

Professional Career Development

Module Code: BMSW4005

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Contents

INTRODUCTION	3
RECRUITMENT AND SELECTION	3
Interviewer/Interviewee conversation.....	3
John's reflection cycle	5
PERSONAL DEVELOPMENT PLAN.....	6
SWOT ANALYSIS.....	7
CONCLUSION.....	8
APPENDICES.....	9
REFERENCES	13

INTRODUCTION

Career development facilitates in making an individual more productive and efficient towards work. It is imperative for individual to focus on enhancing employability skills so as to capture opportunities. In addition to that, it helps in improving as well as in refining one's capability, skills and knowledge. By this student can shape their future which leads to overall satisfaction of life and work. This project report is based on reflection on the basis of role play of recruitment and selection. It will cover self-reflection of role play of both, interviewer and interviewee. I was playing role of both, interviewer and interviewee in that role play.

Recruitment and Selection

This role play of recruitment and selection gives me valuable information about important of hiring candidates. A project was given by our tutor regarding recruitment and selection. We have to perform role play for and we were exciting to play this role play. This concept was new for us and did not know from where to start. I got little bit nervous and finally decided to start practice. In order to understand what is recruitment and selection, I have read one old book of my cousin related to Human Resource. In this I have read book so as to get clarity about process of recruitment and selection. It helped me very well and I have get to know about various concepts that I was not even aware of. Along with this, our tutor explained everything very good and this made me understand what I have to do and how. So, in order to make role play more presentable, me and my friend taken help of YouTube. With this, I have learned about facial expression, level of vocal tone and about body language. I was lacking in role play as it was new for me. In order to properly elaborate reflection regarding role play, John's reflection cycle is used in this project report.

Interviewer/Interviewee conversation

In the first phase of this conversation, when this role play was given to me, I was excited. There are various factors that will help me in making role play effective. By this role play, I have come to know about process of interview and how does it effect on organisation's performance. Along with this, it is important for organisation to opt right candidate or it will negatively effect on

organisation's performance and productivity. With this role play, I want to enhance my interview skill as well as employability skills. This experience is totally new for me and I was nervous during role play. My friend was excited to perform in role play and I have analysed that I was lacking in self-confidence. Me and my friend practiced of role play and identifies some minor mistakes. We were 7th or 8th pair of this role play. When the role play started, my friend was sitting on a chair and bell rang, I was asked to come in, we shook our hands and he asked me to sit down on chair right in front of him. As I was nervous, the interviewer tried to calm me down asking me how I am feeling, if I am ready and that made me feel better. The interviewer's first question it was about myself and I have answered calmly, but after a little while I got nervous, I had lack of confidence and I felt like I couldn't continue. I took a deep breath, I calm me down a bit and I started to talk again. Then, he asked me what I know about the company and I have answered with confidence because I have done some research about the company. I also replied that I would be happy to work with your company can contributes all my efforts in making company successful. After that the interviewer asked me why do I want to work for them and I did not get panic to this question as I have prepared with this, I have replied that I want to make changes in my future career and looking for change in responsibilities. I thought that I reached at ceiling of my abilities and now want to reach higher with your prestigious company. I have answered that I am finding myself in the specified attributes and qualification and that I always wanted to be a Restaurant Manager. I have told him different scenario from my past jobs, how I developed new skills and improved the skills that already exists. Then, the interviewer asked me about my biggest weakness and I honestly told about my weakness, that I am a person who is not saying "no" when it should, but after a while I learned how to fix this weakness. Interviewer was impressed by my honest answer. After that, interviewer asked me about where I can see myself in five years time and I replied that I can't say exactly where I will be, but I can say with confidence that I see myself working in hospitality and the same department that I applied. I am very passionate of what I am doing and I want to spend my time developing new skills, but also improving the skills that already exists to do a better job. I am always looking to be motivated, more than I was yesterday, but in the same time to be opened to constructive feedback. Then, the interviewer thanks me and said that it was the last question, everything sounds good and he will let me know in few days about their answer. I thanks him for his time and this was the end of the role play. This made my day and I was very happy because I did it and cannot explain that feeling in words.

John's reflection cycle

Phase 1- In this phase, I was excited as well as nervous regarding role play. On the day of role play, I was worried and emotions and stress takes over me and I got depressed that whether I will perform well or not. My friend suggested me that everything will be alright. He fills me with motivation and I got inspired by his words. All fear flew away for a moment and I got ready for role play.

