

Professional Career Development

BMSW 4005

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Introduction

My name is Corina; I am working as a Housekeeping Manager Assistant for a Hotel chain in central London. I first arrived in the UK 14 years ago and I started working in the housekeeping department pre-opening, in a newly built hotel, and I enjoyed the experience so much and working in the Hospitality Sector, that I eventually made a career out of it. It has not been an easy path; however through passion, dedication, hard work determination and self-belief anything can be achieved.

Lifeline

When I was very young I developed a real passion for reading, I was “feeding” on books and before I was 14 years old I read every single book that I needed to know about in High School and that I could find in the local library. Since then, I occasionally re-read some of the books I loved most and I discovered each time the same feeling of enjoyment as if I was reading that book for the first time. I met my best friend in the 6th grade and since then we remained best friends, she is like a sister to me even though we now live continents apart.

At the age of 18, I had my first job, part-time, working as a real estate agent. I managed to have financial independence, which meant a lot to me, and I also managed to help my family which made me feel incredibly proud. In my early 20's, I finished my studies in Romania and then I opened up a small business before I actually decided that I wanted to make a living abroad and I came to the UK when I was 27. Since then, I am on a learning path, progressing through various housekeeping-related roles and looking at new opportunities to improve my skills and hopefully continue to progress further in my career. My next aspiration and one of the reasons why I decided to pursue Academic studies, is to become a Housekeeping Manager.

Reflection using Gibbs 'reflective cycle

This model was developed by Gibbs to evaluate and improve understanding as well as to demonstrate the effectiveness of practice-based learning. Based on Gibbs's model, your reflections follow several stages, each requiring you to answer several questions so that you can be as deep or elaborate as possible during your reflections. The stages reflected in the cycle include description, feelings, evaluation, analysis, conclusion and developing an action plan. The idea behind this model is to systematically consider feelings and isolate them to reflect on them. The stages usually function to help slow down our thinking process so that we do not jump to conclusions too soon.

Description:

Working in the hotel and dealing with so many issues and staff members, various problems inevitably arise. During the pandemic, most of my colleagues were in furlough or working

from home to comply with government restrictions. Due to the legal restriction in place and the Hotel being only partially opened, we required only a limited amount of staff to be working on the premises, therefore I had to undertake some tasks in addition to the duties of my job. I was required to cover Duty Manager's shift during their breaks while my training, knowledge and skills on Front Desk duties are very basic.

One afternoon, whilst covering Duty Manager's shift, the colleague I was working with went out for a cigarette break as it was very quiet and I ended up being on my own. Shortly, a few guests arrived to check in. I panicked and in that rush I did not post correctly the billing in the system for one of the rooms and I did an incorrect charge to a guest's credit card. The following day, when the cash was counted by accounts, I was missing £42. The accounts team pointed that to me and suddenly I found myself in a very unpleasant situation.

Feelings:

While I was glad that I was called back to work following end of lockdown and I felt really good about being back on site, I felt uncomfortable covering duties in a department where my experience was very basic. Due to the incident experienced that particular day, my confidence on face to face interaction with guests dropped even further, and overall I felt very embarrassed and frustrated. The Operations manager called me to their office, and we discussed this incident. He was somehow apologetic for assigning duties that I was insufficiently trained for and I equally explained that I was by myself at the time of the incident and in my attempt to check in the guests without delay I did not charge on of the credit cards correctly and I posted in the system the a wrong billing as well.

Evaluation:

It was my fault that I hurried and failed to follow the correct steps of the check in process and made the mistakes that I have, but I also considered that I shouldn't have been left by myself at the Reception while guests came to check in. The manager understood the situation and discussed it with my colleague that day, explaining that I should not be left on my own because I do not have the necessary training or experience in this field.

