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Lecturer:

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Introduction

In the world of business, hospitality is recognised as the essential art of encouraging individuals to feel valued (Solomon, 2021). Vitality of hospitality can be considered as the ongoing effort for maintaining a connection and prioritising customer satisfaction by active listening and an effective communication approach. Alongside, organisational behaviour is similarly important within the workplace as it helps to enhance productivity, along with motivating and encouraging a positive culture in the workplace (Mullins, 2019). With this brief overview of the statement, the following discussion will develop a reflective journal that will demonstrate the experiences and business skills that have been learned throughout the coursework. Subsequently, it will create an action plan to discuss the areas that can be further improved and strengthened to open opportunities in the professional landscape. Additionally, a CV will be provided along with a written summary for the LinkedIn profile to illustrate values and progress towards the goal. Finally, it will provide a PowerPoint presentation of the essential attributes needed to be possessed by an individual working in the hospitality industry.

Component One: Reflective Journal

Description of ERA model

ERA model is considered as a three-step process that supports the reflective practices through its three different steps, such as experience, action, and reflection (Robinson, 2022). It guides and helps individuals in describing their experience and then critically evaluate and interpret their feelings. Finally, it supports the development of an action plan for ensuring success and undertaking better action in a similar situation. This particular model facilitates learning from past experience and helps in the improvement of future action. The reflective model has been leveraged to reflect on the business skills that I have learned and experience, and that have a major impact on the professional practices

Using the ERA model of reflection to reflect on personal learning

Experience

I have learned multiple new skills throughout my learning session that are focused on communication skills, leadership and problem-solving skills, IT skills, and financial management, marketing and data analysis.

Significance of communication, leadership, and problem-solving as soft skills

I have learned that effective communication, problem-solving and leadership skills are required for solving critical business problems. Effective communication is required in almost every aspect of the business in terms of presenting business proposals, during negotiations or while discussing in the achievement of professional goals (Field engineer, 2025). I have witnessed that problem-solving is another crucial aspect of the business to ensure the proper flow of the operation. Problem-solving is all about finding a proper solution that further reduces the chance of conflict. Identification of the problem provides help in implementing Brainstorming ideas and in the arrangements of the stakeholders' needs (Laoyan, 2025). The selection of the best possible ideas to solve the business helps in boosting productivity and improving sales performance. I have learned that leadership skill has a potential impact on business development. Great leadership act as a positive force in a business organisation and ensures profitability and improved employee experience (Bendersky, 2023). Inclusion of democratic leadership ideas supports free flow of thoughts and ideas have produced creative business ideas for solving crucial problems of the business.

Importance of financial management, IT skills, data analysis and marketing as hard skills

During the session, I have also learned about some hard skill that helps in the effective management of business. I have developed my ideas on financial management where effective planning, directing, organising and controlling is required for the achievement of strategic goals. Organisation of the financial accounting supports the achievement of strategic goals and provides more control over the business. It includes multiple techniques such as monitoring of cash flow, making proper investment decision and verification of financial records (Strutner, 2025). Data analysis and IT skills are two other significant skills that are required for following trends and proper market analysis to excel the business performance. Data analysis helps in making improved decisions beyond based on historical data and through the analysis of current trends. Marketing is another skill that helps in driving the sales of the business and helps in sustaining competitive advantages (Curate partners, 2025). This particular skill is also crucial for maintaining a positive relationship with the customer and ensuring their retention.

Reflection

Reflection on communication, problem-solving solving and leadership skills

I have developed communication and problem-solving skills from the very beginning, and from the very beginning, I was comfortable in group work. During th group discussion, I have easily and actively participated and clearly expressed my thoughts. I have also noticed that I was able to clearly express my thoughts to my classmates and to my lecturer on the study matter. However, after attending learning sessions from week 2-8, I have professional communication is significant for ensuring business success. It is significant for the development of employee morale and increasing productivity, and engagement (Cooks-Campbell, 2022). During the learning session, I have gone through examples where small businesses are able to address their challenges through effective decision-making that includes the identification of alternative solutions and the critical evaluation of the root cause of the problems. I have learned that a leader must possess a personality that can coordinate with different business aspects. I was assigned as a leader during a group task where I effectively communicated with my team members, encouraging them to share their thoughts, and overall actively fulfilled my responsibility as a leader.

