

BMSW4005 Professional Career Development
Report

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Introduction

Planning for one's professional development is crucial to one's progress and advancement in one's chosen field. In order to advance in one's job, one must develop a strategy that includes setting attainable objectives, recognising skill gaps, and learning new information. A lack of direction in one's profession might leave one feeling unfulfilled in their current position and uninspired to go further. Individuals can gain focus, motivation, and satisfaction in their careers when they make plans for and take deliberate steps towards achieving their professional objectives (Moon, 2013). They'll be more useful to their employers thanks to their commitment to lifelong learning and the ability to adapt to new situations and challenges.

Recruitment and Selection

The six-step Gibbs reflective framework is a procedure that encourages reflection and self-improvement (Mind Tools, 2023). Explaining what happened, figuring out how individuals feel about it, what they learned from it, what they can do differently next time, etc. Here the following reflection is based on the role-play of job description and person specification.

Description

During the interview, I was questioned about my qualifications as a Customer Service Manager. I was probed on my track record of leading teams to success, my track record of enforcing business process adherence, and my track record of providing outstanding customer service while consistently exceeding KPIs (Moon, 2013). I appreciated the interviewer's interest in hearing about my experiences in the retail sector, where I have worked for several years. The interviewer asked me a number of inquiries about my background and credentials, which I used to make the most of my strengths and impress them.

Feelings

I was frightened at first, but then I realised that here was my chance to finally get the job of my dreams. As the interview went on, though, I gained trust in my capacity to articulate my strengths and accomplishments. I was looking forward to share my experience which I have gained.

Evaluation

The interview, in my opinion, went really smoothly. The interviewer was genuinely interested in hearing about my background and experience. Yet I wish I had used more concrete instances to back up my claims. I recognised that my comments may have been more interesting and remembered if I had gone into deeper detail and offered more clear examples.

Analysis

After giving it some thought, I decided that I should have provided more concrete illustrations of my background and how I handled difficult circumstances during the interview. This would make my answers more interesting and memorable to the listener. I also need to focus on my self-assurance so as to speak with greater authority (Johnson, 2020). The interview served as a valuable learning opportunity, and I want to put the advice I received to good use in future job searches.

Conclusion

The interview went well, and I feel that I made my skills and expertise clear to the interviewer. I learned a lot from the interview process and was glad for the chance to talk about my qualifications with the interviewer. To make my answers more convincing, though, I need to concentrate on giving more concrete examples in future interviews.

Action Plan

The more practise I have answering questions with concrete examples from my experience and problem-solving strategies, the better. I plan to learn more about the organisation and its culture in order to better meet the needs of the organisation and its employees. This will allow me to respond appropriately to the firm and position being sought. Also, I intend to hone my ability to articulate my views clearly and concisely. In order to create a better impression on future interviews, I intend to practise speaking with greater conviction and confidence. Finally, I'll ask for and use feedback from colleagues and close friends to enhance my practise sessions and get better.

Personal Strengths

As a previous Customer Service Manager, I refined several skills that have served me well in subsequent roles and in other aspects of my life. The following are eight significant benefits I obtained from this experience.

Effective Communication

As a manager of a customer service department, I found that learning to communicate well was one of my most valuable abilities (Buluş et al., 2017). I honed my skills in respectfully and effectively conveying my ideas to clients, coworkers, and other interested parties. This has enabled me connect with others, learn about their viewpoints and needs, and accomplish our collective goals as a team.

Competence in Solving Problems

Complex challenges and issues are common in customer service. Working as a Customer Service Manager helped me hone critical abilities including analysis, innovation, and deliberation. These abilities have helped me see problems and devise workable solutions in a wide range of contexts (Wismath et al., 2014).

Ability to Manage Time

In customer service, when time-sensitive requests and questions are prevalent, the ability to efficiently manage one's time is essential (Daft and Marcic, 2022). Working as a Customer Service Manager developed my ability to multitask, organize my schedule, and stay calm under pressure. Because of these abilities, I am now more efficient, organized, and productive in every facet of my life.

Interpersonal Abilities

Interpersonal competence is more than just the ability to communicate effectively (Johnson, 2020). Working as a Customer Service Manager equipped me with the skills of attentive listening, sympathetic understanding, and friendly interaction with others. Thanks to these abilities, I am better able to empathize with others, gain their trust, and work together productively.

Ability to Resolve Conflict

Managing conflict in customer service may be especially difficult, but it's common in every business (Katz et al., 2020). With my experience as a Customer Service Manager, I've learned how to effectively handle conflict by locating its origins, confronting the problem head-on, and arriving at a solution that satisfies all parties involved. These abilities have made me a more successful conflict resolver in my life both personally and professionally.

