

Module Name: Business Skills for the International Hotel

Industry

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Contents

Introduction.....	3
Task 1- Reflective Journal.....	4
Experience	4
Reflection.....	6
Action	6
Task 2: Action Plan.....	8
Areas for improvement that are required for excelling in career opportunities	8
Action Plan for addressing the skill gaps	8
Steps to be followed for enhancing the core strengths	9
Task 3: Professional Development: Building a personal and the promotion of.....	10
professional identity	10
A professional Curriculum Vitae using a professional template in Canva	10
Importance of CV	10
Definition of Curriculum Vitae.....	10
Importance of CV for the specific job role	10
Cover letter for applying to the job role of being a product manager at Amazon	11
Summary of the personal profile	13
Task 4- Presentation	14
Slide:	14
Conclusion	18
References.....	19

Introduction

The aspect of skills and proficiencies plays an important role in the life of an individual. With the help of enhanced skills and other capabilities, the individuals get the opportunity to further excel in their career opportunities. The following assignment will highlight the different types of skills and other proficiencies that are required for the individual to enhance their career perspectives. There will be four tasks that will be highlighted in this assignment. A reflective journal will be provided with the ERA model for elaborating on the experience that is gathered by the individual during the learning weeks of the business class. An action plan will also be provided for the individual to enhance their skills and areas of capabilities. A curriculum vitae will highlight for the individual about the various types of proficiencies and other capabilities in their professional area. The last task will be highlighting a presentation in which all the different types of proficiencies that are needed for the individual to excel in their professional life.

Task 1- Reflective Journal



Figure: ERA model

Source: (Robinson, 2022)

The ERA model is an effective framework to reflect on actions, and this model is a combination of three main steps. These steps are experience, reflection and action, which help in analysing the entire situation and increase the efficiency of own reflection cycle. One of the main benefits of using the reflection model is its simplicity, due to the three steps that can be applied (Robinson, 2022). Along with that, one can gain clarity of their actions and approaches by using this reflection model. The overall experience of the six weeks is described below in the report by applying the three steps of the model-

Experience

I had attended classes for the whole 6 weeks, where I got the opportunity to learn about the hotel industry. The classes were held within the institute's premises, and different lecturers were present in the class during these six weeks to teach us about the hotel industry. The durations of each class were around 45 minutes to 1 hour, and in a week, all the students were given 4 classes. I tried to attend most of the classes; however, I missed three classes in between due to some health issues. The classes involved visual aids, where projectors were used to give us more detailed information. Other than that, boards were also used by the teachers to write down important information for us to write down. Students were allowed to take their laptops into the classrooms to note details or even research on the spot, if anyone had any

Business Skills for the International Hotel Industry

confusion. Along with that, I have also seen some student use their notepad, probably because they did not have a laptop. For me, using a laptop was convenient, hence I have used that throughout my learning sessions. In this entire session, I have gained a lot of knowledge regarding the hotel industry (Elphick, 2025). There are two main departments in the businesses of the hotel industry, which are operational departments and administrative and supportive departments. Previously, I only knew about housekeeping, food and beverage, front office and a few more as the main jobs in the businesses of the hotel industry. However, from the classes, I realised all these jobs come under the operational department. On the other hand, HR, accounting and finance-related works, maintenance, security, and others fall under the administrative department. Other than that, I got to know about the required skills and knowledge that one should have to work in the hotel industry (Robinson, 2022). Employees should have organising skills and communication skills to complete their work efficiently, without any confusion.

Reflection

When I first got to know that I would get the opportunity to learn about the hotel industry with 6 weeks of classes, I felt very excited. I already have an interest in that industry due to different kinds of job opportunities in those businesses. In the first class, other students and I were briefly introduced to the topics that would be taught in the upcoming classes. This made me really excited as I realised this would be highly beneficial for my professional growth and open up career opportunities for me. One of the good things that happened in all the sessions, I got to interact with all the other students. This gave me the opportunity to learn about their perspectives and understand the study topic in a better way. This was one of the good experiences as I got the opportunity to utilise my effective communication skills (Lacalle, 2024). On the other hand, we were given the opportunity to research on the spot regarding the study topic. It was another good thing, because I got detailed information and understanding of the hotel industry by using my IT skills. Also, in some places, I was confused about some things; with my communication skills, I was able to convey it to my teachers and solve any queries. In one class, I were asked to describe a scenario of the hotel industry, where I was the worker and had to handle an angry customer. That was one of the bad experiences for me, as I was unable to think of any suitable situation. The reason I faced such struggles was due to the weak creativity skills in me, which I realised I had to work on. Other than that, we were given small tasks after each class, as homework, due to my weak time management skills. I was unable to finish my tasks within my time; hence, that was one of the bad experiences for me in the whole learning session. Also, tutors were given us various imaginary scenarios that an employee can face in the hotel industry (John Gallucci Jr, 2025). I was struggling that day, as I had to use my critical thinking skills to answer how I would act in that situation. Hence, that was another bad experience for me, which made me realise that I have to work on these skills.