Reflection on *financial management, IT skills, data analysis and marketing*

I have learned that presently, data analytics has taken the most crucial place in the business for supporting decision-making. The usage of advanced algorithms has supported the collection of data over time and identified the behaviour of the customers, which has impacted the productivity of the business in a positive way (Shutka, 2024). However, I have noticed that

the development of IT skills is required for ensuring future professional success. During the learning session, I have also learned that for the selection of the target audience, the usage of digital tools and marketing initiatives for fostering business growth and developing proper financial management.

Action

Reflection on personal skills has helped me in identification of personal strengths and weaknesses. According to my personal learning and experience, it can be stated that I have developed problem-solving, leadership and communication skills. However, I need to develop my IT, marketing and financial management skills to ensure my professional success. I think development of knowledge on the present financial system of the business and factors that must be considered during budgeting will improve my ability in financial management. Enrolment in the online courses will further improve my knowledge about financial planning, budgeting and investment management. It will also develop my ideas on different types of budgeting tools. I will also develop IT skills to ensure future professional success. Coursera is an online source that offers high-quality courses and also provides professional certification. LinkedIn is also an authentic platform that provides 16000 courses in its subscription-based services. I will choose relevant courses according to my career choice to ensure my professional success. I will also enrol myself in such courses that will improve practical skills related to marketing.

Component Two: Action Plan

Areas of Improvement	Resource	Reason of Development Required	Time Scale	Requirements In Professional Practice
IT Skills	1. Joining in a relatable online course that teaches IT courses based on the needs of the current market. 2. This will help me to maintain the importance of having requirements in professional as well as further requirements of the place.	1. Being competitive towards the market needs as well as trends. 2. Information Technology plays a great role in being updated and progression towards the market trends and be in a leading position.	8-10 Months	1. In order to combat this through larger reciprocations of the working norms are maintained in having larger responses of the work (Marr, 2022). 2. Following with larger responses of ensuring through greater aspects are maintained in an efficient manner considering greater aspects. 3. I will be able to be proactive in maintaining greater reciprocations within the working place by introducing common expenditure in efficient ways considering larger reciprocations.

Business Skills for the International Hotel Industry

Marketing Skills	1. I needed to learn marketing skills by joining in a webinar of any business-related YouTube channel which is creating a larger impact (Forbes, 2023). 2. I believe that this resource will help me to gain the most required marketing skills following the adjustments of having monitoring consequences in efficient ways.	1. Understanding larger responses with marketing techniques required while working in the department of marketing within the organisation. 2. Strategic thinking processes required for advertising within the business area are maintained having greater aspects of working norms accordingly.	10-12 Months	1. Marketing skills help in maintaining the tactics required for advertising the brand of the organisation. 2. In order to manage with greater responses of having greater responses are maintained while having customer attractions are maintained in adequate ways and circumstances (Koziolk, 2023). 3. Content creation with adequate management as well as formats are being maintained following with the aspects of having marketing skills in an efficient manner.
Financial Management Skills	1. Following the aspects of Financial management skills, it is required to learn	1. Creating larger responses following a convenient procedure of having audit understanding and financial	18-24 Months	1. Following the aspects of financial management skills, it will help to ensure relevant tactics required to manage

Business Skills for the International Hotel Industry

	courses online digital courses or learn via YouTube arrangements courses. 2. It is believed that by having greater aspects of the resource, I will be able to maintain a great progression.	aspects within daily updates within the organisation (Cottrell, 2021). 2. In order to maintain accurate financial consequences for adjusting through privacy norms in arranging with financial obligations required are maintained having the important of having financial management skills.		with adequate working norms of audit analysis (Houston, 2022). 2. Being having the skills of financial management, I will be able to manage with financial or budget planning required to analyse with larger reciprocations of the aspects in an adequate manner. 3. Forecasting circumstances needed to maintain with strategic communication in budget understanding are maintained following with the aspects of having financial management skills in adequate manner (Forbes, 2025).
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Peter Pompa