Analysis:

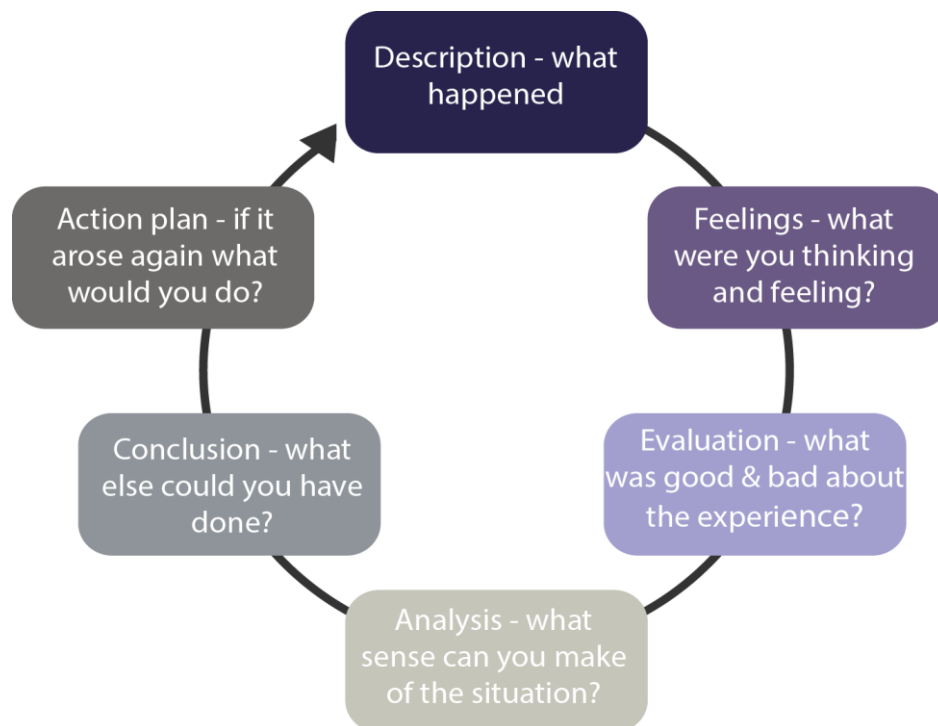
Doing more research on the internet, I read that these incidents happen to anyone. I was surprised when the manager told me that he also made these mistakes in the past while he was working at reception in the past, even after years of experience in this fast environment many receptionists can make mistakes.

Conclusion:

Following the incident I can say that I still learned something, namely that I do not have to hurry and be much more careful. It is also good to write down some notes in a notebook to help me keep remember the correct steps while checking in guests when it's busy. Thinking back about what the whole incident, I can't stop thinking that I could have probably also tried to message or call my colleague to tell her that we got busy and that I need her help.

Action Plan:

Although covering reception duties front of house brakes is only temporary and not my main responsibility while working for the company, I decided to spend several couple of hours extra a week observing the check in procedures at reception's desk, in order to gain more experience. Should a similar situation happen again in the future, this time around I will be asking for help and I will not be rushing



[Gibbs-Reflective-Cycle1.png \(1394×1124\) \(partnershipbrokers.org\)](#)

Job Interview

A job interview is a conversation between you and a potential employer during which both parties exchange information. You are seeking a job offer, and the employer wants to know what you have to offer (your skills, abilities, knowledge and experience).

The interview that took part in class with my colleague during my first assignment was a success. To prepare for the task we rehearsed during video conferences that we organized in Team but also on WhatsApp. Going through the notes and questions I wrote in preparation for the interview I realized the importance of being prepared in a real interview situation and understand the sort of questions and answers that you should provide in order to be successful.

It is equally important to mention also that some of the key aspects of a successful interview are also elements such as the outfit worn for the interview, making eye contact, body language display, being punctual. Both my colleagues and I were nervous prior to the interview however we managed to control our emotions and in the end well went well.

My experience as a housekeeping manager assistant helped during the interview when I was the interviewer because of the experience that I got with interviewing staff for our department, such as room attendants, porters and supervisors. However I was definitely a lot more nervous once I became the interviewee. I felt quite stressed at the start of the interview, however my colleagues' calm and warm manner helped me find my pace and in the end I managed to compose myself.

Career Plan

I am dreaming to go back to Romania at some point at the end of this year where I would like to hopefully have my own small-business. I would like to build 9 chalets on a plot of land I own in a mountain resort. Due to my experience in the hotel regime where I have been active for the past 14 years, I would like to think that I know what the guest's desire in terms of their preferred hospitality experience and the way a room should look like in a leisure environment to meet guest's expectations. My goal is to make customers feel as if they were in their own homes while surrounded by a beautiful natural habitat. During the years I've been in the UK I managed to raise the amount needed to start this business and at the end of 2022 I am planning for the first chalet to be built. I feel that due to my current work experience and the extra skills and understanding that I gained through my Academic studies at UWTSD I am ready to take this next step.

