

Professional Career Development (PCD)

Report Task 2

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Introduction

My name is Viorel, and I chose to study this course to be able to help me to develop myself further. Through this course I would like to increase my knowledge and skills, as it would help me build my awareness of things relevant to everyday work as well as provide me with the opportunity to be a strong candidate when applying for jobs, hopefully leaving me with a large variety of options to choose from.

The purpose of this report is to describe and explain how this module made me understand more of how to develop in the career I want at the same time understanding myself and personal strengths/weakness.

When talking about my dream job, my family were quite flexible and open around what type of job I should get, but they always discussed jobs that I should
Situations in my family were quite flexible in the topic of my dream job being cabin crew, but family members always discussed about jobs I should be working in the future so I can produce a high amount of money in - not actually considering what industry I want to work in.

Reflection

This reflection is on the role play I have taken part in by being the interviewer and swapping to be the interviewee. Before going in detail, we need to understand what recruitment is and why interviewers select you out of thousands of applicants.

To understand how the Recruitment and Selection work we need to learn the law and how recruitment and selection fall into the place. Recruitment bases on personal specifications to hire employees and Selection bases on qualifications, experiences, references.

This role plays prepared and gave me a heads up to the mistakes I did in previous interviews. In this role play I had to play the role of an interviewer and prepare 5 questions to ask my partner which at the time played the interviewee.

When I was interviewing my role play partner, I definitely felt more in control knowing that I was playing the role of the recruiter and it was based on me who in real life I would select. Realisation came to thought when interviewers mention that it is a difficult to select as of course each person is different and unique.

For the particular role we have "applied" it meant that our application was being viewed with criticism by each other.

We had to swap the roles afterwards which meant I was the one being interviewed which is more stressful personally as it depends how you present yourself for first impression and the eye of attention.

Questions 'out of the blue' really took me by surprise and it's then when I felt a bit overwhelmed but exited to answer the question at the same time. I found it difficult to control the number of thoughts and the amount of things I was answering as too much information would bore the interviewer - which in previous practice for the role play with my partner mentioned I was talking too long and they suggested to keep it brief.

Some things like keeping my posture straight and making sure I smile to look like I was interacting was most focused feedback that I have received which after listening to it - it clearly makes more sense and lets me know the area to improve in.

It was a peculiar experience digitally but in this generation especially currently with recent pandemic -it really prepares you mentally and physically as well because in the interviews role play we had to be dresses smartly, have our cameras on ,sit up straight .In personal previous experience from taking interviews in real life this really helped understand how the process would take part digitally at the same time giving more insight and information of how to professionally conduct / take part in an interview.

This role play based on the topic of recruitment and selection which is to define the requirements that interviewers want by looking at the job description and specifications (just like the application completed for the role play) going on an overview description attracts the employees the interviewers want and how picky they are when selecting the right people from so many applicants in their company.[1]

Career plans

I became interested very interested in about previous study related to cabin crew and did two years of college learning Cabin crew and aviation and travel and tourism as I have always wanted to travel while I work. The responsibilities that cabin crew need to withhold fascinates me as most people don't know that they are responsible to administer first aid to injured passengers, dealing with emergencies like evacuating every last passenger first then only afterwards saving themselves and also having to complete a written flight report for every journey completed to ensure everything is recorded of the aircraft- showing that the role of a cabin crew is really interesting and worth applying for.[2]

Previous work influenced me so I can get more experience in customer service by working with customers at tills in retail as well as communicating a providing support to customers while working in maintenance and door marshal which is similar job to flight attendants -greeting passengers when getting onboard.

My future ideas and plans are to become a cabin crew one day and work as full-time career as the major influence was seeing cabin crew workers while travelling on an aircraft working, giving announcements, serving food and drinks, keeping all passengers safe and seeing them in uniforms- looking smart and presentable.

What employers want

To understand what the employers want we must consider how we would want our employees to behave -if we had our own business to run. Companies find it sometimes easy to release you from their company -when they financially and collectively can run the business with unfortunately not your help. Certain times when employees leave the company or get transferred -if your help was vital and they needed you to complete certain activities daily will result in unfortunate effect on the companies which employers hate to deal with.

Let's have a look at what employers hate or dislike about their employees' actions / behaviours. When employees don't come in work or/and being constantly late -this can make the employers jobs difficult as they have to replace you not being in, of course they are accidents once in a while which is understandable, and most employers accept but if its continuous employers will have to take in action and replace that person with someone more suitable of what they need in their company.

