

Cert HE Business Skills for the Workplace

Employability and Career Development
(LCLM4005)

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Introduction

Task 1

This work focuses on employability and career development in the hospitality industry. I analyse two job adverts, identify key skills, reflect on my personal strengths and weaknesses, and create a Personal Development Plan to support my future goal of becoming an Assistant Manager. Understanding employability skills is important because employers expect graduates to demonstrate leadership, communication, teamwork, and problem-solving (Andrews & Higson, 2008).

Advert 1 Summary: Assistant Restaurant & Bar Manager

The first advert I chose is for an Assistant Restaurant and Bar Manager in Harpenden. The job offers a permanent full-time position with a salary between £40,000 and £42,000. The company is looking for someone with at least three years of experience in restaurant management. The main responsibilities include leading the team during shifts, training staff, solving problems, and keeping high standards of service. The advert also highlights communication skills, customer service, decision-making, and operational management, which are essential employability skills in hospitality (Yorke, 2006). The workplace is described as friendly and supportive, with benefits like pension and discounted food.

Assistant Restaurant and Bar Manager
Harpenden, Herts
£40,000 - £42,000 a year · Permanent, Full-time
Apply with Indeed

Job details
Pay: £40,000 - £42,000 a year
Job type: Permanent, Full-time
Location: Harpenden, Herts

Full job description
Join Our Team as a Asst Restaurant & Bar Manager - Celebrating 23 Years of Exceptional Hospitality!
As an independent run business, we've proudly served our community for over two decades. Now, as we approach our 23rd year, we're looking for a vibrant and outgoing Asst Restaurant & Bar Manager to help lead our team and continue delivering the best hospitality in the area in a very busy & popular site.

What We Offer

- **A Supportive Team Environment:** Work alongside passionate individuals who share your commitment to excellence.
- **Opportunities for Growth:** Take on leadership responsibilities and develop your career in a thriving establishment.
- **A Welcoming Atmosphere:** Be part of a place where both staff and guests feel valued and appreciated.

Your Role:
As our Asst Restaurant & Bar Manager you'll be at the heart of our operations, ensuring every shift runs smoothly and our guests have an unforgettable experience. Your responsibilities will include:

- **Leading by Example:** Motivate and guide a diverse team, fostering a positive and efficient work environment.
- **Training and Mentoring:** Support new and existing staff, helping them grow and succeed in their roles.
- **Managing Shifts:** Oversee daily operations, ensuring high standards of service and customer satisfaction.

What We're Looking For:
The ideal candidate will have:

- **Proven Leadership Skills:** Experience in motivating and managing a team.
- **Exceptional Communication:** Ability to connect with staff and guests alike.
- **Calm Under Pressure:** Handle busy periods with grace and efficiency.
- **Strong Work Ethic:** Dedication to maintaining high standards.
- **Experience:** At least 4 years in the restaurant industry, with 2 years at a supervisory level.
- **P Passion for Hospitality:** A genuine love for delivering outstanding service.

Responsibilities include:

- **Shift Management:** Lead shifts independently, ensuring smooth operations.
- **Financial Oversight:** Reconcile bills and manage cash handling procedures.
- **Staff Development:** Mentor and train new team members.
- **Continuous Improvement:** Assess and enhance daily operations to maintain excellence.

If you're ready to be part of a team that values dedication, teamwork, and exceptional service, we'd love to hear from you. Apply today and help us continue our legacy of outstanding hospitality!

Job Types: Full-time, Permanent
Pay: £40,000.00 - £42,000.00 per year
Benefits:
• Company pension
• Discounted or free food

Benefits:
• Company pension
• Discounted or free food
Ability to commute/relocate:
• Harpenden, Herts (relocate before starting work (required))
Experience:
• Restaurant management: 2 years (required)
Language:
• English (required)
Work authorisation:
• United Kingdom (required)
Work Location (Preferred):
Reference ID: Asst Restaurant & Bar Manager
Report job

Illustration 1 Advert assistant Manager; Indeed (2026)

Advert 2 Summary: Assistant General Manager – Bleecker Spitalfields

The second advert is for an Assistant General Manager in a busy London restaurant. The salary is up to £38,000, and the company offers benefits such as bonuses, private medical insurance, paid breaks, and leadership workshops. The role focuses on supporting the General Manager, training and inspiring the team, and keeping operations consistent. The advert asks for experience in hospitality management, the ability to multitask, good communication, and confidence working under pressure. It also promotes values like diversity, teamwork, and passion for good food, which are important for employability and graduate identity (Hinchliffe & Jolly, 2011).

Assistant General Manager
Bleecker - Spitalfields (5 - 14) •
London E1 6SA
£38,000 a year - Full-time
Apply with Indeed

Job details
• **Pay**
£38,000 a year
• **Job type**
Full-time
• **Location**
London E1 6SA

Benefits
Based on the full job description:
• Annual bonus
• Employee discount
• Sick pay
• Discounted or free food
• Private medical insurance

Full job description
We are looking for an Assistant General Manager to join the Spitalfields team!