What do employers want?

Employers are generally looking for somebody who will improve their company's image and brand. They want to hire trustworthy employees, individuals who have an excellent work ethic, and have a good personal and professional reputation. Communication skills are at the top of the list of five primary skill sets that employers look for when hiring new business

graduates for a mid-level role; followed by teamwork, technical, leadership, and managerial skills.

Visual learning style defines me after completing the VAK test in class. Students with visual learning styles show consistent characteristics when solving problems. They can also systematically and clearly outline their steps. Visual learners are well-organized, observing any objects and performing well, memorizing by illustration, reading better than being read, requiring descriptions and thorough aims, paying attention to details and memorizing what has been observed. It can be concluded that visual learning students' mathematical connection skill is included in the fulfilled indication. It is because children who learn visually can solve any problem from any of the mathematical connection ability test questions. Another trait they possess is the ability to lay down steps to tackle problems systematically.

Self-motivation:

In its most basic form, self-motivation is the power that propels you to do tasks. People can be motivated by many internal and external things, such as the desire to do something, love for someone, or the need for money. Self-motivation is the glorious cycle of building self-confidence and self-esteem. In other words, the more goal-oriented you are, the more self-motivated you will be. Then, this will give you self-motivation to move on. My dream of starting my own business in the near future is currently my strongest motivation.

PDP Development

Personal development is the process of continuously improving yourself through focusing your attention and setting your mind on areas and activities helping you to progress further professionally and in your personal life. Developing personal skills you achieve growth and get the confidence and knowledge to heighten your personal improvement and professional achievements as well.

Self-awareness tools, Johari Window

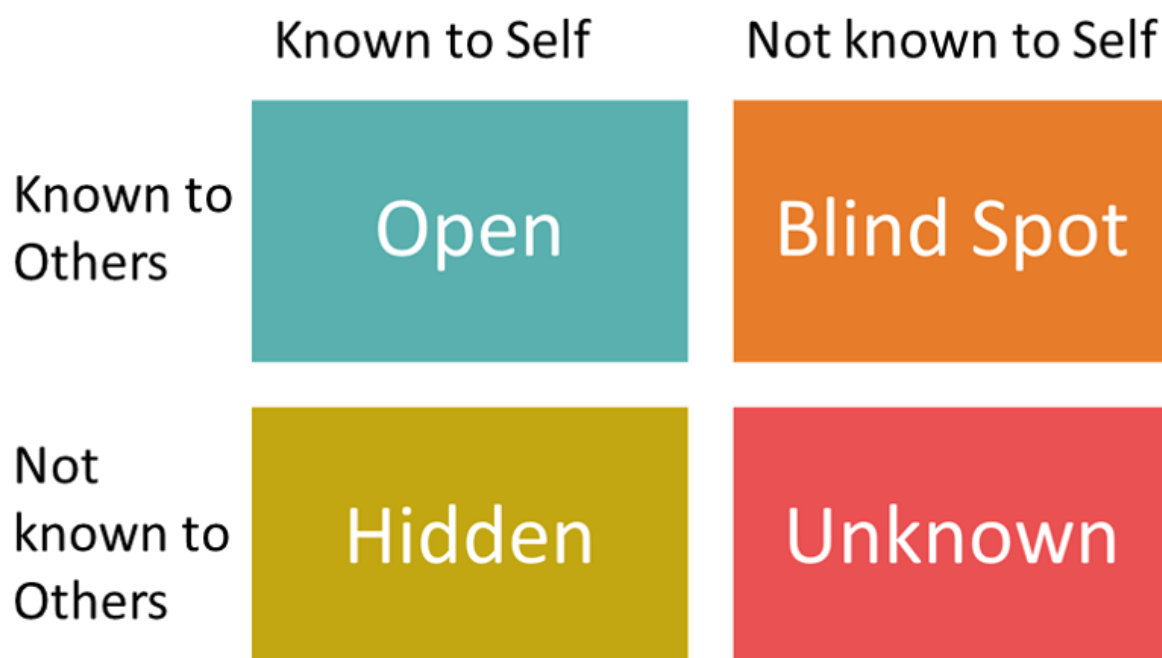
Using the Johari window will help me understand how to build trust in my team and also helps me in my own development. The Johari window model diagram looks like a window with four quadrants. The terms used in the figures are used with the "panes" of the windows they represent.

