

Skills for the Workplace

Module Assignment Submission

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Introduction

Hotel café royal is one of the most popular hotels in London. It is mainly situated in Regent Street near Piccadilly Circus, London. It is a very old hotel. It is said that it is a very old hotel because the foundation of this hotel was established in 1865 that is about almost 150 years ago. But the most important information for the hotel is that it was not the hotel before. At first, it was just a restaurant and the meeting place. People from different places from the country and the different corner of the world came to the restaurant and had delicious food and complete their meeting (Hotelcaferoyal.com, 2019).

After many years considering the importance of the hotel business and needs of the hotel in the area, the restaurant was transformed and developed to a hotel along with the restaurant, beautiful setting, rooms, swimming pool, gymnasium, tea and coffee corner and many other facilities for the people so the people can take their break here for any purpose like business or leisure.

Facilities: There are many facilities in the hotel. The rooms of the hotels are well decorated, there are good management and supply of good food for the guests, and there are a gymnasium and swimming pool, free Wi-Fi for the guest and many other facilities that are needed for a good hotel in the country. About 160 rooms are in the hotel. All of the rooms are very much beautiful and well decorated. The building structure is also beautiful in the hotel (Booking.com, 2019)

Employees and staff: Employees of the organization are very much effective and efficient within the setting of the organization. The business of this hotel is standing for years after years based on the trust and credibility and efforts of the employees of the organization. There are about 200 employees including the HR and other employees within the setting of the company. They have been working in the organization perfectly and with their best for many years.

In any business organization, for work, the experience is a very much important issue that must be in the employees of the organization. But when an employee is fresher within the setting of any organization, he might not have more experience in the business work or operation or management. That's the reason after getting in the organization, all of the organization and its authority try to provide effective training and skills development activities so that they can improve their

understanding and skills on the activities of the organization (Hastings & Kane, 2018).

Hotel Cafe Royal does the same thing. It believes without mentoring or providing training, they don't concede any operation in the hands of the new employees. Besides the new employees and workers in the organization, the other employees needed also the skills development training and mentoring for continuous professional development. The interference of any experience employees or mentor in the organization so that they can provide their best skills in the operational activities of the organization to help the organization make the best output for more profit and revenue. Here the mentor of Hotel Cafe Royal is very much important. He must have good skills and ability on the mentoring and coaching of those employees to help them develop their ability and attitude for the favourable organizational behaviour (Downar, 2018).

2] Purpose of Coaching and Mentoring skills in the workplaces

As it is said that, the coaching and mentoring skills of the employees or the human resource manager within the setting of any organization is very much important. Because all of the employees in the organization are not equally skilled and developed and it should not be expected by any business organization like the Hotel Café Royal. The organization need to take steps for improving the skills and understandings of the employees within the organization with the help of practical working and operation. That's why the organization and its HR must have good skills and knowledge about the coaching and mentor of the employees in the organization. There are some core purpose of the coaching and mentoring skills to have in the organization more effective operation (Núñez-Cacho Utrilla & Grande Torraleja, 2013). They are following below.

To Increase commitment:

One of the main purposes of the mentoring in the organization and skills of the HR in the organization to mentor other employees within the setting of the organization is to ensure the individual and personal or team commitment of the organization for the achievement and welfare of the organization. The mentor can influence the employees of the organization to make them understand that the working in any sector needs a good commitment and if the organization can benefit their good performance, their own benefits will be increased and they can develop their own ability and ensure success (Whitfield, 2000).

To develop communication:

Developing the communication system within the organization and among its different entities or functional department, mentoring is very important. The mentors of Hotel Cafe Royal can mentor the employees of the organization to develop their communication skills in the organization between the employees and the managers and also the authority and the production or among each of the functions of the organization. Effective communication within the setting of the organization can ensure the most effective result and output that could be benefitted for the organization like Hotel Café royal (Ghibanu, 2018).

To Develop and improve organizational culture:

When there will be a bunch of skilled and efficient employees in the organization and their continuous development of skills for the development of the

organizational output or production, the environment will be changed of the organization. There would be a good culture of the organization that will ensure a good working environment and good performance of the organization.

