

LCLM4005 Employability and Career Development

Professional Job Application and Mock Interview Preparation

Rental Returns Manager- Avis Budget Group

Heathrow Airport, London, United Kingdom

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1.0 Job Advertisement and Role Alignment

Selected Job Advertisement

Table 1: Job Detail

Detail	Information
Employer	Avis Budget Rental Locations
Position	Rental Returns Manager
Location	Heathrow Airport, London
Base Salary	£38,000 per year plus bonus
Employment Type	Full-time, permanent
Advertisement Source	Indeed UK

The screenshot shows a job advertisement on the Indeed website. At the top, there is a banner for 'avis budget group' with a collage of images showing people working in a car rental environment. Below the banner, the job title 'Rental Returns Manager' is prominently displayed. The employer is listed as 'Avis Budget Rental Locations' with a 3.4-star rating. The location is 'Heathrow Airport T2, T3, T4, London TW6 2QA'. The salary is '£38,000 a year - Permanent, Full-time'. There is an 'Apply now' button. To the left of the main job details, there is a list of other jobs from the same employer: 'Data Analyst', 'Rental Operations Agent', and 'Fleet/Asset Valuation and Residual Values Analyst in Car Rental Industry'. The 'Job details' section on the right provides more information: '£38,000 a year', 'Employee discount, Employee assistance programme', 'Permanent, Full-time', 'Rotating shift', and the location 'Heathrow Airport T2, T3, T4, London TW6 2QA'. The 'Full job description' section states: 'Job Title: Rental Returns Manager', 'Salary: Base salary of £38,000 plus bonus scheme', 'Hours: Full time, permanent, rotational shift pattern Monday – Sunday', and a paragraph describing the role: 'The Returns Manager is responsible for overseeing the efficient and professional Return of rental vehicles, ensuring high standards of customer service, operational efficiency, and asset management. This role involves managing scheduling, teamwork, outsource supplier relationships, stock control and performance metrics to ensure a seamless customer experience.'

Figure 1: Selected Job Advertisement

<https://uk.indeed.com/jobs?q=Avis+Budget+Rental&l=london+heathrow+airport&radius=25&from=searchOnDesktopSerp&vj=285ca83432a2f3ad>

I chose this job as it would provide me with the chance to learn the functioning of a professional car rental business. It is also related to my long-term goal of starting my own luxury car rental company (Avis budget rental jobs in London, 2026).

Job Responsibilities and Required Competencies

This job entails attending to vehicle returns, assessing vehicle status, fleet positioning, personnel time schedules, suppliers, inventory control and performance objectives (Glover, 2025). Customer service skills and strong leadership skills are crucial. Previous management experience and a full UK driving licence is also required by the employer.

Career Relevance and Development Needs

The position would enable me to acquire feasible business management skills. I understand that I will have to accrue pertinent experience in the industry and develop my leadership skills before assuming the role of management.

2.0 Professional Curriculum Vitae

Curriculum Vitae

Personal and Contact Details

Full Name: Emanuel Stoican

Location: Birmingham, United Kingdom

Phone: 07836424358

Email: StoicanEmanuel414@gmail.com

Position Applied For: Rental Returns Manager – Avis Budget Group

Professional Profile

I am also enrolled in a Certificate of Higher Education in Business Skills at the Workplace. I have an interest in business processes, customer care, and automobile rental business. I want to enhance my communication, organisation, and problem-solving skills by studying. I have a desire to acquire a hands-on experience in industry and slowly cultivate the expertise to operate a rental business successfully.

Career Objective

My short scheme is to finish my qualification and have some experience with vehicle rental operations. I wish to build my knowledge in the relationship with the customers, the fleet management and business performance. One way that I envision myself in the future is to get to the management level and then start my own luxury car rental empire where it will be possible to get reliable cars and also great services to the customer.

