

University of Wales

Trinity Saint David

Assessment

On

Professional Career Development

(BMSW 4005-London)

Moodle name: Professional Career Development

Lecture's name: Hossein Shokri

Student name: Luiza Hysneli

ID:2124225

Introduction:

My name is Luiza Hysneli I was born and raised in Albania I lived for 30 years in Albania where I also studied, I went to an eight-year school and high school in my hometown, and I completed University "Tourism Manager "after I completed my master, I started to work in the family business for more 7 years after I got married I lived in Italy when I worked as a childminder after three years in Italy I settle in London when I worked at a "Holiday Care Assistant " with Revitalize Jubilee Lodge. It is essential to invest in one's professional growth to strengthen one's future professional and personal development. My goal has always been to be a manager of a well-known hotel. To be closer to my goal, I asked to change my job where in October I started working as a waiter at the Edwardian hotels London, I am planning to grow in my own existing career I am working in hospitality field as a waiter in a hotel and I want to grow in the same field to be a manager. In 5 years, period I see myself as a manager of the Edwardian hotels London when I consider myself to be a good leader who can lead and guide my team in the right direction, I will be able to share my experience with my subordinates and it might encourage them. I want to set some good examples in the hospitality industry, Wich I hope to be a successful factor in overall growth of the industry. This study will also feature my newly acquired information and abilities, as well as my strengths and shortcomings, which will aid me in pinpointing where my development may be enhanced. The interview's recruiting and selection processes are covered, as is creating a professional career development plan that takes advantage of crucial working opportunities.

1. Reflection on role play

Interviewer

As an Interviewer, I asked the same set of questions in the interview's organized format. The interview's total score can only be established after carefully considering its parts, making an organized approach essential. In addition, comparing the results of different candidates is useful. The questions designed to measure applicants' knowledge and accomplishments are anchored achievements. On the other hand, no follow-up questions were included in the probing questions. As a bonus, the interview took place in a peaceful setting, free of distractions, to ensure maximum focus on the topic. I invited the candidate in for an interview, had them identify themselves, and then started asking them questions. The strategy was crucial in ensuring that I could ask most of the essential questions about the candidates with little effort. As a result, the candidates' motives, as well as their talents and faults, were all fair game for the inquiries. Some answers, however, provided only extremely short comments that lacked the necessary detail about the application. Some replies were unclear, while others failed to

back up their assertions with evidence. The candidate's expertise in the firm and the industry was not made evident to me by the structured questions. Furthermore, I could understand the candidate's suitability to use their talents in the actual world by questioning their dissertation subject during the interview. My goal in inquiring about the applicant's strengths is to see which ones could be a good fit with the qualifications listed for the open positions.

Interviewee

I felt good about myself as an interviewee because I had answered all the questions and was confident that my instructors had been satisfied with my response. The problem was that I had lost faith in myself after asking a question for which I had no answer, which was a sad thing. I felt awkward walking into the interview room because it was my first interview. This led to a significant drop in my already low sense of worth. However, after meeting the instructors and homing in on my objectives, I found my self-assurance returning. I felt completely comfortable answering all the questions posed by the teachers with a straight face since they were so good and kind. Both my strengths and weaknesses were highlighted during the interview process. I

I learned much about myself during the interview, and I am glad I went through it. In addition, thanks to this exercise, I can pinpoint the strengths and weaknesses of my professional life. In addition, I learned about the types of careers I would enjoy and the types of interview situations in which it is important to maintain composure. My timidity, which prevents me from feeling at ease throughout the first part of the interview, is the one thing that could be improved. On the other hand, I need to work on my public speaking abilities to talk calmly under pressure. The interview would be more telling if I had better communication skills and self-assurance. When I first asked questions about my educational background, which I answered confidently, the teachers asked me about my experience.

2. Self-Evaluation review

Self-motivation

- Analyze the good points and bad
- Recognizing one's successes and accomplishments
- To dwell on previous trials and tribulations
- Developing Self-Assurance for Interviewing

Learning Styles

The interview taught me that I need to work on my ability to express myself clearly and confidently. To be an effective leader, I need to hone my abilities as a listener and a communicator through study and training that will translate into concrete improvements in my performance. Books like biographies of notable figures and films of motivational speeches should be used instead. In addition, if I want to further my career, I need to acquire the relevant technical abilities now in demand. Body language and eye contact are two soft skills that, along with technical expertise, are essential to building a successful professional career (Matzner et al., 2018).