To develop this organizational culture through improving the skills and aptitudes of the employees in the organization is another purpose of the mentoring. And for this and effective mentoring, the mentoring skills is also needed and important to be rife in the organization and in the skills of HR of the organization (Choi, 2018).

To Increase understandings:

We have said it before that when the fresher or new employees in the organization start to work for the organization, they don't get or understand all of the procedure or management or operation of the organization how the organization runs and in what way they coordinated their activities for the final output. For this understanding clearly in the organization, the mentor needs to teach and make the employees learn through effective ways so that they can understand how the organization works and run their activities. The mentor here plays the most important role. That is another purpose of the mentor's skills in the organization.

To ensure a personal and professional level of success:

Another important purpose of the mentoring and giving continuous guidelines to the employees is to provide the opportunity of the employees so that they can develop their own ability and success from the activities of the organization. With the help of a skilled mentor in the organization, the employees in the organization can learn how to provide the best for the organization and how they can succeed with the good and appropriate performance in the organization. This learning will help them for promotion, reward and any other benefits from the organization that will ensure their professional success and it is very important in the organization and another purpose of the mentor skills in the organization (Goddard, 2010).

Purposes of coaching in the workplace:

As the importance and purpose of mentoring and mentorship in the organization, there are some important purpose and objectives of the coaching in the organization.

To develop the skills of the employees through learning the needs and skills for the performance of the organization, the coaching is also necessary. And many of the organization follows this strategy to make their employees more developed and more skilled also more efficient for better performance in the organization. But who will play the role in coaching of the employees in the organization? Obviously, there will be an instructor or the HR who will play these roles. And to play this role of the coach, they need also to be more skilled and effective so that they can make their employees learn through a good process (Whitmore, 2010).

To provide an opportunity for achieving new skills:

Through coaching the organization or the HR in the organization aims to give and offer a proper and effective opportunity to the employees in the organization for learning new skills and attitudes so that they can use those skills in the organization and make the best use of them for the betterment of the organization. This is the important purpose of the coaching and for this, the organization or the HR in the organization must have these skills related to the coaching of the employees in their organization. Because without their own skills the organization and the HR won't be able to provide the coaching and influence them in the new learning process for the betterment of their employees along with the organization (Sachdeva, 2005).

To ensure their personal development:

For the personal or individual development of the employees in the organization, the effective and appropriate way is the coaching and mentoring. Coaching refers to the program like the training or workshop or any formal course for the learning process through which the employee in the organization can learn more knowledge and new thing for application in the company. This is another purpose of the coaching is to provide an opportunity to the employees for their personal development and need it

supported by the HR with great skills of coaching of the employees in the organization (Abbott, 1998).

Hotel Café Royal has the cross training program, where it allows the employee to get trained in different departments. Hence, it gives the opportunity to build up the skills and knowledge to climb the ladder for promotions.

To provide learning opportunities:

To provide the learning opportunities to the employees of the organization the skills of the coaching of the HR or the organization is very much necessary. The main purpose of these skills in the organization is to provide the stage or the platform for the employees in the organization, so that they can learn new things or new strategy for the organization to apply in their job or performance to have a better output in their professional life and also make the organization have good output in their activities. So that is another important purpose of the skills of coaching in the organization.

To improve the attitudes of the employees:

When the employees in the organization would be able to increase their capacity and skills through mentorship, learning and the coaching in the organization, they will be easily able to improve their own attitudes in the organization. The learning and skills of the person can influence attitude and personality. That's the reason the organization or the HR in the organization aims to make the employees able to improve their own attitudes for the betterment of their organization through coaching and learning process. That is another important purpose of the coaching skills in the organization (Czerw & Grabowski, 2015).

To ensure practical learning process:

The employees may learn how to run a business and how to operate a business organization. It's a different function when they enter into the business organization for the very first time, they might not be able to perform well because of their practical experience and most of the employees in the organization might not have this ability when they start in the business organization. For this the organization aims to provide the practical environment for their job and as a coach in the organization make them learn how to run and perform for all of the functions in the organization.

3] The similarities and differences

There is some Difference between the mentoring and coaching in the organization that is the most important procedure for the development of skills and attitudes of the employees of an organization like the Hotel Café Royal in the United Kingdom. So the main difference between the mentoring and coaching activities in the workplaces are following below.