The role:
The Assistant General Manager is the General Manager's right hand. They lead, inspire and train AGM plays an essential part in running the site's operations. They support driving sales and food consistency, ensure compliance with company standards and assist with training, recruitment, scheduling.

The benefits:
• Up to £2,500 KPI bonus, plus up to 5% of salary as a yearly profit bonus
• Company sick pay and generous parental leave
• BUPA - private healthcare plan
• Paid breaks with daily food & drink allowance
• Earn up to £1,000 for referring a successful hire
• 50% discount for you, your friends and family when you're off shift
• Stream - access up to 50% of your earnings ahead of payroll
• Health Assured - 24/7 helpline, counselling sessions and much more
• Supplier visits and fun brand events
• Leadership and career development workshops
• Milestone Recognition - up to 3 weeks' paid holiday at 5 and 10 years of service

About you:
• Experience as an Assistant General Manager in hospitality
• Looks after, trains and nurtures your team

About us:
Zan Kaufman founded Bleecker in 2012. We started as a food truck and today we have restaurants and delivery kitchens across London. We stand for cooking the best burgers in an equal world, and our values are **united, passionate, empowering and diverse**.
Our origin is **commitment to the burger**. In 2020, we were named the **Best Burger in the World**! World's 101 Best Steak Restaurants. In 2020 and 2024 we won Best Burger at the **National Burger Awards**.
Bleecker is proud to be a **London Living Wage** employer. In 2026, Best Companies awarded us their two-star **"Outstanding to Work For"** accreditation.
Bleecker is proud to be a **Stonewall Diversity Champion**, and we continue to build a culture where LGBTQ+ employees are free to be themselves.

At Bleecker equality, diversity and inclusion are central to our vision and values. We are committed to creating a workplace where people of all ethnicities, genders, sexual orientations, nationalities, religions, ages, socioeconomic backgrounds and abilities are welcomed, supported and empowered to thrive. We strongly encourage applicants from diverse backgrounds, particularly people of colour and those from the trans and non-binary communities to apply. When we recruit, train, promote or engage in any people practice, we do so with fairness. Bleecker is a place where different voices, backgrounds and experiences come together. Better burgers come from stronger teams who are empowered and able to bring their whole self to work.
Want to tell us more about you? Don't let it slide, just hit apply!
BEECKERMANAGE

Report job

Illustration 2 Advert assistant Manager; Indeed (2026)

Comparative Analysis

Both adverts ask for similar skills because they are similar roles in hospitality. The two companies want someone who can lead a team, communicate clearly, solve problems, and maintain high standards of customer service. They also expect the manager to work well under pressure and support daily operations. The main difference is that the first advert focuses more on supervision of shifts and hygiene policies, while the second advert highlights company culture, diversity, and fast-paced work. These

similarities reflect the importance of soft skills in hospitality management (Andrews & Higson, 2008).

Key Skill for My Future Role

The main skill I chose for my future role is leadership, because it appears strongly in both job adverts and is essential in hospitality management. Leadership helps managers motivate the team, solve problems, and maintain high service standards. Northouse (2021) explains that leadership is the ability to influence and guide others, which is necessary for managing busy shifts and supporting staff.

I also selected communication as a key skill because both adverts highlight the importance of clear and professional communication when supervising staff and dealing with customers. Good communication helps create a positive working environment, reduces misunderstandings, and supports teamwork. Cameron (2018) states that effective communication is a core part of management because it helps managers give instructions, provide feedback, and build strong relationships with their team.

By developing leadership and communication together, I will be able to support my team better, stay confident during fast decision-making, and maintain high service standards. These skills connect directly to my future goal of becoming an Assistant Manager in hospitality.

Short Anecdotes

During my time at work, I also had two funny moments that connect with what I have learned at the university. The first one happened when I asked for a day off. My manager asked me why I wanted it, and I replied, in a friendly way, that legally they should not ask for the reason. My manager laughed and said, "You are becoming a problematic boy," but in a joking tone.

The second moment happened when I was checking the rota. I told the managers, also joking, that something was wrong because legally we should have an

11-hour rest period between shifts. They laughed again and said, “You are learning a lot at university!”

Task 2

I wanted to reflect on my personal skills, my work experience, and the areas where I still need to improve, so this SWOT self-assessment helps me understand my strengths and weaknesses, and it also shows what opportunities I have for growth and what threats could affect my progress in hospitality. By analysing myself honestly, I can plan my development better and prepare for future management roles (Cottrell, 2019).

Table 1 SWOT Analysis

Strengths	Weaknesses
-Several years of experience in hospitality and supervision roles. -Strong leadership skills during busy shifts. -Good communication in Spanish, English and Portuguese. -Positive attitude and friendly customer service.	-Sometimes low confidence when making fast decisions. -Need to improve administrative skills (scheduling, stock control, reporting). -English is my second language, so formal writing takes extra time.
Opportunities	Threats
-Studying Business Skills for the Workplace helps my professional development. -High demand for managers in London hospitality. -Multilingual skills give me advantage in diverse teams. -Experience working with different managers helps me learn new leadership styles.	-Strong competition for management roles in hospitality. -Fast changes in systems and policies require constant learning. -Economic changes in London can affect job stability and promotions.