Discipline in the industry is very important, having to take actions and create disciplinary rules and procedures are employers' jobs, for example team leaders, assistant managers, and managers. That is why training takes place in most or all companies, so it teaches their employees how to proceed working and how to behave with their colleagues.

They want their employees to constantly proceed their duties with success and increase their profits so when employees succeed in that section and also take part in extra duties to help -It raises the employer satisfaction with their employees.

Self-motivation

Self-motivation is the will the makes you do things; it can be both internal or external for example receiving compliments or the need of money and it's the way you take initiative to achieve that by being optimistic which is mostly required for your personal self-motivation.[3]

My self-motivation relies on my self-confidence and how the outside life is affects my motivation that results into my achievement. When talking about self-motivation and myself -I really doesn't coincide as I lack self-confidence and my pessimistic behaviour takes the better of me at times and stops me from achieving my goal. I tend to think more negatively than positively but when I do think positively and am concentrated on a goal, I proceed till I succeed on it.

When talking about self-motivation and myself -I really doesn't coincide. I am certainly not failing - however, I could achieve so much more. To achieve the things I want, I need to increase on the motivation factors in all areas of your life.

There are four factors that are necessary to build strong levels of self-motivation: self-confidence positive thinking, and positive thinking about the future. I need to get better at Focusing and have strong goals. A motivating environment would help me pursue my dreams.

Things that can help with self-motivation are to try not to work by myself too much, I need to balance the amount of time I work from home with time spent with people at my workplace.

I need to set clear goals that will help me have a visible path to success.

Motivation can be created from empowerment -when people support you and you trust yourself.

Usually, connections help you push to reach higher position so you can mirror them to achieve what they have achieved. Most times there is an idol I fallow but I have a certain area I want to reach which motivates me to improve.

For example, when I proceeded to create a goal of moving to Newcastle with my partner, I felt overwhelmed and my self-confidence of being. Able to carry this plan out was quite low on victory but with the help of my partner which pushed me to believe in myself goals and that everything will work out – it really gave me a “kick” that I needed to realise if I don't try, I will never see the result of what it can be.

With that example it concentrates that with a small push from love, family, friends or even a stranger it can be a huge help in believing in yourself and raising your self-confidence to achieve your goals.

Learning styles

There are many types of learners for example visual learners, auditory learners, reading and writing learners and kinaesthetic. Each learner is different and bases on experiences in the past, being sociable or not, being an introvert or extrovert, which also affects the way they become a type of learner.[4]

I consider myself as a kinaesthetic and it means that I like taking part in activies, looking at pictures, the way people body-spell their thoughts and actions and I tend to process easier that way.

The type of learner you are depends on which activities you take part in that creates your own personal learning preferences.

Taking an example when reading a strange confusing situation on a newspaper, looking at the pictures becoming visual learner, having someone explaining it by acting it out becoming kinaesthetic learner. Trying to repeat yourself to someone is auditory learner and giving someone a hidden written message that they have to respond to is read/write learner. It makes it easier if you know what type of learner you are to concentrate on how you best learn and sharing that lets others understand you and adapt to your learning style.

Employment Goals

One of my employment goals is to become a team leader or cabin crew management supervisor - this will hopefully be done within 5 years after I have worked in the industry for a few and will be ready to progress.

Another employment goals are to make use of my multilingual language skills/ learn some more while travelling -like working as an interpreter ideally for 2 years for the experience so I can communicate with different nations and races -to see how their way of thought and lifestyle. My last employment goal is to one day to apply to become volunteer as a wildlife rehabilitator as my goal is help animals in need or especially injured as seeing animals in need of support really makes me sad about the society these days.

Personal Development

When I get focused on something I love, I will always do best at it. My manager and team leader mentioned that I am very communicative with customers when they are in need of help. I can access to digital library resources at university and access to a computer at home where I can research further. My most proud achievement would be passing my English, Russian language GCSE which I worked hard on. I believe honesty and kindness is very important at work, but most people tend to forget how to at my workplace.

Using SWOT, I can see how I can personally develop with the goal of getting a job as a cabin crew. Swot analysis:

My strengths include:

I can speak 3 languages to almost perfection, I have travel & tourism and cabin crew and aviation college certificate, with concentration and determination onto tasks I cannot be easily distracted, and I possess a wide variety of IT skills.

My weaknesses are:

I tend to avoid conflict with family and friends as they tend to not work out, so I result into delaying them /forgetting about them. People say that my lack of confidence in myself and my skills is my greatest weakness and threat. I am weakest at acting without thinking. My negative work habits are by stressing of other responses to my questions.