Mentoring

Indefinite: The mentoring is quite indefinite in term of the objective, plan and aims because it wants to improve the overall development of the employees in the organization. The mentoring purpose and time-bound are not fixed. It is always ongoing among different activities and performance of the employees in the organization.

Broad objectives: The objectives of mentoring is broad and big. It doesn't aim to improve or develop a single skill of the employees in the organization. The mentoring focuses on the overall development of the employees in the organization that is quite broad in term of the organizational activities of the employees.

Longtime process: As mentoring poses a broad objective, it also poses a long term process. The mentoring is always rife in the activities of the employees in the organization. Whenever the employees work for the organization. Their senior who is more experience mentor them towards the effective approach. So this development might be through the lifetime of the employee. That's the reason it is being called the long term process.

Informal process: It is an informal process. The learning through the experience, guidelines and continuous practical work under the HR or the experienced employees in the organization or the mentor, the employees can develop their skills and it is a continuous and informal process.

Development of overall skills: The mentoring in the organization always concerned with the development of overall and all skills of the employees to make them more efficient and skilled in their job.

Not planned program: mentoring in an organization is a continuous process for all of the lifetime of the organization. So it is not planned for the development of the employees of the organization. It aims to develop the skills of the employees and their ability or attitudes or behavior when they are needed to be developed. So it is not planned for the development.

Aims to build wisdom: the success of the organization does not only depend on the hardworking but also the skills and knowledge and intelligence of the employees and the managers also all the entities of the organization. This is the reason the wisdom of the employees to run a business organization and how to perform well is very much important. The mentoring aims to ensure this wisdom among the employees in the organization.

Coaching

Definite: Coaching in the organization is always focused on the definite purpose and objective. For example, the HR of the organization wants to develop the marketing or management skills of the organization and its employees, then they will focus on just on the skills to make the employee develop their ability through specific learning and guidelines.

Specific objectives: The objectives of coaching in the organization is very much specific and appropriate for specific skill development. For example, if the organization feels that the production activities of the organization are not so well. They can focus on the development of the employees' ability and management skills specifically through any specific method like training or course on the skills development of specific sector.

Specific period of time: On the other hand the coaching is for a very limited and specific time period. For example, to increase the ability of the employees in any specific area, the organization or the HR might arrange a course for the development and it will continue for a very short time within this short time the employees must or will be able to hold the skills for the specific skills in the organization

Formal process: The coaching is a platform that is quite formal like the educational institution where the HR or the organizational Experts make the employees learn the required and important skills and attitude for the application in the organization. Here some formal learning through training and course are

provided to the employees so that they can learn the skills for their own and organizational improvement (Manuti, Pastore, Scardigno, Giancaspro & Morciano, 2015)

Development of certain skills: On the other hand, the coaching is always concerned with the development of specific and certain skills of the employees like management skills, operational skills, negotiation and marketing skills for the betterment of the organization.

Planned program: Coaching is always planned for the development of the employee's skills and ability on the organization. The coaching for any certain skills development in the organization, the organization plan a course or training activities for the employees through which their skills can be improved. This is the reason the coaching is called the planned program.

Aims to build skills of a specific area: On the other hand, coaching in the organization of the employee always focuses on the specific areas that is one of the parts of the wisdom or knowledge development (Irby, 2018).

There are also some similarities between the mentoring and the coaching in the organization. For example, both of the processes in the organization can be used or can take place in the organization independently. They are not dependent on each other and also on other approach or activities of the organization.