Teamwork Abilities

Providing first-rate service to customers requires efficient teamwork. Working as a Customer Service Manager taught me the importance of defining team goals, delegating responsibilities, giving and receiving criticism, and offering moral support. These abilities have made me a more helpful team member who is able to work well with others to achieve shared goals.

Adaptability

As a Customer Service Manager, I've had to learn to roll with the punches as the customer service sector undergoes rapid change. Because of this, I had to be adaptable, open, and ready to pick up new techniques and strategies. These abilities have made me more flexible and able to bounce back from setbacks (Levin, 2015).

Abilities in Leadership

My experience as a customer service manager also helped me grow as a leader. I was in charge of overseeing a team of customer service professionals, making sure they hit their goals, and helping them grow even better through consistent feedback and guidance (DuBrin, 2022). It was also my responsibility to coordinate with other divisions within the firm, such as sales and marketing, in order to guarantee that our customers received the same high standard of service at every point of contact (Mumford et al., 2017). My abilities to lead by example, encourage my team members, forge lasting bonds with my coworkers, and successfully convey my ideas to people at all stages of the business were all much enhanced by my time here.

Employment Goals

My career aspiration is to find employment as a Customer Service Manager for a small, upscale clothing boutique. I am looking to connect with a business with operations beyond the UK and a sizable clientele in the Americas, the Mediterranean, and China. I'm thrilled to have the opportunity to contribute my skills and experience to a firm with a solid foundation and bright future ahead. If hired, my duties as Customer Service Manager would include supervising representatives in the department and making sure every client is satisfied. I would collaborate with them closely to improve both the quality of service they provide and the number of repeat customers they have. I have a great background in customer service and am confident in my ability to provide outstanding support in this position. My long-term objective is to contribute to the company's prosperity by making use of my knowledge of the high-end fashion business and skills

in customer service management. This role seems like a great fit for my goals of providing results and going above and beyond for clients.

Areas of Further Development

Developing Presentation Skill

In order to effectively connect with consumers, team members, and upper management, a customer service manager must have strong presentation abilities. In order to teach and inspire their staff, report on performance indicators, or urge upper management to make changes, a customer service manager may need to give presentations (McCroskey, 2015). Their ability to explain complicated material in a way that is both interesting and accessible will help them gain the respect of their audience and establish their reputation. A manager of customer service who is skilled in public speaking is more likely to encourage and inspire their staff to provide outstanding service, which in turn boosts productivity and delights clients.

Enhancing Technological Skill

It's no secret that in today's technological age, customer service relies heavily on technological advancements. Managers of customer service departments need strong technical abilities to handle consumer enquiries and complaints received by phone, email, social media, and chatbots. In order to manage data and analytics, spot patterns and trends in consumer behaviors, and make data-driven choices that enhance the customer experience, technological expertise is required. Moreover, customer service managers that are up to date on the newest technical developments in the sector are better prepared to offer creative ideas and use new technologies to enrich the entire client experience.

Emotional Intelligence

Managers in customer service roles benefit greatly from the capacity to lean into their emotional intelligence to better connect with their clients and find solutions to any issues that may arise (Serrat, 2017). Managers may use this information to better address customer complaints and provide a satisfying experience for their clients, which in turn increases customer retention and referrals. Furthermore, managers who are emotionally intelligent are better able to lead their teams, control their own emotions, and foster productive connections with their employees. Managers of customer service departments can provide an example of emotional maturity by learning to monitor and control their own reactions at work.

Personal Development Plan

Skills	Actions Needed	Resources Needed	Success Criteria	Time for Completion
Presentation Skill	Take some courses in public speaking, sign up for Toastmasters, and offer to give more presentation at work.	The ability to participate in public speaking programs, join organizations for sessions, and give speeches at work.	Have the presentation go off without a problem, impress the audience with great knowledge, and get praise.	6 months
Technological Skill	Learn the necessary software through in-person instruction or online tutorials, join informative webinars, and consult with IT experts.	Availability of helpful resources including online tutorials, tech assistance, and software.	Make effective use of technology in order to advance one's career, accomplish one's goals, and contributing to the organization's technological strategy.	9 months
Emotional Intelligence	Attend an emotional intelligence training, develop my mindfulness and sense of self-awareness, and get input from my superiors and peers (Greenan, 2016).	Training opportunities, mentorship, and workplace feedback on emotional intelligence.	Learn to identify and control my emotions, improve my communication skills, find peaceful solutions to problems, and forge deeper connections with my coworkers and clients.	12 months

Conclusion

Improving one's job projections requires acquiring the knowledge and abilities necessary to grow one's competence and succeed in one's chosen sector. Employees who take the time to learn new talents and hone their existing ones end up being more useful to their employers. It may also lead to better job prospects and a higher salary. Employers place a premium on employees who exhibit a dedication to both personal and professional improvement through activities like ongoing skill development. The ability to learn new things quickly is becoming increasingly important in today's employment environment as sectors and technology undergo constant transformation.