Hospitality and Hotel Management

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36 Spring Gardens Cardiff

EDUCATION

CertHE) in Employability skills
University of Wales Trinity Saint David Swansea
(2024 - 2025)

BA (Hons) Hospitality and Hotel Management
University of Wales Trinity Saint David Swansea
(2025 - 2026)

Skills

Critical Thinking

Communication Skills

Management Skills

LANGUAGE

English

Spanish

French

PROFILE

Profile Summary:

Qualified BA (Hons) in Hospitality and Hotel management, I have a keen interest towards cultivating a distinctive workplace environment that will support greater guest satisfaction. I have a foundational knowledge in training coordination and a comprehensive understanding of the hotel operations, as well as guest services, for a dynamic Human Resource management role. My proactive approach and commitment to developing an efficient workplace culture can contribute effectively to the HR team. Eager to implement my strong organisational and interpersonal skills to contribute to the Hotel's success through effective HR strategies and commitment to the development of employees. By applying theoretical knowledge and passion for the hospitality and hotel sector, I will ensure smooth operational successes and establish the image of a reputable hotel chain.

SKILLS

Technical skills

Ms Office Suite: excellent in using various software of MS Office, such as Excel, Word, and PowerPoint.
Data Analysis and reporting: Utilising data from HR systems for effectively identifying trends and making informed and strategic decisions.
Recruitment and talent acquisition: I have Fundamental knowledge of creating job descriptions, conducting interviews and hands-on proficiency in utilising modern recruitment tools.
Performance management: I have the ability to set performance goals and conduct reviews to further initiate training programs.
HR Software and technology: proficient in utilising digital tools for efficient data management and aligning HR practices with strategic workforce planning.

Hospitality and Hotel
Management

36 Spring Gardens Cardiff

HR Software and technology: proficient in utilising digital tools for efficient data management and aligning HR practices with strategic workforce planning.

Soft Skills

Communication: influential verbal and written communication skills to interact with various employees and management.

Emotional intelligence: excellent in building rapport and handling the issues of employees with compassion as well as discretion.

Attention to detail: efficient in managing records and ensuring compliance by understanding the small details that impact employee and guest satisfaction.

Problem-solving: able to find solutions and can handle the concerns of employees as well as employers.

Leadership: potential to lead and motivate the team to increase the overall efficiency of the hotel staff.

Interpersonal and teamwork: ability to build collaborative relationships and encourage a positive and inclusive culture in the workplace.

Knowledge of compliance: Understands relevant employment laws and frameworks requirements to help in mitigating any legal risks.

Volunteering Experience

Demonstrated impactful interpersonal skills through communication among the volunteers in event operations and effective teamwork.

Proactively highlighted and resolved problems and showcased critical thinking under pressure.

Interests and Hobbies

Team Sports, Public speaking, Writing, Travel,

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Phone Number:

LinkedIn Profile URL: https://www.linkedin.com/in/peter-pompa-84a496313?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app

City: Cardiff

Profile Summary:

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Education

BA (Hons) Hospitality and Hotel Management

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Soft Skills

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BA (Hons) Hospitality and Hotel Management

Volunteering Experience

Demonstrated impactful interpersonal skills through communication among the volunteers in event operations and effective teamwork.

Proactively highlighted and resolved problems and showcased critical thinking under pressure.

