

Business Skills for the International Hotel Industry



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Task 1: Reflective Journal: Business Skills

Experience

During Weeks 2-8 of the Business Skills module, I acquired valuable academic and professional skills upon which I must rely to be successful in my university studies and further employment in the hospitality sector. At the inception of the module, I had limited knowledge of the importance of digital skills, academic research, referencing and reflection.

Week 3 was used to develop digital skills. I became familiar with how to use such tools as Microsoft Word to structure documents and cooperate with co-workers, and cloud storage services such as OneDrive and Google Drive. These applications have helped me to become more productive in the organisation and gain access to my work. The other online tool that I used to assess my digital skills was the JISC Discovery Tool that enabled me to determine my strengths and weaknesses.

The other experience that was valuable was that I knew how to use the library and academic resources. I became familiar with the lists of online resources and other academic materials, including books and journal articles. I also got to know the way to assess information in the form of the CRAAP test, which takes into account currency, relevance, authority, accuracy, and purpose. This proved helpful as I was able to learn how to choose good sources in academic writing.

Week 4 was when I got to know about academic writing, referencing, and plagiarism. I gained an insight into proper referencing sources and why it is important to mention the work of other people. I also trained in paraphrasing, and it taught me to give ideas in my own language and prevent plagiarism.

Week 5 has assisted in my finding the notion of reflective practice and its role in personal and professional development. Another thing I learned is that reflection is the act of interpreting experiences to find out what has been learned and refined, and not a description of what transpired.

Week 8 workshop entailed the content creation workshop, where I was exposed to presentations and CV writing. I acquired the skills that are desired by employers, such as communication, teamwork, and problem-solving skills. This made me know how to be professional in the hospitality industry.

Reflection

Looking back at the learning experience, I can note that there is a clear improvement in my academic skills and self-confidence. To begin with, I was not aware of the importance of digital and research skills, and currently I can value the importance of such skills in both academic and professional life. My organisation and efficiency were enhanced through the digital skills sessions. Cloud storage will make it easier to carry on with my work and collaborate with other individuals. I also learned that digital skills are fundamental in the hospitality business, where systems are applied in making bookings, communication, and management. The techniques of using the library and assessing the sources have enhanced my research strategy. In the past, I was using general searches on the internet without paying attention to reliability. Today, I know that academic sources should be utilised, and such assessment tools as the CRAAP test have to be implemented. This has enhanced my work quality.

It was not easy to refer and paraphrase in the beginning, and now it is becoming my developing skill. I know that referencing gives academic work credibility by providing evidence to support the argument and preventing plagiarism. Paraphrasing has also made me process information better and show knowledge. One of the most useful skills I have acquired is reflective practice. It made me reflect on my learning critically and identify the areas that I could work on. Now I realise that reflection can contribute to lifelong learning and make me a more autonomous learner. The content creation workshop increased my awareness of employability skills. Information about CVs allowed me to realise how to demonstrate my professionalism and abilities. This especially applies in the hospitality sector, where communication and interpersonal skills play a crucial role.

On the whole, this module has enabled me to acquire transferable skills, such as communication, organisation, critical thinking, and digital literacy. These abilities are required in academics as well as employment.

Action

Based on my reflection, I have established the things that I will do to improve my skills.

First of all, I will continue to improve my digital skills using such sites as LinkedIn Learning and track my progress regularly with the assistance of tools such as the JISC Discovery Tool. This will help me be more confident and become acquainted with the digital systems used in the hospitality industry.

Secondly, I will improve my research and academic writing by visiting the library regularly. In order to select the sources, I will apply the CRAAP test, and I will ensure I utilise trustworthy academic sources. I will also keep on practising Harvard referencing to enhance accuracy and consistency.

Thirdly, I will work on my reflective skills by assessing my learning experiences on a regular basis. I will define the strengths and areas of improvement and formulate achievable goals. This will aid my academic and personal growth.

Lastly, I will concentrate on becoming more employable. I will practice the development of a professional CV and the enhancement of my communication and teamwork skills. I will also think of developing a LinkedIn account to develop a professional presence and have a look at career opportunities within the hospitality industry.

To sum up, the Business Skills module has been helpful in my growth as a student and a future professional. The acquired skills will make me successful in the academic field and make me fit in the international hotel industry profession.