SWOT analysis

Strengths ● Interviews improve when I have prepared well by learning about the company's inner workings as much as possible. ● In the interview process and beyond, I have found that maintaining a powerful sense of self-assurance has been crucial to overcoming the inevitable criticism I have received. ● Having the capacity to probe others to gain insight into their thought processes and get to	Weaknesses ● Negative characteristics in the workplace are exacerbated by a lack of technical and communication skills, leading to more conflict and lower productivity. ● Improper listening techniques contribute to workplace conflicts and depress employee morale. ● Staff morale and work satisfaction suffer when managers and team leaders are unprepared.
know the people I deal with is invaluable (Alias et al., 2019) ● I can keep my relationships with people healthy because of my skillful use of language.	● Anxiety and fear are nurtured by low self-assurance, which negatively affects the workplace.
Opportunities ● Good experience has the right positive feature of moving on, and negative experience provides lessons for learning, both of which are useful in a professional career.	Threats ● Employees face challenges in providing excellent customer service since consumer behavior varies from one customer to the next and over time.

- One of the most crucial elements of success in today's workplace is communicating effectively with coworkers, clients, and other stakeholders inside and outside the company.
- Employees that care about providing excellent customer service will be more successful in their roles.

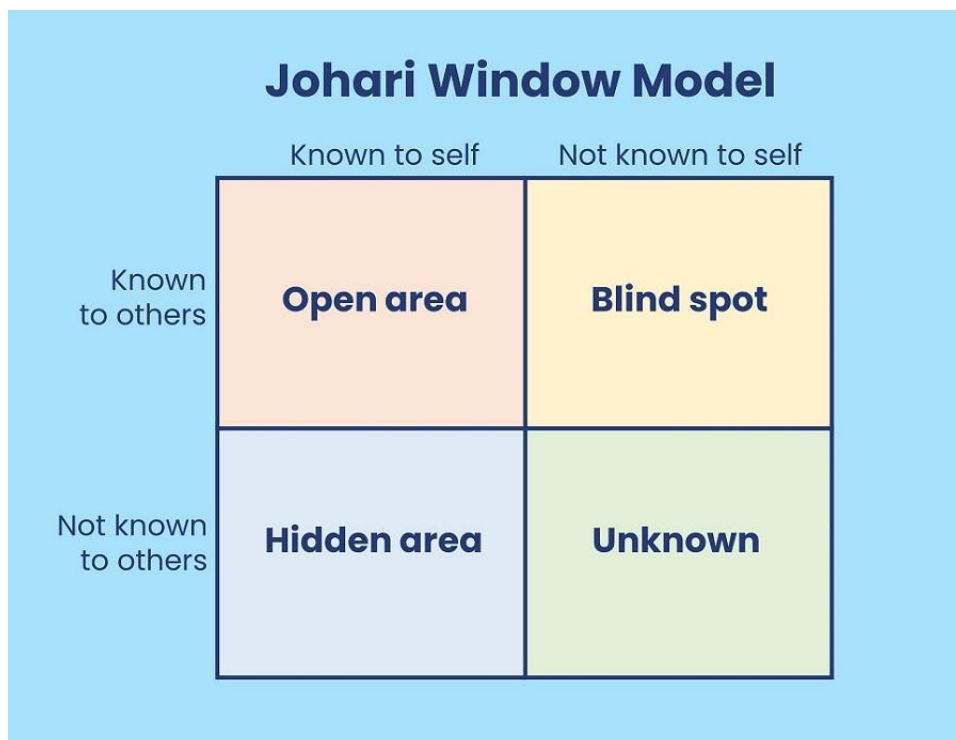
- It is bad to go into a challenging scenario without knowing how to handle it because that will undermine your confidence and leave you feeling helpless.
- Threatening an organization due to a lack of confidence and communication abilities, which in turn lowers motivation.

Smart Objectives

- Enhancing one's professional prospects requires a commitment to self-improvement.
- Within a reasonable amount of time, it is recommended that measures be taken to enhance the implementation of operational skills and managerial abilities
- Enhancing communication and listening at the right moments is as important as efficiently using available resources.

Johari Window

I can find a more effective relationship model and strategies relating to the technical requirement with the assistance of the Johari window. It is feasible to integrate the possible development of the experience and understanding upskill by utilizing this technique, which assists in identifying the operating gaping's and decision-making process.



The procedure for collecting information on my end can be improved with the Johari window. Because of this, the strategic planning related to the work process development will benefit from it. In addition, by elaborating on the blind spot, I can zero in on the gaps in my knowledge of the working process.

3. Review of understanding the world of employment

Considering the teamwork process, this is necessary to build employability, which can be measured by increased output and productivity. Self-awareness has helped me become a more perceptive observer, which has aided my development as a learner and given me an edge in the professional arena. Here, the method of studying helps me build confidence, which in turn makes me less anxious. This aids in the cultivation of learning values as well. Also, I must improve my discipline, skill acquisition, and work-related outlook abilities. Improvements in operational transparency and technology learning skills development are related outcomes that contribute to evaluating internal organizational capacity and competence (Rolf and Woods, 2021). Thanks to the new application's innovative concept and clever software tweaks, my improved productivity and long-term viability are within reach. Boosting my self-assurance will help me make better decisions at work and increase the speed at which I can learn added information. I need to cultivate a more adventurous mindset to advance in my career.