Certifications

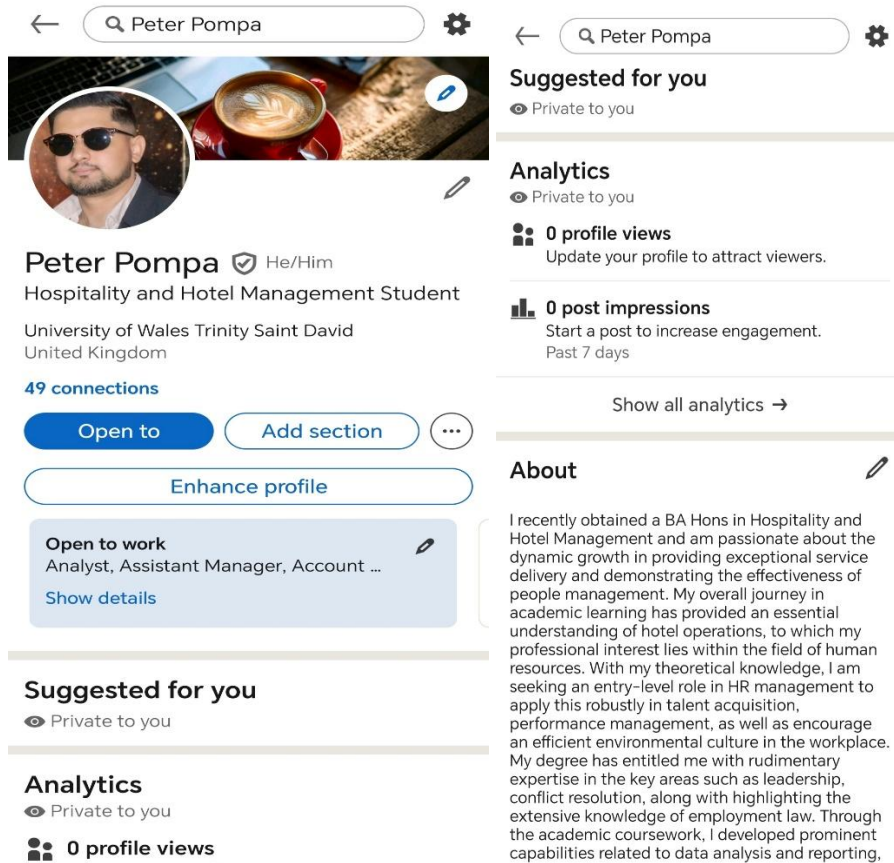
Certificate of Higher Education in Hospitality and Hotel Management

Languages

English

Interests and Hobbies

Team Sports, Public speaking, Writing, Travel



The image shows a screenshot of a LinkedIn profile for Peter Pompa. The profile is for a Hospitality and Hotel Management Student at the University of Wales Trinity Saint David, United Kingdom. The profile includes a profile picture, a cover photo, and a bio. The bio states: "I recently obtained a BA Hons in Hospitality and Hotel Management and am passionate about the dynamic growth in providing exceptional service delivery and demonstrating the effectiveness of people management. My overall journey in academic learning has provided an essential understanding of hotel operations, to which my professional interest lies within the field of human resources. With my theoretical knowledge, I am seeking an entry-level role in HR management to apply this robustly in talent acquisition, performance management, as well as encourage an efficient environmental culture in the workplace. My degree has entitled me with rudimentary expertise in the key areas such as leadership, conflict resolution, along with highlighting the extensive knowledge of employment law. Through the academic coursework, I developed prominent capabilities related to data analysis and reporting." The profile also shows 49 connections, 0 profile views, and 0 post impressions. There are buttons for "Open to work", "Add section", "Enhance profile", and "Show details".

Peter Pompa He/Him
Hospitality and Hotel Management Student
University of Wales Trinity Saint David
United Kingdom

49 connections

Open to Add section Enhance profile

Open to work
Analyst, Assistant Manager, Account ...
Show details

Suggested for you
Private to you

Analytics
Private to you
0 profile views
Update your profile to attract viewers.
0 post impressions
Start a post to increase engagement.
Past 7 days

Show all analytics →

About

I recently obtained a BA Hons in Hospitality and Hotel Management and am passionate about the dynamic growth in providing exceptional service delivery and demonstrating the effectiveness of people management. My overall journey in academic learning has provided an essential understanding of hotel operations, to which my professional interest lies within the field of human resources. With my theoretical knowledge, I am seeking an entry-level role in HR management to apply this robustly in talent acquisition, performance management, as well as encourage an efficient environmental culture in the workplace. My degree has entitled me with rudimentary expertise in the key areas such as leadership, conflict resolution, along with highlighting the extensive knowledge of employment law. Through the academic coursework, I developed prominent capabilities related to data analysis and reporting.

https://www.linkedin.com/in/peter-pompa-84a496313?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app

Professional Summary for LinkedIn

I recently obtained a BA Hons in Hospitality and Hotel Management and am passionate about the dynamic growth in providing exceptional service delivery and demonstrating the effectiveness of people management. My overall journey in academic learning has provided an essential understanding of hotel operations, to which my professional interest lies within the field of human resources. With my theoretical knowledge, I am seeking an entry-level role in HR management to apply this robustly in talent acquisition, performance management, as well as encourage an efficient environmental culture in the workplace.