Task 2 – Action Plan

This action plan summarises my weaknesses that need improvement and strengths acquired in the Business Skills module, and how I will improve them to help me in my future career in the hospitality industry.

The academic writing and referencing skills are one of my weak points. Though I have acquired some basic knowledge of Harvard referencing, I am not yet sure about using it regularly. To enhance this, I will make it a habit to reference my assignments and refer to the university resources, including the library guides and referencing tools. I will also go through a sample of the Cite Them Right system so as to be accurate. The importance of this skill is that referencing proves the academic integrity and increases the credibility of my work. Attention to detail is also relevant in the hospitality industry, especially when dealing with reports and documentation in a professional context (Zarezadeh et al., 2022).

The other area of my development is research and information evaluation. The process of using scholarly materials and completing the CRAAP test is also something that I have learned, but I need to be more active with these skills. To overcome this, I will utilise more of the university library and online resource lists in doing my assignments. I will as well be judgmental in the assessment of materials before using them in order to ascertain that they are trustworthy and pertinent. The development of these skills will help me to improve the quality of my academic work and facilitate evidence-based decision-making, which is crucial in hospitality management.

Besides, I hope to expand my digital skills. Although now I am more confident using such tools as Microsoft Word and cloud storage, I understand that digital competence is a continuous process. I will take more courses with LinkedIn Learning and watch my progress with the help of the JISC Discovery Tool (Sullivan, 2022). The hospitality industry requires digital skills, as technology is applied to the booking system, communication, and data management.

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One of my strengths is the increasing capacity for reflective practice. I have gained insight into how reflection can help in personal and professional growth. To capitalise on this strength, I will keep reflecting on my learning experiences and work on the areas of improvement. This will make me a better self-directed learner and be able to cope with emerging challenges both at school and in the workplace.

My other strength is that I am aware of employability skills, especially communication and teamwork. The content creation workshop helped me understand the way I can market my skills through a CV. To enhance this even more, I will create a professional resume and a LinkedIn account to create my professional presence. I will also take chances to enhance my communication skills by means of group work and presentations. The hospitality business also requires skills in communication with customers and other employees, which is a significant part of the work.

Task 3: Professional Development



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Headline

LinkedIn

Hospitality Management Student | Customer-Focused | Hygiene & Operations Skills | Aspiring Hotel Professional

About

I am a diligent and reliable Hospitality Management student who has a practical background in ensuring high levels of cleanliness and hygiene within crowded pubs that are crowded. As a cleaner, I have gained skills in paying great attention to detail, good time management, and the ability to work in a fast-paced environment. I also pride myself on ensuring clean, safe, and friendly conditions that lead to customer satisfaction and enable a smooth running of the business.

It has also enabled me to be stronger in my perception of health and safety policies and the significance of uniformity and professionalism within the hospitality sector. In addition to my field experience, I am also acquiring some of the most important industry skills in my studies, such as communication, teamwork, and customer service.

The hotel industry is one of the most motivating areas in which I am eager to develop my career, as it is a field where I can use my skills in a profession and keep developing. I would also like to meet fellow hospitality workers, be mentored by professionals in the industry, and learn about new opportunities that can further equip me and serve as a positive team player.

CV

Experience

Cleaner (Pubs)

Part-time / Previous Experience

- Maintained the cleanliness of pub areas, including floors, tables, restrooms, and bar spaces
- Ensured high standards of hygiene and cleanliness at all times
- Managed waste disposal and restocking of cleaning supplies
- Worked efficiently to meet cleaning schedules, especially during busy hours
- Followed health and safety regulations and cleaning procedures
- Contributed to creating a clean and welcoming environment for customers and staff

Education

BCS Hospitality Management

Currently Studying

- Developing knowledge of hospitality operations, customer service, and business skills
- Gaining an understanding of industry standards and professional practices

Skills

- Cleaning and Hygiene Standards
- Attention to Detail
- Time Management
- Reliability and Punctuality
- Teamwork
- Health and Safety Awareness

- Customer Service
- Communication Skills
- Organisation Skills
- Problem Solving

Certifications

LinkedIn Learning – Digital Skills Courses

Accomplished first-year courses devoted to the training of the essential digital skills, such as productivity tools, communication platforms, and online collaboration. The courses helped me become more proficient in applying digital technologies both in school and in the workplace.