Education and Qualifications

Certificate of Higher Education in Business Skills for the Workplace

Institution: University Of Wales Trinity Saint David

Status: Currently studying

Expected Completion: 2028

My fields of study are assisting me to develop the knowledge on the business practices and professional expectations at workplace, which I hope to put into practice in the car rental industry.

2.5 Key Employability and Transferable Skills

- **Communication:** Developing the ability to communicate clearly and professionally.
- **Customer Service:** Understanding the importance of customer satisfaction and respectful interactions.
- **Teamwork:** Being willing to work together and share responsibilities.
- **Organisation:** Understanding the significance of task scheduling and deadline management.
- **Problem-Solving:** Having confidence in evaluating situations and coming up with solutions.
- **Digital Literacy:** Having confidence in working with digital technology for school and business purposes.
- **Commercial Awareness:** Understanding how costs, service quality and operational efficiency influence business success.

Relevant Academic Experience and Activities

The existing courses are a chance to acquire knowledge of the workplace by working on academic assignments. Things that interest me are how the businesses work to allocate resources, deal with customer expectations and service standards. I will use these lessons in real practice in the vehicle rental industry.

Professional Development and Career Interests

Practical aspects of vehicle inspection, fleet organisation, relationships with suppliers and leaders of teams are the areas I would like to gain knowledge about. Working in the industry and developing my knowledge about the business finance will help enhance my desire to open a successful car rental business dealing with luxury cars.

3.0 Tailored Cover Letter

Cover Letter

Emanuel Stoican

Birmingham, United Kingdom

StoicanEmanuel414@gmail.com

07836424358

Date: 19/10/2026

Hiring Manager

Avis Budget Rental Locations

Heathrow Airport, London TW6 2QA

Subject: Application for Rental Returns Manager

Dear Hiring Manager,

I am applying to take up the post of the Rental Returns Manager at Avis Budget group at the Heathrow airport. My area of interest is the vehicle rental business due to the mixture of customer service, business, and vehicle management. This chance is of much interest to me since my ultimate goal in life is to start my own luxury car rental business.

My current course is a Certificate of Higher Education in Business Skills to the Workplace. My research is making me realise the way businesses are run and the role of communication and good organisation of businesses and decision-making (Cornelissen, 2023). Particularly, I would like to extend the development of these abilities with the help of working experience in the workplace. This is because, according to my opinion, I find the expectations of the customers and how they run their daily operations significant pillars towards successful career in the management of vehicle rental.

Based on the job description, I see that there is a lot more to this job than it just coming back with vehicles. It necessitates proper fleet management, proper vehicle inspection, personnel control, and customer satisfaction. The slow turnaround of vehicles or ineffective inspection methods may raise the operation expenses and vehicle supply. I understand that effective communication among customers, employees and suppliers is definitely a key in ensuring proper operations.

I am yet to qualify in professional knowledge, but I am determined to acquire industry experience and enhance my leadership and operation management knowledge. I also understand that this post needs prior experience within management and complete UK driving licence. These are my long-term career goals that drive me to strive to achieve them in my profession.

I would like to thank you on my application. It would be my pleasure to discuss my career goals, current abilities, and willingness to learn.

Yours faithfully,

Emanuel Stoican

4.0 Mock Interview Preparation and Career Action Plan

4.1 Professional Introduction

Interview Question: Tell me about yourself.

I am in the process of undertaking a Certificate of Higher Education in Business Skills in the Workplace. My researches are guiding me on how to conduct business, communication and how to be valuable in working with other people. I am particularly interested in the car rental business especially in the management of vehicles and provision of good customer services.

The Rental Returns Manager role interests me due to the work with customers, managing vehicles and making decisions about daily operations. My future goal is to establish my own car rental company of luxurious cars. I would like to acquire the practical experience before this, enhance my management skills and learn the working of a prosperous rental business.

Interview Question: Why do you want to work for Avis Budget Group?