1. The open Area: "I know, you know" area. This includes information about me, such as my attitudes, behaviors, emotions, feelings, abilities, and opinions.
2. Facade: items that are known to you but not to others. The things in this quadrant are personal attributes and details that you know about yourself, but others do not -include

sensitivities, fears, hidden agendas, manipulative intentions, and secrets that anyone knows but has not disclosed for any reason.

3. Blind Area: what is known about a person by others in the group but is unknown by the person itself. This blind spot is not an effective or productive space for individuals or groups.

4. Unknown Area: It contains information, feelings, potential abilities, talents, experience, etc. that the individual does not know and others in the group do not know. I remember when my friend asked me if I like seafood, I replied that I had not eaten it before and I could not tell her if I like it or not. After having seafood for the first time, it turned out that I like it and since then I eat seafood very often.



[Johari-Window.png \(794x457\) \(maier.co.uk\)](#)

SWOT analysis:

SWOT analysis is the examination of your (or your organization's) situation by looking at Strengths, Weaknesses, Opportunities, and Threats.

Strengths: Team leader enjoying working with people, I am a determined and hard-working person. Through my career experience, I developed organizational skills and recruited, trained, led, and motivated a team.

Weaknesses, I need to brush up on my public speaking because I am very shy.

Opportunities, now I am following a few steps to help me overcome my weakness. I started to practice in front of a mirror, at home, recording speech; breathing exercises are also helping me a lot.

Threats: Further lockdowns before/after I open my new business.

Employment Goals using SMART analysis

Specific:

My goal is to have my business running by May of 2022. The construction of the first chalet will hopefully start in early February 2022.

Measurable:

To achieve this goal, I set my agenda into detail such as funds for the building supplies, construction stages, and worker's pay.

Attainable:

I calculated that I have the amount of money needed to complete the initial stages of the project and my family can help me with any extra expenses and completion funds.

Relevant:

Economic stability is very important to me as I understood from an early age that those who work can achieve their goals in life and that nothing is impossible. Having my own business will allow me to meet people and put into practice my skills after 14 years of experience in the hospitality sector.

Time-bound:

My agenda for the project is very carefully planned; and I am very pleased that I managed to have already delivered the construction materials on the list that I made together with the site engineer and the architect.

Conclusion:

The influence of learning styles over personal development can be seen as follows: the ability to determine personal goals and make correct judgments about our strengths and

weaknesses and recognize opportunities and threats in our environment as well as the ability to plan on personal development, but also help others realize their full potential. A suitable learning style can act positively to heighten and accelerate learning and helps developing skills and thought patterns leading to learning the ability of avoiding repeating mistakes while unlocking an individual's best personal and professional potential. With that in mind, my strategy for the future is to continue my professional career in the UK and progress further while also continuing to get the necessary funds to complete my business project back home.

References:

1. International Conference on Mathematics, Science and Education 2017 (ICMSE2017) IOP Publishing
2. IOP Conf. Series: Journal of Physics: Conf. Series 983 (2018) 012138 doi:10.1088/1742-6596/983/1/012138
3. (November 2018) A Personal Development Plan of a student in the UK. Retrieved from <https://www.ukessay.com/essays/education/development>
4. [Gibbs-Reflective-Cycle1.png \(1394×1124\) \(partnershipbrokers.org\)](#)
5. [Johari-Window.png \(794×457\) \(maier.co.uk\)](#)

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	Housekeeping Manager
	Caterer

How did you learn about this vacancy?	
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1. Personal Details			
Title	Miss		
Surname	Bistriceanu		
Previous Name	-		
Forenames	Corina		
Address	27 Standard Road, Hounslow		
Post Code	TW4 7AR		
Telephone number	-	Mobile No	07818086986
E-mail address	crnbistriceanu@yahoo.com		
National Insurance Number	SJ 064041 A		