Evidence of Readiness for Employability and Personal Advancement

I believe I am ready to continue developing my career in hospitality because I have strong evidence from my work experience, my academic learning, and the feedback I received from colleagues and managers. These elements show that I am progressing and building the skills needed for a future management role.

My work experience gives me a solid foundation. I have worked for several years in hospitality, including supervisor roles where I was responsible for opening and closing shifts, supporting the team, training new staff, and dealing with customer problems. These responsibilities helped me understand how a restaurant operates and what a manager must do to keep service running smoothly. Working in busy environments also taught me how to stay calm under pressure and how to make decisions that help both the team and the customers. This experience shows that I can handle responsibility and adapt to different situations.

My academic development has also improved my employability and leadership. I learned how to write clear reports, communicate professionally, and present ideas with confidence (Cottrell, 2019). I also learned about UK workplace regulations and health and safety rules (ACAS, 2024; GOV.UK, 2024). Group work helped me improve leadership by learning how to support others and guide a team positively (Goleman, 2013).

I have also received positive feedback from managers and colleagues in different jobs. They often tell me that I am reliable, organised, and good at supporting the team. In previous roles, managers trusted me with tasks such as supervising shifts, training new staff, and handling customer issues. This feedback motivates me and shows that I have the right attitude for leadership and teamwork. It also gives me confidence that I can continue developing into a management role.

Finally, my multicultural background and language skills also support my readiness. Being able to communicate in Spanish, English, Portuguese, and a little French helps me connect with customers and colleagues from different backgrounds, which is essential for employability (Andrews & Higson, 2008). It also supports teamwork, because communication is essential for a positive and productive workplace.

Overall, my experience, academic learning, and feedback demonstrate that I am ready for employability and personal advancement. I still have areas to improve, but I am motivated to continue developing my skills and move towards an Assistant Manager position.

Task 3

Employment Goals & Personal Development Plan)

Based on the weaknesses identified in my SWOT analysis and the areas I described in my Evidence section, I created my short-term and long-term employment goals. These goals will help me improve my confidence, my administrative skills, and my formal English communication, which are essential for my future role in hospitality management.

Personal Development Plan (PDP):

Table 2 PDP

	SHORT-TERM TIME FRAME	MID-TERM TIME FRAME	LONG-TERM TIME FRAME
SECTION 1 - MY GOALS	Improve confidence when making fast decisions during busy shifts. Strengthen administrative skills (scheduling, stock control, reporting). Improve formal English writing for professional communication.	Develop stronger leadership skills. Improve communication when supervising teams. Gain more experience in shift supervision.	Become an Assistant Manager in hospitality. Master digital systems used in restaurants. Complete professional development courses.
SECTION 2 - SKILLS AND KNOWLEDGE TO BE LEARNED	Decision-making under pressure. Basic management administration tasks.	Team leadership and motivation. Conflict resolution and communication.	Advanced leadership and team management. Digital tools (stock software, scheduling systems).
SECTION 3 - NEXT STEPS	Writing clear and structured reports in English. Ask my manager for small leadership tasks to practise decision-making. Practise scheduling and stock control weekly with supervisor guidance. Write short reports and ask tutors or classmates to review them.	Organising and managing daily operations. Take leadership responsibilities when possible. Observe experienced managers and learn from their style. Participate in team meetings and practise giving feedback.	Professional hospitality management knowledge. Enrol in leadership workshops or short courses. Practise digital systems at work. Apply for internal promotions when ready.
	Short-Term Time Frame	Mid-Term Time Frame	Long-Term Time Frame

SECTION 4 - RESOURCES	Support from manager and supervisors.	Leadership guidance from managers.	Training budget or company support.
	Time to practise administrative tasks.	Opportunities to supervise shifts.	Access to digital systems at work.
	University writing support and feedback.	Workplace training sessions.	Time for courses and practice.
SECTION 5 - TIME SCHEDULE	Start: Immediately.	Start: After completing short-term goals.	Start: After mid-term goals.
WHAT IS MY TIME SCHEDULE?	Finish: Within 6 months.	Finish: Within 2 years.	Finish: Within 3 years.
WHEN WILL I START?	Now	After completing short-term goals	After mid-term goals.
WHEN DO I EXPECT TO FINISH?	6 month	Within 2 years	Within 3 years
SECTION 6 - COMPLETION	☐ _____ Date	☐ _____ Date	☐ _____ Date
WHEN HAVE I COMPLETED EACH STEP?	☐ _____ Date	☐ _____ Date	☐ _____ Date
	☐ _____ Date	☐ _____ Date	☐ _____ Date

Conclusion

In conclusion, this self-assessment helped me understand my strengths, weaknesses, and the areas where I need to improve to progress in hospitality. By analysing my experience, academic development, and feedback, I can see clearly what skills I already have and what I still need to work on. My short-term and long-term goals give me a clear direction, and my Personal Development Plan shows the actions I will take to become more confident, organised, and prepared for a future management role. Overall, I feel motivated to continue improving and to work towards becoming an Assistant Manager in the next few years.

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