for an office's assistant, although, this company for me was a try to get a step closer to a job relate to translation for the near future.

The questions my college and I prepared and considered will be found below with a short answer that I prepared for the role play, follow up of some comments our lecturer added after the play and some reflections.

1. What is your earlier experience & how is this related to this role?

- Since I moved to England in 2016, I have been working in hospitality, although since I joined university, I found out that I could change my career path to find a role to work on closer to the vocational job I am trying to achieve after finalising my studies. I grew into management position which also brought me closer to the skills that you are looking for based on the job description that I applied for.

2. What do you know about Frontiers?

- Frontiers was founded in 2007, by Henry Markram and Kamila Markram, two neuroscientists as a no-for-profit foundation, with the idea of supporting purely philanthropic initiatives.

Nowadays the foundation has grown enough and is having a long-term economic and operational sustainability. And still bringing the same purpose, bring science to everyone, investors, scientists and every person.

3. Based on the earlier answer, what is the achievement you are the proudest of?

- Growing into the same restaurant and company and becoming an example for the rest of the employees where I used to work is one of them, challenging work and deep understanding brought me there and also attracted some of them to become even better on what they were doing.

4. Why are you changing your career path?

- I started early into hospitality industry, and I always had the idea on getting back to study so from a year ago feels it was about time and then I also enrolled into the course I am doing now which also relates on the management of office.

5. Are you considering other positions in other companies?

- I am only considering you now as my skills make close to what you look for, although if I must stay in hospitality for any longer, I will try to grow into Human resources, so I can be closer to helping people to develop.

These answers are close to the ones given on the day of the role play, as per the review it was a good interview, but I should have talked more about earlier job experience, louder and clearly to make them understand me better. I also believe the interview went well, focusing on my job experience I wanted to do it slightly so I could base more on my skills and how capable I was for the role. Also, about the clarity of speaking whenever I feel pressure, I start talking very quick, specially if I have a timing to follow.

But in general, I had helpful feedback from it and from now on I will be applying same research I did as for this exercise in order to do better what am I applying for in the future and how to get closer to this job for a first encounter.

Appendix

Interview Feedback Form

INTERVIEWEE: Juan Antonio

INTERVIEWER: Leonard Hondor

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						The role play was done face to face. The interviewee arrived early, and he dressed well for the interview. Good eye contacts all through. Good posture all through.
Firmly shook hands of interviewer, smiled and greeted	☒ ☐	☐	☐	☐	☐	
Maintained eye contact	☐ ☒	☐	☐	☐	☐	

Hand and facial movements were natural	☐	☒ x	☐	☐	☐
Posture (sat up straight, etc.)	☒ x	☐	☐	☐	☐
Displayed confidence	☒ x	☐	☐	☐	☐
SKILLS PRESENTATION & DELIVERY					
Demonstrated knowledge about the company	☐	☒ x	☐	☐	☐
Aligned answers with the needs of the company	☐	☒ x	☐	☐	☐
Demonstrated skills with examples	☒ x	☐	☐	☐	☐
Acted in a polite manner	☒ x	☐	☐	☐	☐
Answered questions in full and in a timely manner	☒ x	☐	☐	☐	☐
Understood the position	☒ x	☐	☐	☐	☐
Displayed enthusiasm	☒ x	☐	☐	☐	☐
Focused on strengths; avoided weaknesses	☐	☐	☒ x	☐	☐
Referenced specific items on CV	☐	☒ x	☐	☐	☐
Emphasised qualifications	☐	☒ x	☐	☐	☐

You have good knowledge of the role and the company. Try to say something good about the gap in your job history next time. You have displayed a good enthusiastic for the role. Try to speak up loud and clear so others could hear you. You have acted in a professional way throughout the interview session. Overall, it was a successful interview.

Asked appropriate questions of the interviewer	☐	☒ x	☐	☐	☐
Spoke clearly and at a reasonable volume	☒ x	☐	☐	☐	☐
Limited the use of filler words such as "um" or "like"	☐	☒ x	☐	☐	☐
Did not talk negatively about previous employer(s)	☐	☒ x	☐	☐	☐
<u>OVERALL PREPARATION</u>	☒ x	☐	☐	☐	☐
POINTS AVAILABLE <u>100</u> POINTS EARNED ____ GRADE 90__ %					LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE INTERVIEW.
					FAEDU 21/08/2022

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