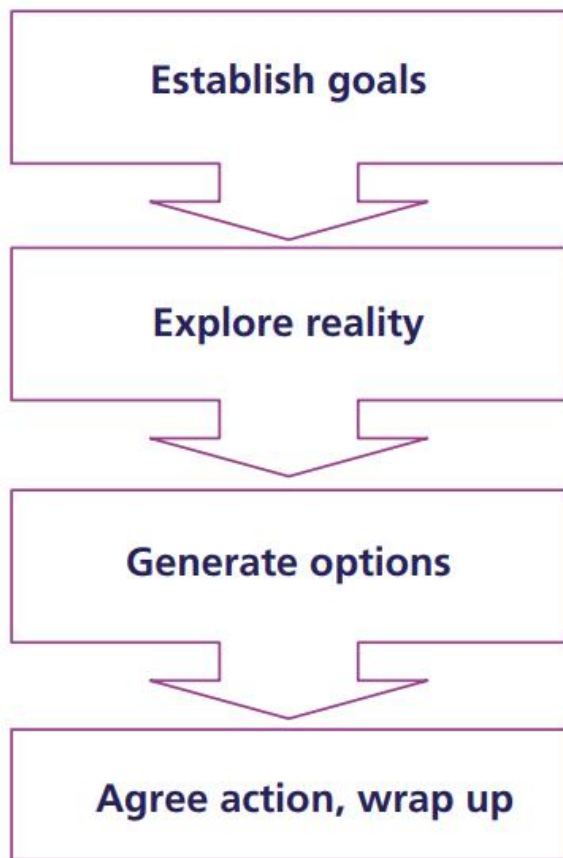
The other similarities of these two are, they are both focused on the development of the ability and skills development of the employees in the organization. They both aims to create and make self-awareness in the organization and its employees (Passarelli, 2010).

Both mentoring and the coaching in the organization focus on the performance of the employees so that they can develop their own ability and skills to apply in the setting of the organization for their own development along with the organizational improvement.

4] Defined model of coaching or mentoring & evaluation of its benefit

There are renowned model and theory of the coaching and mentoring in the workplace and that is very much beneficial for the development of an individual's skills and attitudes in the workplace. The name of the model is the GROW model that is developed by a prominent scholar named John Whitmore. He suggested four basic and important stages of mentoring and coaching in the organization for the development of the individuals in the organization. The stages of the model are following below and their benefits in the individual's skills development (Whitmore, 2013).

Establishing goals: For of all the organizational authority or the HR in that organization must need to identify the objectives for the mentoring and coaching of the employees. They need to identify what they want to achieve through this. For example, the Hotel Café Royal is one of the most famous hotels in the United Kingdom. For the mentoring of the employees in the hotel and their staff, the organization first need to identify what they want to achieve through the mentoring and coaching activities in the organization. It is part of the individual development of the organization (Mindtools.com, 2019).



Exploring the reality: The 2nd stage of the model is to explore the reality of the problem. What is needed to be addressed for the development of the skills and attitudes of the employees for their good performance? For this exploration, there must be more meeting, appraisal, question-answer session to address the core needs, the importance of skill development and how they can be able to increase their abilities. This I also an initial part of the individual development in the organization.

Generate option: The next stage of mentoring and coaching in the workplace model is to generate the appropriate options for mentoring and coaching to develop the skills of the employees of the

organization. They need to identify through discussion, training session and meeting. To identify what would be the most effective ways to solve the problems of fewer skills and improve the skills of the employees in the organization to ensure development in the organization.

Agreeing with the action and wrapping up: the last stage of the model is to agree with the identified and address method or options for the mentoring and coaching activities in the organization. It should be based on the evaluation of different approach and identification of all possible approaches for the activities to develop the skills, knowledge of the employees perfectly, so that it could be effective for the organization and its development. The stage where the organization and the HR of the organizations are ready to start the process or ready for the ultimate actions for the mentoring and coaching for the skills development of the employees in the organization (Gormley, 2013).

So this model and its stage are very much effective for individual development in the organization. Because it worked through proper identification of the goal and objectives. Identification of possible methods and understanding the reality of the present organization activities like the Hotel café Royal that also seeks continuously the skills development of their employees and staff in the organization. Through identification of the proper method and readiness to act for the mentoring and coaching in the organization helps the employees or the individuals of the organization to develop their own ability and skills. That's why the model is very much effective.