Action

From all my experience, I have realised I need to improve some of my weak skills for me to achieve growth in the industry. If a similar situation arises, like answering how I would handle any situation, I will have to analyse the other students and how the way they are answering. This will be effective for me to create my own answers and handle the situation. Along with that, if bad situations like this occur again, like not being able to submit the tasks on time, I would make a timetable for myself. The timetable will help me organise all the tasks as per the emergencies, and I will not miss any deadlines (marr, 2022). My creativity skills are also not

Business Skills for the International Hotel Industry

good, and this realisation came after attending all the classes. I can look for effective online tools and software on online platforms to improve my creativity skills. This software will give me a hypothetical situation and challenges, which I will have to solve. Along with that, listening to issues and problems and trying to solve them will help me improve my creativity and critical thinking skills. From the overall experience, I have gained some valuable knowledge, which I will utilise to get appropriate jobs in the hotel industry.

Task 2: Action Plan

Areas for improvement that are required for excelling in career opportunities

Evaluating my experience from attending the class regarding Business Skills, I have realised that there are many areas that require further required for improvement. It is quite necessary for me to learn these skills, as lacking these skills will significantly prevent me from reaching my career goal. Being an individual, I aimed to live a fulfilling life in the future. The different areas that I further require to enhance are learning the skill of time-management skills, creativity skills and critical-thinking proficiency (Young, 2023). Among all these proficiencies, I am committed to learn the skill of time management. I think that time-management proficiency stands as one of the most important for reaching success in my life. Lacking in creativity skills will prevent me from critically analysing a specific situation in the profession that I adhere to.

Action Plan for addressing the skill gaps

<i>Skills to be developed</i>	<i>What needs to be done</i>	<i>Resources Required</i>	<i>Measuring the success of learning the skill</i>	<i>Time Required</i>
Creativity Skills	To think out of the box for a particular scenario.	Books and journals written by famous authors on this topic and practice brainstorming.	Embracing feedback from the seniors and peers to make improvements in this skill (Perry, 2024).	5-6 months.
Time-Management Skills	Follow a schedule for the assignments.	Reading books by different authors on this proficiency and practising the Pomodoro technique (Hart, 2024).	Checking myself to see whether I am submitting the task on time.	3 months.

Business Skills for the International Hotel Industry

Critical Thinking skills	Evaluate the situation in detail whenever encountered.	Enrolling myself in online platforms and reading other educational articles to enhance this skill.	Asking for feedback from my respected professors regarding my performance on the different types of assignments.	2-4 months.
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Steps to be followed for enhancing the core strengths

I have also realised that there are many areas of proficiency where I am quite proficient, and which will also further help me to excel in my specific career field. Therefore, under the category of strengthening skills, my written and verbal communication skills fall. Further, I also have strong IT and adaptability skills. Among these areas of expertise, I think that my IT capability stands quite strongly for me (Koo, 2023). This will help me reach my dream career opportunity in the future. I also commit to enhancing these strengths to achieve my career goal and live a fulfilling life in the future. I will be making improvements in my communication skills by journaling on a daily basis. Practising journaling will help me to improve my grammar and strengthen my written communication skills (Gattig, 2024). To enrich my verbal communication expertise, I am required to maintain the posture and maintain eye-contact with the individual with whom I am engaging in a conversation. Furthermore, I will be following the latest trends of the industry to enrich my IT proficiency and help me gain an understanding of the digital trends in market situations. Thus, I will be following these steps to enhance the core strengths of my career opportunities in the future.

