

BMSW4005

Professional Career Development

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Introduction

An essential reason to engage in the reflective analysis is so that one may learn more about the factors that have influenced his ideas and actions as well as get insight into how he might improve (Bassot, 2015). This is a reflective report that will critically go through my experience with the role-play interview that I had with my partner. The first task will show the role-play. Then the next task would go through its experience and findings. The task will discuss my strengths and areas where I have to focus in order to improve my weaknesses. Then it will also show my employment readiness, with goals. Finally, it will share an action plan that would help me in achieving these goals.

Personal reflection

Writing in a reflective analytical style gives one the opportunity to explore one's own life events via the medium of writing. In the process of practising reflective analysis, one could talk about a specific issue or occurrence, engaging in rational reflection about what took place, why it took place, as well as what one has gained from it (Logan, 2018). This analysis offers one the chance to objectively analyse the experiences and relate them to the instructional goals of the core program. There are many different paths that can be taken to get the desired outcome (McIntosh, 2019). For my reflection on role-playing, I have chosen Gibb's Reflective analysis model.

Gibbs's reflective analysis is conducted in order to articulate why the experiences were either great or unpleasant, and it is this phase of the reflection that should take up most of the time (Patel, 2018). Take into consideration the information presented in the earlier phases, and make a list of the things that contributed to overall success, such as the lessons one has had in the past, the studies done, or the opinions of others. This model would help me go through the role-play description, my feelings, evaluation, analysis, the conclusion of the whole play and the action plan that would show the development planning thoroughly.

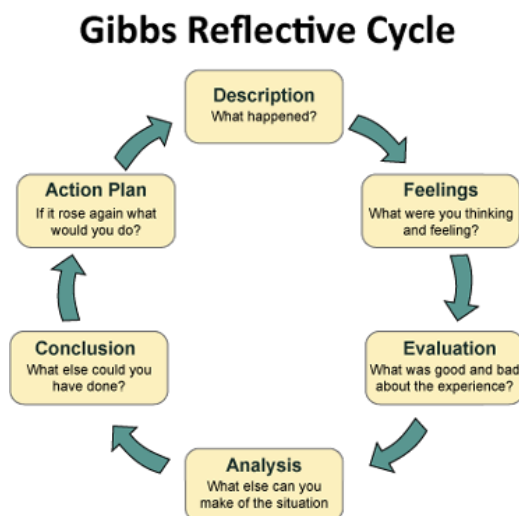


Figure: Gibb's Reflective Cycle (Gibb, 2016)

Description: Learners were able to put themselves in the shoes of both the hiring manager and the prospective employee in this role-playing exercise. Respondents gain insight into the hiring procedure as a whole by going through this exercise. The questionnaires were created by the hiring managers, and the candidates were expected to answer them on the spot and without preparation.

Feelings: During the course of the conversation, in which I was the interviewee. I can still vividly recall the anxiety that I had when I was asked the questions; despite the fact that we had practised multiple times, I was highly nervous, even though on the contrary, found calmness in my partner's tone.

Evaluation: Many good things stood out to me throughout our role-play. In spite of my terrible fears and nervousness, I think the interview role-play went quite well, and I found my partner's composure to be reassuring and inspiring.

Analysis: From the interview, I can say that I have found it really positive and informative. Moreover, I think that my partner and I were fairly optimistic, and we attentively watched the time span that was provided to us, and as fact, we had completed our role-play presentation before the amount of time that has been allotted to us.

Conclusion: I can say that it was fairly proven that my partner and I definitely have the potential for development in a variety of areas. We both can focus on those areas better now.

Action plan: As a result of participating in this exercise in role-play reflection, I feel that we have gained a knowledge of our weaknesses, and we would be able to make the necessary adjustments if such interviews arise again. Through such practice, we may have the extraordinary potential to top the ranks of possible interviews in future.

My skills to be applied for this job

To work as a housekeeper in a hotel, I can contribute distinct skills in the workplace. The followings are described briefly.

Adaptability and Flexibility

The fact that it is able to administrate several tasks simultaneously and that it is adaptable enough to function in settings, administration, surroundings, and regulations that are always altering is something that is very highly valued. My previous job has helped me much in working on this skill, and now I can contribute better with this ability.