My degree has entitled me with rudimentary expertise in the key areas such as leadership, conflict resolution, along with highlighting the extensive knowledge of employment law. Through the academic coursework, I developed prominent capabilities related to data analysis and reporting, which can help me in emphasising data-driven decision-making in the practical

scenario of the hotel management industry. Particularly, I am eager to carry out my fresh perspective and organisational skills dedicated to operational excellence through the forward-thinking hotel management team.

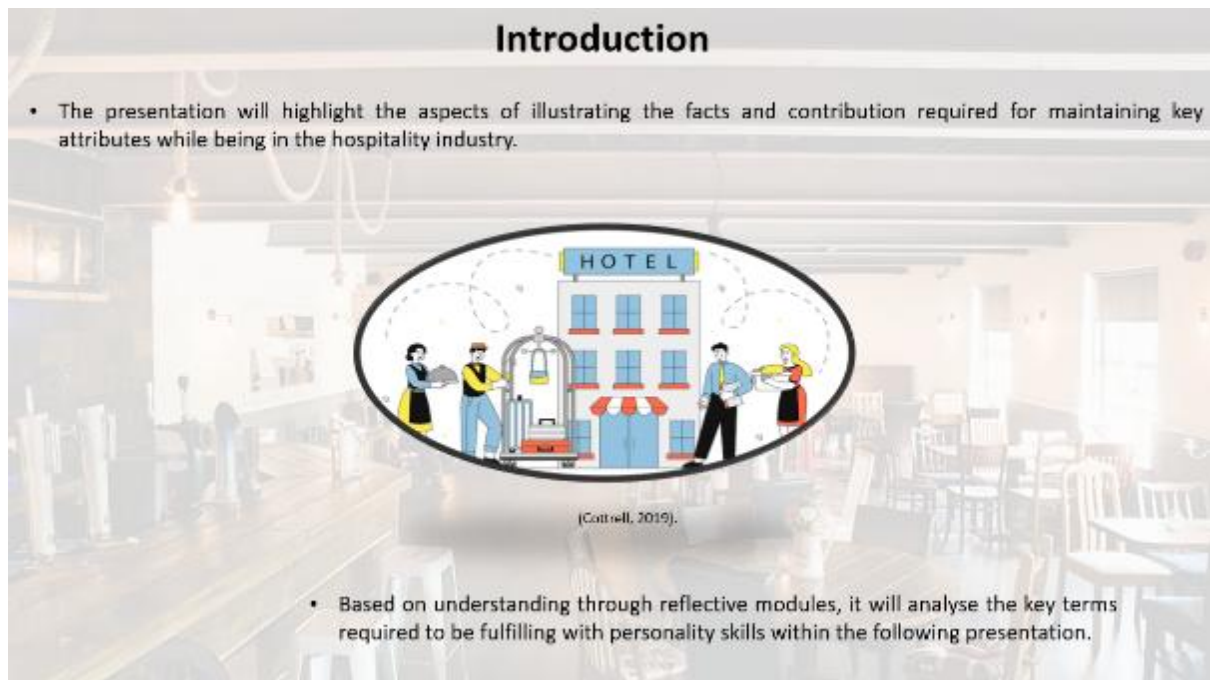
As a motivated self-starter, it is highly recognisable that I have the foundational familiarity with the utilisation of various tools such as MS Office and HR related platforms. It highlights my confidence to collaborate in a dedicated team and make a meaningful impact on the team as well as the organisation. I am actively looking for opportunities to connect and showcase my innovative HR practice for elevating the experience in the hospitality and hotel sector. My goal is to grow professionally within the organisation that values a strategic approach across human capital management.

Conclusion

The overall context of this coursework has effectively underlined the elementary frameworks to be obtained for working in the particular industry of hospitality and hotel. It has reflected on the experiences as well as the skills that have been gained by using the ERA model. This reflection has highlighted the several skills that have been obtained in the session, such as communication, leadership, problem-solving and other relevant skills necessary to thrive in the specific industry. It has indicated the way these skills are significant and need to be considered to further improve the areas to ensure the accomplishment of the goal. Further section has focused on providing an action plan which has efficiently showcased the resources that are needed, along with the rationale of developing such skills and the time period to improve such skills.