Task 3: Professional Development: Building a personal and the promotion of

professional identity

A professional Curriculum Vitae using a professional template in Canva

Importance of CV

Definition of Curriculum Vitae

A curriculum vitae is an official document that outlines the educational background and other proficient areas and experiences that the individual that the person adheres to. A thorough analysis states that a CV is considered to be one of the longest and an in-depth evaluation of the work of an individual. The primary components of a CV include the academic and professional history of the person (Ryan, 2023). Additionally, a section of work experience is also included to highlight the specific work experience that the individual has gained. All these aspects are quite important for the individual to showcase their skills and areas of proficiency for the particular job role of the enterprise. CVs are often made up of multiple pages, describing the events and other areas of accomplishment that the individual has achieved.

Importance of CV for the specific job role

A particular curriculum vitae is quite important for the organisation to get an idea about the job role that the individual wants to enrol on. Research also shows that a Curriculum Vitae acts as a marketing tool for the specific entity for showcasing their skills and proficiencies that meet the requirements of the organisation. It ultimately benefits the responsible human resources manager to get a good understanding of the worker who is going to be hired in the network of company. There is quite a high potential for the existing organisation to get a lot of applicants from interested candidates in the international market (Gov.UK, 2025) Therefore, among those different applications, it is quite likely that the responsible HR manager to experience the different types of resumes for showcasing the proficiency of expertise. A specific CV will be able to provide the different types of skills and proficiencies that the individual possesses for the specific organisation in the sector.

Cover letter for applying to the job role of being a product manager at Amazon

To: The Human Resources Manager at Amazon

Date: 23.11.25

To Sir and Mam,

I am willing to join your esteemed organisation as a product manager. I share a high interest in joining this organisation and contributing to the success of the organisation within the required time. Kindly look at my curriculum vitae to get an understanding of my skills and other areas of proficiency that I have. I am sure that with the help of my skills and other abilities, I will be able to drive excellence in this professional field. The contact information is given in the Curriculum Vitae for contacting me for future references.

Business Skills for the International Hotel Industry

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EDUCATION
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PROFILE
I can be considered an energetic and proficient individual with capabilities and other skills. I aim to become a Product Manager in the business of Amazon. The skills and the proficiencies that I adhere to are the IT skills, communication and adaptability skills. Additionally, I am quite proficient in both written and verbal communication skills. With these skills, I am confident that I will be contributing to the success of the entity and helping it to make a significant presence in the sector (Person, 2022). In the contemporary scenario, I have also realised that the majority of companies are using the latest digital tools that help them to gain a competitive edge among the emerging businesses. Therefore, being a mature and skilled individual, I will be utilising my IT skills to contribute to the factors of success and competitive advantage in the business. Being a potential candidate for working for the business of Amazon, I am required to work with teams in the workforce (Aboutamazon.com, 2025). Therefore, I will be utilising my adaptability skills to adjust to the new team members. I fully commit to boosting the competitive edge of the organisation by using my different areas of expertise.

WORK EXPERIENCE

- Product Manager
- Hotel Restaurant Manager
- Operation Manager

SKILLS

- IT skills
- Verbal and written communication skills
- Adaptability skills
- Management

https://www.linkedin.com/in/michal-pompa-33749a3a5?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app

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Q Michal Pompa

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Michal Pompa

Add verification badge

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Amazon • Prifysgol Cymru Y Drindod Dewi Sant /
University of Wales Trinity Saint David
Cardiff, Wales, United Kingdom

0 connections

Open to

Add section

...

Enhance profile

Analytics

 Private to you

 **0 profile views**
Update your profile to attract viewers.

 **36 post impressions**
Check out who's engaging with your posts.
Past 7 days

Summary of the personal profile

I can be considered an energetic and proficient individual with capabilities and other skills. I aim to become a Product Manager in the business of Amazon. The skills and the proficiencies that I adhere to are the IT skills, communication and adaptability skills. Additionally, I am quite proficient in both written and verbal communication skills. With these skills, I am confident that I will be contributing to the success of the entity and helping it to make a significant presence in the sector (Person, 2022). In the contemporary scenario, I have also realised that the majority of companies are using the latest digital tools that help them to gain a competitive edge among the emerging businesses. Therefore, being a mature and skilled individual, I will be utilising my IT skills to contribute to the factors of success and competitive advantage in the business. Being a potential candidate for working for the business of Amazon, I am required to work with teams in the workforce (Aboutamazon.com, 2025). Therefore, I will be utilising my adaptability skills to adjust to the new team members. I fully commit to boosting the competitive edge of the organisation by using my different areas of expertise.