Communication

The act of passing on one's thoughts and feelings is what we refer to as communication. The ability to communicate clearly and effectively is one of the fundamental requirements for optimum performance (Sanon, 2017). Therefore, having strong communication abilities is an absolute must for working in the Housekeeping sector. Housekeepers need to be able to pay attention and comprehend the instructions that are being provided to them in order for them to be effective in completing the chores at hand. They must be aware of when it is appropriate to inquire about further explanations and know how to react in a courteous manner. They would be better able to communicate as a result of having this talent.

Efficient multitasking

To successfully fulfil all of the functions and obligations that come with the particular expert job, one of the most significant qualities that are necessary is the capacity to juggle many duties at once (Steadmon, 2018). For this reason, it is essential to synchronize one's talents in terms of managing time and multitasking in order to be able to carry out these responsibilities effectively.

Attention to detail

I have a good position in attending to details while doing my work. In order to be successful in their profession, housekeepers need to have an unwavering focus on the smallest of details (Steadmon, 2018). These specialists in the housekeeping sector need

to have a good eye for detail in order to properly accomplish their jobs, which range from arranging a variety of home objects to assuring that floorboards and window frames are spotless and left streak-free. A housekeeper would be highly effective in their job if they are meticulous in their approach to accomplishing their responsibilities.

Interpersonal skills

Housekeepers frequently interact straight with customers and are expected to collaborate effectively with their teammates if they wish to be productive in their field. Steadiness, cooperation, and accountability are examples of common interpersonal qualities required of housekeepers in order for them to do their jobs effectively.

Skill gaps that are required to develop

Even though I feel that I am qualified to have a housekeeping position in hotels, I still feel the lack in several sectors. In order to contribute my best, I will have to focus on these areas of weakness.

Time management

I find that keeping things organized helps me get the most out of the time I have available to complete the activities that need to be done. My ability to organize my schedule is one of my strengths, but I struggle to provide great performance when time constraints are tight. I take some time to figure things out so that I can carry them out according to the specifications. Having said that, I need to improve both my capacity to operate under pressure and my capacity to juggle several responsibilities at the same time.

Consistency

Working after business hours has often made me face mismanagement in my work or performance. I used to lose consistency in work. As per my schedules, I had failed to complete my larger chores, before my smaller ones. This is required to be developed.

Lack of organizational techniques

This is an area where I might have to focus highly. Due to my study and job, I often do not work on organizational techniques that could have explained strategic techniques which would help one work better and easier. The majority of the housekeeping that has to be done is usually very easy to understand. The first and most important area in which the majority of housekeepers have room for improvement is organization. Conducting research on the many methods that are available and learning how to manage a broad array of goods and space configurations. With this, I will be able to get over multiple strategic techniques that would help me work faster and better in future.

Understanding of personal strengths

With this interview role-play, I have figured out my strengths areas and weaknesses that I have to focus on. I have also performed a SWOT analysis that has helped me highly to identify my potential. I have identified a range of strengths that are worth high value in the housekeeping sector. In this way, I have gained insights into the level that shows how much I am ready for this employment. I have also identified my employment goals and an action plan to achieve the best success in my career.

Employment readiness

During the process of selecting a career path, I realized that I have knowledge gaps in several areas. I believe that I have to improve both my knowledge of hotel management and my concentration on reaching better positions in order to be successful. So, I have decided to attend training in time management. As a result, I should be able to comprehend the duties and obligations of housekeeping with the support of this training.

Employment goals

- To gain a better position in the hotel housekeeping department.
- To help the hotel reach a great height with all my best assistance
- To acquire more knowledge about hotel organizing.
- Getting more acquainted with the latest approaches to housekeeping.
- To achieve promotion with my highest contribution.
- To face the challenging environment of hotels.

Action plan

- Develop my time management skill with the training to complete my chores even under rough schedules.
- Looking for jobs with higher opportunities and potential.
- Building more self-confidence.

- Focusing on the weaknesses and scheduling the tasks to organize the ways of advancing the aspects.

Recruitment and selection

This interview role-play has helped me gain a lot of insights and take notes of particular aspects that should be taken care of. During the interview I was asked about my interest, skills and abilities, what were my skill gaps, and what steps can I take in order to develop my skill gaps. I was really nervous and anxious inside but did not show in my expression that much. But the nervousness has quite affected my answers and the way I was responding. Even though I was confident about my interview when I was preparing for it, the extreme anxiousness caught me as this was an interview after so long. But one positive side was that my partner was really calm, which has helped me a bit too. The style of asking questions in the interview was highly friendly. This is why this interview went well even better than my expectations. Thus, it can be said that this role-play interview regarding the recruitment and selection process was really helpful for my upcoming career. It has helped me recognise my strengths and focus on my weaknesses. Hopefully, my next interview in any workplace or organisation will go far better with this experience.