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Appendix

Application form

Name of organisation:

Post Applied for: SALES REPRESENTATIVE

PERSONAL DETAILS

Please ensure these are accurate as it is the only way we have to get in touch with you. We request that you supply a National Insurance Number if it is known.

Title: Mr/Mrs/Miss/Ms MRS

First Name(s): ZELDA

Surname: PEREIRA

Address:
STIRLING GROVE
HOUNSLOW

Postcode: TW3 1QG

Tel No (Home): Tel No (Work):
Mobile: 07938495246 Email: leomarinier@gmail.com

Preferred form of contact: email

NI Number: SY083652A

Qualifications/Trainings

List your qualifications below ensuring that you do not miss any identified in the person specification or you may disqualify yourself at shortlisting. If you are awaiting results, give the expected grade and make clear that this result is still unknown. If called for interview you will be asked to provide evidence of your qualifications. Continue on a separate sheet if necessary.

QUALIFICATIONS	Grade Awarded	Date Awarded
BACHELOR OF ARTS SHIVAJI UNIVERSITY	70%	06-2001
12th ARTS (GCSE)	70%	04-1995
10th (GCSE)	80%	04-1993
DIPLOMA IN COMPUTER EDUCATION	60%	06-1997

EMPLOYMENT HISTORY

Please list your previous employment and any voluntary, part-time, casual and unpaid work starting with the most recent. You should try to make the information you give as full and accurate as possible.

You must include details of any gaps in employment.

Continue on a separate sheet if necessary.

Name & Address of Employer	From	To	Job Title	Reason for Leaving
LADBROKES HOUNSLOW HIGH STREET	19/12/2018		CUSTOMER SERVICE MANAGER	
BETFRED MARKET PLACE FELTHAM	16/07/2018	18/12/2018	CUSTOMER SERVICE MANAGER	

IN THE PROCESS OF HANDLING CUSTOMER ENQUIRIES AND COMPLAINTS I AM ABLE TO UNDERSTAND AND WORK WITH DIFFICULT CUSTOMERS. I HAVE EXCELLENT WRITTEN AND SPOKEN COMMUNICATION SKILLS THROUGH EMPATHY, SINCERE APOLOGIES, KINDNESS, HONESTY AND LISTENING. I CAN PROVIDE EXCELLENT CUSTOMER SERVICE TO ALL CUSTOMERS.

AS A CANDIDATE FOR THIS I WILL BRING FORWARD THE SKILLS I HAVE BEEN USING IN MY WORK PLACE FOR THE MANY YEARS TO ASSIST ANY NEEDS MY CUSTOMER. THIS WILL HAVE GIVEN ME A GOOD EXPERIENCE I WILL DO MY DUTY WITH THE HIGHEST LEVEL OF QUALITY AS WELL WITH THE WORKS SET UP IN THE COMPANY.

I BELIEVE THAT BY ENGAGING WITH CUSTOMERS I AM REPRESENTING THE COMPANY I AM WORKING FOR AND WILL GIVE MY BEST SERVICE AT ALL TIMES.

Interview arrangements and availability

If you have a disability, please tell us if there are any reasonable adjustments we can make to help you in your application or with our recruitment process.

N/A

Are there any dates when you will not be available for interview?

N/A

When can you start working for us?

AS SOON AS POSSIBLE

Right to work in the UK

Do you need a work permit to work in the UK? Yes / No YES

References

Please give the names and contact details of 2 people who 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.

Referee 1

Name: MRS VELANCIA MENEZES
Job Title: SALES AND MARKETING
Address: MARTINDALE ROAD
HOUNSLOW
Relationship: FRIEND
Email & Phone number: vmenezes@gmail.com

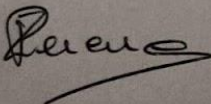
Referee 2

Name: JOSEPH ORLANDO
Job Title: CUSTOMER SERVICE MANAGER
Address: MARTINDALE ROAD
HOUNSLOW
Relationship: FRIEND
Email & Phone number: joe58@gmail.com

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: ZELDA PEREIRA

Signature: 

Date: 16/04/2023

Interview questions for My Presentation

- 1) Tell me about yourself?
- 2) What do you know about our company?
- 3) Can you tell me what your strengths are?
- 4) Where do you see yourself five years from now?
- 5) How would you handle a situation where someone is complaining of another person?

After interview question to the interviewer

- 1) Can you tell me more about my daily duties for the role?
- 2) Will i be provided training for the role that i am selected for and how long will the training last?