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	PPHE Hotel Group			
Address	200 Westminster Bridge Road, London			
Postcode	SE1 7UT			
Dates of Employment	From	14/12/2018	To	Date
Reason for leaving	Currently still employed		Salary	28k/year
Brief outline of main responsibilities and key duties	Assisting the Head of Department in the planning, organisation and day to running of the department			
Job Title	Housekeeping Assistant Manager			

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	WGC Ltd.			
Address	Academy Buildings, 7 Fansham Street, London			
Postcode	N1 6LQ			
Job Title	Housekeeping Senior Supervisor			

Dates of Employment	From	Jan 2014	To	Dec 2018
Reason for leaving	Career progression		Salary	24k/year
Brief outline of main responsibilities and key achievements	Assist the Housekeeping Assistant Manager in planning and delivering Health&Safety trainings and checks, implementation and monitoring of periodical cleaning programs as well as daily cleaning schedules and tasks			

Previous Employment				
Employers Name	ICM Ltd.			
Job Title	Housekeeping Office Co-ordinator			
Dates of Employment	From	Oct 2010	To	Jan 2014
Reason for leaving	Career progression		Salary	20k/year
Brief outline of main responsibilities and key achievements	Handling of guest requests and lost property queries and postage, use of internal maintenance reporting and rooms system, maintaining of departmental records, schedules and training calendars			

Previous Employment				
Employers Name	PPHE Hotel Group			
Job Title	Housekeeping Evening Supervisor			
Dates of Employment	From	Feb 2008	To	Oct 2010
Reason for leaving			Salary	18k/year
Brief outline of main responsibilities and key achievements	Guest rooms and public areas checks while ensuring the correct standards and Company's Health&Safety policies adhered to at all times; maintenance reporting, dealing with guest requests and lost property queries, supervision of a small team base			

Please continue on a separate sheet if required.

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
High School Diploma	2000			George Apostu, Bacau

Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Certificate Skills for the Work Place	Ongoing			University Trinity Saint David

Professional Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
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Dale Carnegie course	Feb 2019			
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CPD / Training and Development

Brief description / course title	Date Taken
First Aid Certificate	March 2012

4. Interests and hobbies

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

Reading, cycling, spending time nature

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	Mrs Daniela Tanase		
Job Title	Operations Manager		
Employers Name	WGS Ltd.		
Address	Academy Buildings, 5 Fansham Street, London		
Postcode	N1 6LQ		
Telephone Number	02077292980	Ext. Number	301
E-Mail Address	dtanase@wgc.uk		
Are you willing for this referee to be approached prior to interview?	Yes ☒ No ☐		

References

Name of Referee	Allan Davis		
Job Title	Rooms Divisions Manger		
Employers Name	ICM Ltd		
Address	29 Hatton Garden, London		
Postcode	EC1N 2LE		
Telephone Number	02088886591	Ext. Number	102
E-Mail Address	adavis@icmltd.uk		
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.

The reason why I applied for this job is because that I feel that the role advertised is a perfect match for my skills and experience. Over the course of my career I learned skills that enable me to work well with a team, to lead by example and create opportunity for others to further their career goals as well.

I base my experience on practical learning, trainings and hard work, I take responsibility for my team and I make a conscious effort to learn from others but also to share my experience with team members as well.

I have a very good understanding of housekeeping policies and Health&Safety procedures, I am able to organise daily, weekly and monthly schedules for the department to include extra tasks, as well as co-ordinating day to day routine schedule for the department to cover all needs, aspects and site needs, I work well with all the relevant departments.

I am enthusiastic, self-motivated, customer-focus oriented and I challenge myself and others to achieve professionally and deliver outstanding results for the department. I am also very passionate about the field that I am working in and having the chance to progress further in my career and enhance my knowledge and skills is the best reward and the reason why I applied for this job.

Please specify how you meet the criteria for this role.

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: C. Bistriceanu

Date: 20/07/2021

Print Name: Corina Bistriceanu

QUESTIONS FOR THE INTERVIEW (with Florinel Olteanu)

Question no 1: Please tell me a little bit about yourself

Question No 2: What makes you a good candidate for the job?

Question No 3: Please give me an example of difficult situation at work.

Question no 4: Why should we hire you?

Question no 5: Where do you see yourself in 5 years?