Conclusion

This is a reflective report that has helped me much in identifying my strengths, and weaknesses and even showed potential opportunities in the upcoming career path. This report has two tasks. One is to show a role-play interview over my job position as housekeeping. The next task was a reflection on this whole interview and discussing my strengths, skills and abilities. It has also shown my experience of role-playing with Gibb's Reflexive analysis model. It has also explored the skill gaps that I need to develop. Next, it has discussed my employment readiness, goals and an action plan to achieve my goals.

References

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Appendix 1: Role-play

Interviewer: Hello, Good morning. I can see that you are highly qualified for many other sectors to apply. Why do you choose the housekeeper supervisor job?

Interviewee: Good morning, mrs ... Thank you. I have always had an eye for cleanliness and tidiness. I like to keep stuff organized, keep them clean and neat. I try to make sure that everything is freshly stocked. This habit of mine made me choose this position to work in hotels. Because in hotels, organizing, cleaning, and keeping things tidy are highly prioritized. Thereby, I can enhance my interest and skills by working here.

Interviewer: What are some of the most important qualities for a housekeeping supervisor to have?

Interviewee: I believe some of the most important qualities for a housekeeping supervisor are organization ,communication skills and attention to detail. As a housekeeper ,I am used to working independently ,but as a supervisor ,I need to be able to communicate clearly with my team members and help them .Being organized is also essential because I may be responsible for managing budgets and inventory.

Interviewer: Do you have any experience with this job? Have you worked anywhere previously as a housekeeper?

Interviewee: In my last workplace, I was working in office complex where I was night supervisor after office hours. To guarantee that every hall, desk, and lavatory was thoroughly cleansed, I consistently kept organized and made efficient use of the time I had available. In addition to this, I ensured that the recyclable materials and garbage cans were cleaned out and that all of the necessary supplies were supplied in the restrooms.

Interviewer: How would you deal with a situation where one of your employees was not meeting your quality control standards?

Interviewee: If I noticed one of my employees was not performing up ,I would first have a private conversation with them to understand why they where struggling .If it was simply a matter of needing more training or resources ,I would provide those things for them

.However ,if there was any issue with their attitude or work ethic I will discuss our policies on these topics and give them a warning about consequences if they did not improve .

Interviewer: Can you work evenings and weekends?

Interviewee: Yes I can work in the evenings, and sometimes in the weekends Aswell ,so if you will need me I will come to help !

Questions asked in an interview for the position of Hotel Manager

1. Why are you interested in this hotel manager position?
2. What are a manager roles responsibilities?
3. What would you do if you had double booked rooms and the hotel is fully booked?
4. Which aspect of being a hotel manager will be the most difficult for you?
5. How would you describe your typical day as a hotel manager ?

Appendix B: Application Form

Job Application form

Application for [Housekeeper] SUPERVISOR

Details: email phone number : Not provided because of data protection

Name: Camelia Danila

Education and training: High school of music and visual arts

Qualifications

- Effective communications
- Adaptability and flexibility
- Attention to details
- Efficient multitasking
- Interpersonal skills

Employment history

Work experience in an office as a housekeeper.

Name of employer: Dane Ryan

Job title: Housekeeper/ Office cleaner

Duration of the job: November 2021- August 2022 (10 months)

Reason for leaving: Looking for better opportunities

Duties:

- Cleaning office rooms and desks.
- Vacuuming, and mopping the floors of the hallways.
- Sweeping the window frames.
- Carrying the trash cans to the garbage/dumpster.
- Ensuring the restocking of the supplies.
- Controlling infections.

Previous employers

With an interest in my cleanliness and tidiness habits, I joined the previous workplace. Besides carrying on my study, I used to work there after business hours. I had to cope with tight schedules and organise proper maintenance. These have helped me much with developing my skills and abilities.

Supporting statement

Even though having a vast area of facilities, my previous workplace had very little opportunity to get promotions. And working after business hours was also getting rough on my study schedules. With the expectation of having better benefits and facilities, I intend to apply here. I can assure you of my best contribution to this hotel in ensuring its highest achievement.

Right to work in the UK

No, the work permit is not needed.

References

Please give the names and contact details of 2 people whom we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Camelia Danila

Signature:

Date:02.12.2022