4. Career planning and ambition

Working in an organization requires prioritizing providing excellent customer service and fostering strong relationships with coworkers. After assessing the potential of customer service, the organization's output can be increased, and employees' motivation can be boosted. Developing my

communication and listening abilities should be a priority in my professional development plans. My role in the organization requires me to be clear on what is expected of me to fulfill my obligations and positively contribute to the company's success.

5. Personal development plan

Skills	The process of achieving them	Required resources	Barriers to achieving them	Time needed
Communication skills	Paying attention to nonverbal cues and implementing the right strategy	Books and films are great tools for enhancing verbal expression.	Disinterest and inattention	2 months
Leadership and managerial skills	Employees' reactions to work settings can be better understood if more attention is paid to recognizing and labeling their feelings (Irgatoglu, 2021).	Observation and knowledge of human nature at the appropriate levels.	Insufficient understanding of human psychology	4 months
Questioning skills	Doing so can enhance their capacity for social connection and communication.	Notable figures in business and politics gave speeches	Inability to listen carefully	3 months

Conclusion

A professional career development plan is the topic of discussion in this research. I have crafted a professional development plan that will assist me in achieving my long-term goals and molding my future so that it is filled with advancement and achievement. To connect effectively with them in the future, I plan to hone my interpersonal and communication abilities. Alternatively, I boost my confidence and self-esteem by reading good and inspiring books, watching interview videos, and listening to motivating talks online. As a bonus, I intend to improve my body language and eye contact to make a better impression.

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Appendix Role-play Questions

Career development planning

Edwardian Hotels London is looking for an assistant hotel manager and accepting applications to fill that position. Job description is as follows:

The candidate will be responsible for all the operational aspects of the hotel along with helping the hotel manager.

Candidate will direct and coordinate all hotel activities to obtain optimum efficiency.

Providing training to staff members.

Perform daily, weekly, and monthly property.

To assist in all other tasks as handled by the hotel manager.

In terms of education, the candidate must have a degree in hotel management.

Luiza has applied for the position and is being interviewed.

Olufemi: Manager/ Interviewer

Luiza: Candidate

Mrs. Luiza: knocks on the interview room.

Mr. Olufemi: Please come in.

Mrs. Luiza enters the room.

Mr. Olufemi: Have a seat. I am Mr. Olufemi, manager of Edwardian Hotels London, and I will be conducting your interview today.

Mrs. Luiza: Nice to meet you Mr. Olufemi, I am Mrs. Luiza

Mr. Olufemi: What do you think? Can we start with some basic questions?

Mr. Olufemi: **Question 1:**

Can you tell us a bit about yourself?

Mrs. Luiza: **Answer:**

My name, as I mentioned earlier, is Mrs. Luiza and I am from Albania. I completed my Masters in Hotel management in the year 2011. After completing my master's, I started to work in a renowned Hotel as a front desk employee over the years, I was promoted to front desk manager, and I have been working in that position for the last 3 years.

Mr. Olufemi: **Question 2:**

Can you tell me what your job responsibilities as a front desk manager were?

Mrs. Luiza: **Answer2:**

As a front desk manager, I was responsible for overseeing all the front desk operations which includes supervising front desk employees, taking on budgeting, hiring, and training duties. A key part of the job also involves managing when staff are working, so that the front desk is not left unattended.

Mr. Olufemi: **Question 3:**

From what I understand you have been working in the same hotel for a few years. Can you tell us why you want to change your job?

#Mrs. Luiza: **Answer3:**

My goal has always been to be a manager of a well-known hotel. The position opened in Edwardian Hotel is that of an assistant hotel manager. This position will get me one step closer to my goals and that is the reason to change jobs.

Mr. Olufemi: **Question4:**

It is good to hear. I would like to know why you chose Edwardian Hotel only. There are other hotels offering the same position.

Mrs.: Luiza: **Answer4:**

That is true, however, most of those hotels are based out of London. My children were born here and are growing up here. I prefer to stay here only. Also, I wanted to work in a hotel

that has a chain of hotels in multiple countries. That is why my first preference is Edwardian Hotels.

Mr. Olufemi That's great. **Question 5:**

Why do you think you are the right candidate for the position and what makes you unique as an individual?

Mrs. Luiza: **Answer5:**

Teamwork and my bubbly personality with effective team leader experience will be great for this position.

Mr. Olufemi: Thank you for interviewing us. You have shown a great showcase of your skills and are confident. If you are selected, we will let you know.

Mrs. Luiza: Okay. Thank you.

Why will Mrs. Luiza be selected?

She completed his master's in hotel management, the most appropriate degree for this job. He also has relevant experience in the hospitality field of over 8 years. She has managerial experience as a front desk manager for 3 years. She has excellent communication skills and he seemed confident during the interview. That is why she is the best fit for this position and that is why he is to be selected.