I find Avis Budget Group attractive since it is a business that deals with an industry whereby customer satisfaction and operational efficiency play the same significance. Operating under this environment would assist me in realizing how the cars are available, how the rental process and customer expectations are (Sandau, 2022). I love these because I think they are good things to know as I strive to be a vehicle rental management professional.

4.2 Strengths and Supporting Evidence

Interview Question: What are your main strengths?

Two strengths I would list as areas of weakness to start working on are communication and organisation. The significance of communication is that customers should have transparent information, especially when they talk about vehicle returns, potential damage to vehicle, or when they are faced with unwanted expenses. Organisation is equally important since any delay during the inspection or preparation of the vehicles might affect other bookings.

In my view, these are the skills a Rental Returns Manager should have as the position entails working with customers, staff, and suppliers.

Interview Question: Can you describe a situation where you demonstrated teamwork?

I would use the STAR method to explain a genuine example from my studies.

Table 2: STAR method

STAR stage	Points to prepare
Situation	Describe an actual group assignment or classroom activity
Task	Explain your personal responsibility
Action	Identify how you communicated, organised work or supported others
Result	Explain the actual outcome and what you learnt

To illustrate this point, had I assisted in organising a group assignment, I would discuss the way the responsibilities were shared, the way the deadlines were handled and what I personally contributed. I could only employ this example when it was my experience.

4.3 Personal Development Needs

Interview Question: What areas do you need to improve?

Practical knowledge of vehicle rental operations is one area that I would like to develop. I know, though the subjects I am undertaking are business-related, that I do not know academic knowledge but how to run the business when it comes to vehicle returns, inspection and fleet availability in an operating business.

I also wish to further develop my leadership skills especially staff supervision, performance monitoring and more importantly, solving workplace conflicts (Haryanto et al., 2022). I know that the position advertised needs prior managerial experience and full UK driving licence.

I will also look to gain pertinent work experience, observe and receive training on efficient workers as well as acquire the appropriate professional training. I would also have to ensure I am eligible to drive to be recruited.

Interview Question: How would you handle an unhappy customer?

I would not panic and would listen to the customer in order to find out the concern. I would clarify the pertinent procedure in renting and confirm the available information to propose a solution. In case the issue touched on car damage or extra charges, I would operate within the company policies and engage the authorised manager where needed.

My consideration would be to make the customer happy and at the same time safeguard the interests of the company.

4.4 Personal Career Action Plan

Interview Question: Where do you see yourself in five years?

It is my wish to achieve my qualification and attain valuable experience to the vehicle rental operations within five years (Kiess, 2023). I would like to go to a supervisory or management role where I would be able to hone my leadership, financial planning and customer service skills.

In the long term, I have a plan to open a luxury car rental company. But I know to do so must be in terms of industry knowledge, money and work experience in business.

Personal Career Development Plan

Table 3: Personal Career Development Plan

Timescale	Career objective	Planned action	Measure of progress
Short term: 0–12 months	Strengthen business knowledge	Complete current qualification and research rental operations	Qualification completed
Short term: 0–12 months	Improve employability	Identify suitable entry-level rental opportunities and assess driving licence requirements	Applications and eligibility reviewed
Medium term: 1–3 years	Gain industry experience	Seek employment in vehicle rental or customer service	Relevant work experience gained
Medium term: 3–5 years	Develop management capabilities	Pursue supervisory responsibilities and relevant training	Demonstrable leadership experience

Long term: 5+ years	Establish a luxury car rental business	Develop a business plan, assess funding and research customer demand	Feasible business plan prepared
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Interview Question: Why should we consider you for this position?

I realise that this is a position that involves experience and duties which I am yet to achieve. But I do have a career focus that I clearly understand and am ready to be able to build the skills. My recent studies would bring me into a background of knowledge in business and I would be encouraged to obtain some experience in the operations of customer service and vehicle renting.

My professional attitude towards the future and readiness to learn and recognise the value of stable customer service would guide me in approaching the future opportunities.

5.0 Reference list

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