Task 4- Presentation

Slide:

Required skills to work in the hotel industry

Teamwork

- Teamwork is one of the most important skills that one should have to work in the hotel industry.
- Along with that, the skill of teamworking also helps in ensuring that every employee is working collaboratively and aligned with the standards of the hotel.

Leaderships

- Employees in the hotel industry are assigned various kinds of jobs and tasks.
- Also, leadership skills are very important in reducing misunderstandings, which ensures a smooth workflow



(Sanders, 2024)

Notes:

Required skills to work in the hotel industry

Teamwork

Teamwork is one of the most important skills that one should have to work in the hotel industry. The hotel businesses are all about offering good quality services to the customers, and the quality of work can increase if all the staff work well as a team (Sanders, 2024). Along with that, the skill of teamworking also helps in ensuring that every employee is working collaboratively and aligned with the standards of the hotel. Hence, the consistency of the service is maintained, along with smooth customer service, with the help of this skill.

Leaderships

Employees in the hotel industry are assigned various kinds of jobs and tasks. Due to a huge variety and high pressure, the chance of having misunderstandings and confusion is very high (Elphick, 2024). Hence, the skill of leadership is very important to guide all the workers properly and help them with their work. Also, leadership skills are very important in reducing misunderstandings, which ensures a smooth workflow.

Slide:

Gathered knowledge



Attention to details

- The classes about the hotel industry have helped me gain knowledge regarding the importance of attention to detail.
- I will be able to provide good services to them and improve their overall experience.

Cultural awareness

- Every customer comes from a different cultural background, and from all the classes I have realised how to handle difficult situations with customers from different backgrounds.
- The knowledge of cultural awareness will help me in my job within the hotel industry, as I can offer service after understanding their situations.

Notes:

Gathered knowledge

Attention to details

The classes about the hotel industry have helped me gain knowledge regarding the importance of attention to detail. I have realised that the way of teaching is different for every tutor; similarly, the preferences of the customers of the hotels will also not be the same. Understanding their preferences by noticing their tone and body language will help me excel in a job role (forbes, 2023). I will be able to provide good services to them and improve their overall experience.

Cultural awareness

Every customer comes from a different cultural background, and from all the classes I have realised how to handle difficult situations with customers from different backgrounds. The knowledge of cultural awareness will help me in my job within the hotel industry, as I can offer service after understanding their situations (Hoots, 2024).

Slide:

Gathered skills

Communication skills

- I got the chance to communicate with my fellow classmates and tutors in the class, which has helped me improve my communication skills.
- Also, communicating with the workers will become easier as well, which will help in reducing misunderstandings and confusion, and the workflow will be smooth.

Adaptability

- The pace of teaching by different tutors was different, which has helped me improve my adaptability skills, as I was adapting to the rapid changes in the chapters.
- This skill will handle any work pressure, which will give me the opportunity to complete my task without disrupting the overall operations.



(John Gallucci Jr, 2025)

Notes:

Gathered skills

Communication skills

I got the chance to communicate with my fellow classmates and tutors in the class, which has helped me improve my communication skills. With the skills, I can easily communicate with the customers and improve my overall customer service (Lacalle, 2024). Also, communicating with the workers will become easier as well, which will help in reducing misunderstandings and confusion, and the workflow will be smooth.

Adaptability

The pace of teaching by different tutors was different, which has helped me improve my adaptability skills, as I was adapting to the rapid changes in the chapters. These learned skills will be helpful for me to improve my employment position in the hotel industry, as I will be adaptable to changing company dynamics (John Gallucci Jr, 2025). This skill will handle any work pressure, which will give me the opportunity to complete my task without disrupting the overall operations. Hence, this is another skill that I have learnt and can be highly efficient to secure my job role in the industry.

Slide:

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Conclusion

The e-portfolio has evaluated the different types of skills and other areas of proficiency that are adhered to by the specific individual. These skills and proficiencies have been analysed to elaborate on the career opportunities for the future. The ERA model has been used for the first section of the task to explain the different types of experiences of the specific individual. An action plan has been highlighted for developing these skills and proficiencies in the given period. Rationale has also been provided for developing these capabilities and proficiencies in the future. An overall professional development of the specific individual has also been provided, along with their CV and a particular summary of the personal profile of the individual. Different types of skills and proficiencies are required to achieve success in the career of an individual.

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