Development of Digital Skills (JISC Discovery Tool & University Training)

Attended digital skills self-assessment and training to assess and enhance my digital skills. This involved the determination of the strengths and improvement in areas like the use of technology, communication and information literacy. Such are the competencies that one needs to be effective in the contemporary hospitality setting.

Academic Skills & Information Literacy Training

Finished university-based training on research skills, such as locating, analysing, and utilising academic data efficiently. Learned to use critical thinking in choosing the sources and their reliability and relevance.

Health and Safety Awareness (Workplace Experience)

Learned practical skills in health and safety measures during working experience in pub settings. This involves adherence to hygiene, cleaning procedures, and a safe working environment for both employees and clients.

Task 4: Presentation

Key Attributes for Success in the Hospitality Industry

KEY ATTRIBUTES FOR SUCCESS IN THE HOSPITALITY INDUSTRY

INTRODUCTION

- Hospitality requires diverse skills and adaptability (Hudson and Hudson, 2025)
- Focus on customer satisfaction and service quality
- Learned key attributes during Business Skills module
- Developed both academic and practical understanding
- Prepared for future roles in hotel industry



<https://www.rlt.edu/articles/careers-hospitality-exploring-world-opportunity>

Introduction

The hospitality business is very customer-oriented, and the employees are supposed to exhibit very diverse personal, professional and technical skills (Hudson and Hudson, 2025). Over the course of the Business Skills module, I have gained a better idea of the main qualities that one needs to become a successful person in this industry. These

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are communication, working in teams, time management, attention to detail, digital skills, and professionalism. This report identifies these features and also considers how

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my learning in the module and my experience in general have enabled me to build the competencies necessary to work in the hotel business in the future.

COMMUNICATION SKILLS

- Essential for customer and team interaction (Hussain et al., 2024)
- Developed through presentations and group work
- Improved confidence in expressing ideas clearly
 - Ability to listen and respond effectively
- Helps build strong relationships with customers



<https://hospitalityinsights.ehl.edu/communication-skills-in-hospitality-industry>

Communication Skills

One of the most significant skills in hospitality is communication, since employees have to deal with customers and other employees every day (Hussain et al., 2024). The Business Skills module helped me to improve my communication skills, as I was able to interact with peers in the classroom, work in groups, and make presentations. Such practices have assisted me in being more assertive in the way I articulate my thoughts in a professional manner. I consider myself a good communicator because I can listen and react to other people accordingly. This is especially significant in the hospitality sector, where the knowledge of the customer needs and the ability to solve problems can enhance customer satisfaction. Effective communication will enable me to develop a good rapport with customers and other employees working in a hotel setting.

TEAMWORK

- Important for delivering high-quality service (Liu et al., 2022)
- Learned through group activities in module
- Collaboration improves efficiency and performance
- Developed through work experience in pubs
- Contributes to a positive working environment



<https://blogs.com/www.giftsocalup.com/igbaw/7025/04/Supervisor-Module-Pictures-7-Teamwork-Effective-Communication-why-91-54627082ad-1>

Teamwork

In hospitality, teamwork is a necessity since employees should collaborate to provide quality services (Liu et al., 2022). The module taught me to value teamwork and the need to help others to realise the common objective. Teamwork activities made me realise that effective teamwork can enhance performance and efficiency. I have also learned the ability to work as a team player through my job experience as a cleaner in pub settings. I used to collaborate with others to make sure the tasks were performed on time and to a high quality. I like team work environments and playing a part in creating a positive working environment, and this is a major requirement in the hospitality industry.

TIME MANAGEMENT AND ORGANISATION

- Essential in fast-paced hospitality environments
- Improved through meeting assignment deadlines
- Work experience strengthened ability to meet schedules
- Ability to prioritise tasks under pressure
- Supports efficiency and service quality (Stylos et al., 2021)

THE BENEFITS OF GOOD TEAM MANAGEMENT

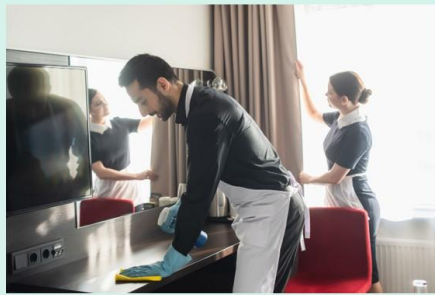


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<https://blog.focustribes.com/en/team-management>

Time Management and Organisation

Time management is an important skill in hospitality where workers should accomplish jobs effectively, especially during peak times. The Business Skills module led to an enhancement of my time management skills as I was able to meet the deadlines of the assignments and manage my workload. This skill has also been enhanced by my work experience, since I was required to finish cleaning activities within given timeframes. I can also prioritise and focus when I am under pressure. This skill is a requirement in the hotel industry, where services and efficiency have to be organised to keep an ideal service provision (Stylos et al., 2021).