Opportunities arise like:

Creating more connections with people in the field I want to work in -which is cabin crew would help me get more ideas of how it works and how successfully I could apply. The industry I work in is currently reviving as a result of the pandemic minimising jobs and it will offer great opportunities to work for different aviation's that are now looking for crew members. With my greatest traits being a punctual individual -in this industry can discover offers like working for a private individual connected with your company.

Some threats can occur:

The obstacles I face at workplace is not knowing all departments of the items the company sells. Currently at my workplace team leaders tend to be very strict which puts me on edge and sometimes makes me feel pressured at work making me not do my job correctly. My dream job most times requires you to redo training for cabin crew every year and you must make sure you attend otherwise I could lose my position at my job. My weaknesses for example my poor confidence and stressing over my actions will most definitely stop me from succeeding as a cabin crew when I will be needing to speak and keep passengers safe in the sky that is why I am currently working hard in that area.

Using SWOT, you can have a preview of what your strengths are, how to improve or avoid your weaknesses, avoid threats, and create/take advantage of your opportunities and all these 4 topics can really explain and let you analyse in detail how your self-development is growing or decreasing.[5]

It is important to have an ideal personal development plan to be able to create your own personal goals from your mistakes. When looking at personal development you will need to concentrate on how the surroundings affect your development and that could be anything from people or work.

Conclusion

In five years, I see myself working for a cabin crew airline like Virgin Airlines or even Asian airlines as I deeply love travelling while working. That is why I will do my best at getting through the training and creating connections which will lead me to my dream airline. I would describe myself as thoughtful, practical, caring and kind as well as artistic sometimes. With a cabin crew being a customer service-related job, I think the qualities above would really help, empathy and practicality is very important in the travel industry.

I would like to work in the field area as I would like to be moving and working at the same time as well as I do not like repetitive work as it gets boring and tiring to me. When aiming for what type of organisation I would work for out of these: Public, private, charitable, or own business -ideally would like to be working for a private organisation like Virgin Atlantic.

Currently I am preparing and reviewing how to change my career as currently working in retail and customer service for the short term and hopefully within two years to work in an airline industry. As my desired career will grow and I within it, I will possibly be doing volunteering for schools and events to recommend and inspire people to work in the aviation industry. My vision lays where I become a cabin crew member and teach, serve, keep passengers safe and visit different continents, countries and cities at the same time as working in a welcoming and considerate industry.

In the long term, I do see myself living somewhere in Asia like Tokyo or Seoul as they have both been my dream place growing as well as the atmosphere and culture.

References

[1] "Recruitment and Selection" <https://www.tutor2u.net/business/reference/recruitment-selection-overview> [Accessed 28th July 2021]

[2] "Cabin crew responsibilities " <https://targetjobs.co.uk/careers-advice/job-descriptions/277171-airline-cabin-crew-job-description> [Accessed 6th August 2021]

[3] "Self-motivation defined " <https://www.skillsyouneed.com/ps/self-motivation.html>
[Accessed 6th August 2021]

[4] "Types of learners " <https://www.tejedastots.com/teaching-different-learning-styles/>
[Accessed 7th August 2021]

[5] 4 Quadrants of SWAT https://www.mindtools.com/pages/article/newTMC_05.htm
[Accessed 9th August 2021]

Private & Confidential
Application for Employment

To ensure that you are able to complete the application form in full, please refer to the short-listing criteria on the job description.

Position Applied For	Cabin crew
How did you learn about this vacancy?	Researched online

1. Personal Details			
Title	Mr		
Surname	Grigorita		
Previous Name	-		
Forenames	Viorel		
Address	1 Blythe Hill		
Post Code	BR5 2RP		
Telephone number	-	Mobile No	07446509964
E-mail address	viorelgrigorita@icloud.com		
National Insurance Number	NA 35832497 P		

1a. Additional Information				
Do you hold a full, clean driving license valid in the UK?	Yes		No	x
Do you have the right to work in the UK without restriction? (Proof of right to work in the UK ID will be required)	Yes	x	No	

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Yahya Zakaria			
Address	Peninsula Retail Park, Bugsby's Way, London			
Postcode	SE7 7TZ			
Job Title	Tk Maxx Associate			
Dates of Employment	From	August 2020	To	Present
Reason for leaving	-		Salary	10000
Brief outline of main responsibilities and key duties	Successfully handled POS system transactions including credit, cash, exchanges, returns and refunds to ensure accurate cash flow. Meanwhile made sure to deal with customers complaints and report to team leaders/managers if situation elevated. Maintained a clean, organized inventory and curated displays of rotating seasonal clothing and accessories, anticipated customer needs and provided them with high quality service while upholding brand standards and values to ensure customer satisfaction. Worked in the processing room, welcomed customers and employees when maintaining the duty of door marshal.			