Advantages and disadvantages

There are some based advantages and disadvantages of the coaching and mentoring in the organization they are as follows:

Advantages	Disadvantages
1. It increase the ability and skills of the employees in the organization 2. It also increase and foster a good communication within the setting of the organization. 3. It helps the employees of the organization to understand the trends of the organizational activities. 4. It also help the employees to learn new things and skills to apply in the organization 5. It help the organization to foster a good culture in the organization. 6. It also help the organization to increase the productivity of the organization. 7. It helps the employees or the staff to ensure the professional development and success in the organization.	1. For mentoring and coaching, the skilled mentor or the expert are needed in the organization. 2. Without the successful plan and objectives, the skills development is not possible for the employees. 3. It is time consuming to provide the coaching and mentoring the employees of the organization. 4. The continuous mentor and coaching can reduce the time of the actual performance of the employees that can impact the production or the output of the organization. 5. Mentoring is not as effective as the training for the employees are. 6. Always the employees are not interested in the mentoring and coaching for their skills development (Mondy & Mondy, 2014).

The knowledge, skills, attitude and behaviors

There are some knowledge skills, attitudes and behaviour those are very much important to be common in the mentor or the coach of any organization or workplace (Billett, 2001).

The mentor or the coach of the organization must have a good understanding and realization of the organizational objectives, condition also the conditions of the employees. They must have knowledge of the good management along with the mentoring and coaching of the employees for the skills development. They should have knowledge about how the organization depends on the performance of the employees and how the performance can be developed through mentoring and coaching in the organization. The mentor has the skills to motivate, influence the employees to develop their own skills and the ability for better performance in the setting of the organization (Barbuto & Story, 2007).

The mentor or the coach in the organization like the hotel Café royal in the United Kingdom must be open mind and be frank with the employees of the organization. So that they can be easier with their own development and can be inspired to improve their own skills in the organization. The mentor and the coach of the organization should use again and again method and follow continuous influencing of the employees of the organization to develop their skills and ability for good performance in the organization. The mentor and the coach of the organization should not be partial or biased or discriminate among the employees while mentoring or teaching them for their skills development. This discrimination will demotivate the employees in the organization (Manikutty, 2005).

5] Application of the principles, skills, models and theories to the workplace of Hotel café Royal

To apply the Grow model, the skills of the mentor, the coach of the organization in the Hotel café royal, we need to apply different stages and skills of the model for example:

Goals of the organization	Exploring the reality	Identifying the method	Agreeing option
The goals and objective of the skills development through mentoring and coaching in the organization of Hotel café Royal is to ensure good hotel service to the people, to ensure satisfactory service to the customers and it is not possible without the skills of the employees (Expedia.com, 2019).	The reality of the hotel café royal is it is service based organization. Here no production but the skills and service of the organization to people is the final outcome that needs to be developed by the skillful interference of the employees.	The continuous providing of guidelines and directions or the employees for the betterment of their skills, service, practice training and workshop would be the best option for the mentoring and coaching of the employees for their skills development.	Among the possible method for the mentoring and coaching activities of the employees in the organization, the HR or the Hotel Café royal will be ready to act the training activities and continuous guidelines, directions to the employees of the hotel to develop their skills for providing better service to the customers (Tobago et al., 2019).

The implications of introducing these practices into the workplace of Hotel Café Royal

There are some challenges and implications of implementing those strategies, practice in the organization to develop the skills and ability of the employees in the organization. The organizational culture and setting of that organization may not be favourable always for the mentoring and coaching of the employees (Agbényiga, 2011).

The mentor or the coach of the organization might be ethically not developed and their bad intentions or performance can affect the mentoring and the coaching of the employees. Effective matching of the coach and mentor in the organization might not happen that may also affect the practice in the organization. Due to lack of proper support from the higher authority of the organization, the activities or the performance can be affected.

Many of the employees in the organization do not want to participate willingly in the process of these mentoring and coaching. Bad relation among the employees and the mentor or coach is another implication for practicing those in the workplace or the organization (Jenkins, 2013).

Conclusion

So, at last, it can be said that the mentoring and coaching activities play a very important role in the development of the employee and ultimate the development of the organizational output.

Every organization in the world follow this mentoring and coaching of the employees to increase the attitudes and motion of the work or performance of the employees. So this is something that we cannot ignore while running a business organization.

The hotel Café Royal is one of the most famous and long-lasting organizations that is mainly based on human resource and their service. Therefore the organization need to address the mentoring and coaching of their human resource to develop the organizational performance.

They can follow the stage of the GROW model and the needs and skills required for the mentor and the coach of any organization to maintain in their hotel so that they can increase the ability and skills of their employees and ensure more appropriate and good service to the customers of the hotel.

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