<https://jandjcleaning.ca/wp-content/uploads/2024/10/Hotel-Cleaning-Services-BG-4.jpg>

ATTENTION TO DETAIL AND HYGIENE

- Critical for maintaining standards (Hossain, 2023)
- Ensures safety and customer satisfaction
- Developed through cleaning work experience
- Focus on cleanliness, safety, and presentation
- Small details significantly impact customer experience

Attention to Detail and Hygiene Standards

When it comes to hospitality, attention to detail plays a crucial role, in particular, in terms of keeping cleanliness and hygiene standards (Hossain, 2023). The module taught me that it is important to uphold high standards to guarantee customer satisfaction and safety. I have been able to attain good attention to detail as a cleaner. My duty was to make sure that there was cleanliness, safety and presentability in all the areas. I am proud of being highly standard and know how minor details can be so influential on customer experience. This is a skill that is very applicable in jobs in the hotel industry, where presentation and cleanliness are of great importance.



DIGITAL SKILLS

- Important for modern hospitality operations (Nuong and Ragavan, 2023)
- Learned tools like Word and cloud storage
- Developed awareness through Week 3 learning
- Continuous learning via LinkedIn Learning
- Supports efficiency in hotel systems and operations

Digital Skills

Efforts in improving digital skills are becoming significant in the contemporary hospitality industry because technology is prevalent in bookings, communication and operations (Nuong and Ragavan, 2023). During Week 3 of the module, I gained insight into my digital tools, including Microsoft Word and cloud storage, and online learning platforms. Another thing I discovered was the need to constantly develop using sites such as LinkedIn Learning. I believe in the applicability of digital tools in my academic life, and I know how to apply them in the workplace. The skills will enable me to embrace the application of digital systems in hotels and enhance my performance in the workplace.

PROFESSIONALISM AND WORK ETHIC

- Staff represent organisation professionally
- Includes reliability, punctuality, positive attitude
- Developed through Business Skills module
- Strengthened through work experience
- Builds trust with customers and employers (Vuong et al., 2021)



Professionalism and Work Ethic

The hospitality industry requires professionals, as staff members are the face of the organisation, and they are expected to maintain a positive image. Through the Business Skills module, I gained a more improved insight into professional behaviour such as reliability, punctuality, and positive attitude. I believe that I am a hardworking, responsible, and committed person to do things to the best of my ability. My work experience has supported the need to be consistent and responsible. I would always strive to do my job professionally, and this is a key element in creating trust between the customers and me, as well as the employers (Vuong et al., 2021).



My Personal Skills and Employability

Through the course of the module, I have gained various transferable skills that help me in being employable. These are time management, communication, teamwork and attention to detail. I also acquired more insight into the process of presenting myself professionally in writing the CV and personal branding. I am a driven person who likes to work in challenging settings and help the team achieve success. The hotel industry is one of the fields in which I am particularly interested in a career that I can undertake and with which I can use my skills as well as advance in my professional growth. I believe that my abilities and optimism will make me excel in this profession.

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CONCLUSION

- Hospitality requires a combination of key attributes
- Skills developed through module and experience
- Improved understanding of industry requirements
- Identified strengths and areas for growth
- Prepared for future career in hotel industry

<https://indiaedu.in/blog/141-insights/blog-header-141-insights/14120management.jpg>

Conclusion

To sum up, the hospitality industry demands the synthesis of several important qualities, such as communication, teamwork, time management, attention to detail, digital skills, and professionalism. The Business Skills module has enabled me to gain a lot of insight into these attributes and the ways they are applicable to real-life situations. I have also managed to consider my personal strengths and areas of self-improvement that will assist me in my future career. In general, I think that the experiences I have acquired throughout this module have equipped me with the skills needed to work in the hospitality sector and will make me successful in the professional setting.

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