Component Four: Using the information prepared for your CV, present a 5-minute presentation on the key attributes that a person working within the hospitality industry should possess

Introduction



The presentation will highlight the aspects of illustrating the facts and contribution required for maintaining key attributes while being in the hospitality industry. A person has a great contribution of diversifying larger conveniences of the work while being in a great HR practices required for managing job roles in the hospitality industry. Based on understanding through reflective modules, it will analyse the key terms required to be fulfilling with personality skills within the following presentation.

Key Attributions of an individual required for working in hospitality industry

Key Attributions of individual required working in hospitality industry

- **Teamworking Attributions**
 - Based on working in the hospitality industry, it is highly required for assessing with teamworking attributions in order to maintain greater aspects of the work (Walker, 2021).
- **Maintaining Professionalism**
 - Following with the aspects of professionalism required to have within the hospitality industry as one of the key attributions (Thomson, 2018).
- **Cultural Awareness**
 - Being in the working aspects of hospitality management, it is required to have cultural awareness in order to ensure larger responses to the work (Reynolds, 2024).



(Thomson, 2018)

Teamworking Attributions

Based on working in the hospitality industry, it is highly required for assessing with teamworking attributions in order to maintain greater aspects of the work (Walker, 2021). Learning through diverse understanding among employees is required through having teamworking attributes.

Maintaining Professionalism

Following with the aspects of professionalism required to have within the hospitality industry as one of the key attributions (Thomson, 2018). Maintaining with greater professionalism creates a valid way of enhancing a career path for an individual in an efficient manner.

Cultural Awareness

Being in the working aspects of hospitality management, it is required to have cultural awareness in order to ensure larger responses to the work (Reynolds, 2024). Resilience towards tolerance and maintaining with adopting changes are required for having cultural awareness which is required in working through the hospitality industry.

Highlighting Personality and skills for employment developed throughout the module

Personality and skills for employment developed through module

- **Personality Traits**
- Some of the personality traits that I have developed while proceeding with the module is to ensure interaction with others.



(Cottrell, 2019).

- **Skill Category**
- Based on maintaining the execution of the module, I have learnt that it is highly important to understand team working skills and communication (Cottrell, 2019).

Personality Traits

Some of the personality traits that I have developed while proceeding with the module is to ensure interaction with others. It is one of the mediums of understanding mutual reciprocation and creating valid ways of understanding greater responsibility in efficient ways and manner. Listening actively and having the common interaction of planning and adaptability are maintained leveraging the mentoring procedure required for being in a HR position while working in the hospitality industry.

Skill Category

Based on maintaining the execution of the module, I have learnt that it is highly important to understand team working skills and communication (Cottrell, 2019). It helps in understanding the values of other individuals that are working with me in fine ways. I also believe that while executing the module, it is also needed to have the problem-solving skills in order to overcome any issues. Conflict resolutions are also one of the key requirements required in order to proceed with greater aspects of the work in efficient ways.

Conclusion

Conclusion

- Based on highlighting with employment acquired through the module has been highlighted based on the consequences of highlighting through reflective way.



(Thomson, 2018)

- Detailed elaboration has been stated following with information of the hospitality industry within the aforementioned presentation.

The image is a presentation slide with a background of a blurred hotel interior. It features a title 'Conclusion' at the top. Below the title is a bullet point. In the center is a rounded rectangular box containing an illustration of a person on the left holding a red megaphone, and a group of diverse people on the right. Below this box is the text '(Thomson, 2018)'. At the bottom of the slide is another bullet point.

Based on highlighting with employment acquired through the module has been highlighted based on the consequences of highlighting through reflective way. Contradictory to the personality skills that have been achieved while executing with modules has been illustrated within the aforementioned presentation. Key attributions that are required for a person working in the hospitality industry has been highlighted in efficient ways. Detailed elaboration has been stated following with information of the hospitality industry within the aforementioned presentation.

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