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Steve			
Address	Peacocks 135 High Street			
Postcode	BR6 OLQ			
Job Title	Employee			
Dates of Employment	From	October 2019	To	January 2020

Reason for leaving	Christmas temp employee/store shutting down	Salary	Approx. 3K
Brief outline of main responsibilities and key achievements	Maintained a clean, organized inventory and curated displays of rotating seasonal clothing and accessories, anticipated customer needs and provided them with high quality service while upholding brand standards and values to ensure customer satisfaction. Happily, guided customers through the process of successfully finding their ideal styles and sizes. Worked in a team with other employees, as well as gained the experience at the till -dealing with credit cards and cash.		

3. Formal Qualifications and Training & Development

Continue on a separate piece of paper if required. You will be required to provide original qualification certificates if successful.

Secondary Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
English Literature	July 2019	-	4	GCSE
Russian Language	July 2018	-	B	GCSE

Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Cabin Crew and Aviation	July 2020	2	MERIT	City and Guilds

Travel and Tourism	July 2019	2	MERIT	NCFE
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4. Interests and hobbies

Please provide details of your hobbies / leisure activities / voluntary work

Volunteered in Mind Charity shop for a year, provided customers with support and assisted manager in different activities.

My biggest interests are outside activities like go-karting, ice skating, axe throwing and other.

Current hobbies consist of running twice a week and as of recent purchase, cycling as often as 4 times a week- as of new bike. Whenever there is enough time, I tend to do Uber deliveries too as a hobby and a side job that keeps me healthy.

5. Referencing

Referencing required for 2 full years (with a minimum of 2 references). At least 1 reference should be your current or most recent employer. Please confirm any existing personal / family relationship with existing PRC employees

References (Current or most recent employer)

Name of Referee	Yaiha Zakaria
Job Title	Store manager
Employers Name	
Address	Tk Maxx Unit 1A, Peninsula Retail Park, Bugsby's Way
Postcode	SE7 7TZ

Telephone Number	-	Ext. Number	07950377261
E-Mail Address	Yahya_zakaria@tjx.com		
Are you willing for this referee to be approached prior to interview?	Yes ☒ No ☐		

References			
Name of Referee	Steve		
Job Title	Store manager		
Employers Name			
Address	Peacocks 135 High Street, Orpington		
Postcode	BR6 OLQ		
Telephone Number	-	Ext. Number	
E-Mail Address	-		
Are you willing for this referee to be approached prior to interview?	Yes ☒ No ☐		

6. Reason for applying
Please detail below reasons for applying for the position including your skills, experience and attributes.

I would Like to apply for this position of the cabin crew as I have strong communication skills, I am quick to adapt and have ability to work with different size teams. I also possess IT skills for example working on Word, PowerPoint, publisher, Excel. I also have the ability to speak, write and read in English, Russian and Romanian fluently. Also have experience working selling items and dealing with credit cards and cash.

Orrientated towards the position I really enjoy engaging with customers and being able to do that in the sky is my dream job ever since I found out about it.

Please specify how you meet the criteria for this role.

I would meet the criteria for this role but using the soft skills like communication and hard skills by being technically capable to handle money and take orders. As of college education I have a variety of knowledge about the industry as I wanted to as informed when applying for the role of a flight attendant. My language skills will hopefully stick out and prove that I could be a really unique, useful and hardworking part of the team in the sky.

7. Declaration

Please complete the following declaration and sign it in the appropriate place below.

I certify that:

All the information given to me on this form is correct to the best of my knowledge

All questions relating to me have been accurately and fully answered

I possess all the qualifications which I claim to hold

Signed: VG

Date: 05.07.21

Print Name: Viorel

Questions for role play partner

1. Tell me about yourself
2. I can see you have over 15 years in the beauty industry, what knowledge did you collect throughout the years that would help our company with?
3. You mentioned in your CV that you volunteer for Macmillan cancer support, could you tell me the skills you've acquired there?
4. Why should we hire you for the project manager role?
5. Could you give me an example of when you have taken responsibility in your beauty or nail technician industry?

Obscure question -if you would have a superpower, what would that be and why?