Phase 2- By this role play, I want to achieve confidence in public speaking and to pass the module. I was feeling excited when I was about to perform role play as I have keen interest in this field. When I was stressed, my friend helped me giving me courage by smiling and telling me that I am ready and I can do it.

Phase 3- There are various skills that contributes me in making role play effective and in some cases I have analysed that I was lacking in some areas such as poor body language and imbalance in tone. This makes me feel bad and I thought that I could improved that by taking corrective measures.

Phase 4- In this phase, I thought that I could have done better by practicing more and by consulting with my tutors. The other option to enhance my role play is to practice in front of mirror, this would help me in gaining self-confidence and I could have made role play more effective. But all of them, I have chosen practicing in front of my friend, this approach also worked very well for me and I have analysed some of my lacking areas in which further development is needed.

Phase 5- From role play, I have learned so many things such as importance of interview and importance of recruitment and selection. I have spent good time with my friend along with study. This experience helps me in boosting self-confidence and in learning concepts of recruitment and selection. In addition to that, I have come to know that this experience is memorable for me for rest of my life. It was new as well as exciting for me. It also helps me in identifying weakness and in taking corrective measures so as to improve employability skills.

From the above role play, I have analysed that I am good at interpersonal skills and can maintain a good relation to whom I met with. This gives a positive impact people's mind and can

be beneficial for my professional career. I want to be a Restaurant Manager in my professional career and this role play gives me with a valuable experience along with information. Along with this, I have also analysed that I am good at critical thinking skill which is important to become a Restaurant Manager. I can effectively solve problems of employees by which they can become more productive towards work. With using this skill, I can solve business problems and make it easier for organisation to attain organisational goals effectively and efficiently. I have also analysed that I was lacking in communication skills which needs further improvement for attainment of both professional and academic goals. This role play found effective for me as I was unknown with my strengths and weaknesses. Weakness limits me from achieving success. In order to eliminate weaknesses, I will formulate effective strategies that leads towards success. It is important to understand importance of recruitment and selection for company as one wrong hiring can restrict company from achieving success. By opting right candidate, company can accomplish organisational objectives effectively and efficiently. It is important for me to frame strategies that leads me towards success and in becoming a good manager. Implementation of action plan and strategy is also important as without correct implementation, strategy becomes useless. I will pre-set standards by which I can effectively compare my actual performance. This will help me in evaluating effectiveness of my action plan and I can alter strategy for further development. It is important to fill employability skills gaps or they will negatively effect on my performance. As I want to be a Restaurant Manager in my professional career and this will impact on my performance. I have to focus on enhancing employability skills which contributes in making me more productive towards work.

Personal Development Plan

Skills	How will I get them	What resources or support will I need?	What can prevent me from achieving my goals:	How long should it take?
Communication	Practice at work. Manage expectations and communicate	Advice from my manager.	Lack of confidence.	3 months

	value for the organisation.			
Improve Customer Service skill	Work to improve customer service by remaining friendly and professional.	Training	Unemployment; Confidence.	3 months
Improve Management skills	Take on more responsibilities on shifts.	Manager support. Training.	Busy shifts.	6 months
Improve Teamwork skill	By not doing the jobs on my own and ask for help.	Colleagues.	Busy shifts.	3 months
Microsoft Office skill	Research. Attend to a course.	Lecturer advice.	Time	6 months

SWOT analysis

STRENGTHS	WEAKNESSES
• Ambitious; • Hard worker; • Teamwork; • Customer service; • Creative; • Competitive.	• Lack of confidence; • Putting others on the first place, before myself; • Communication; • Computer skilld.
OPPORTUNITIES	THREATS
• Improving skills that already exists; • Developing new skills; • Become Business Director; • New challenges.	• Better trained employees; • No specific training qualification; • Experience of training adults.

CONCLUSION

From the above project report, it was concluded that it is needed for an individual to enhance skills which contributes in making bright career. There are various opportunities that can be captured by enhancing existing skills and learning new skills. As this project report depicts about self-reflection of a role play related to recruitment and selection. In order to demonstrate role play, John's reflective cycle is used. By this role play, I have analysed that all I was lacking in some areas and needs further improvement. I have decided to overcome my weakness and will try to eliminate weakness so as to capture opportunities. I was lacking in communication skill and needs further development. It can be developed by participating in social gatherings and in academic debates. This role play is memorable and valuable for me as it helps me in identifying key areas that needs to be improved.

Appendices

Question asked as interviewer

1. Tell me about yourself.
2. What do you know about our company?
3. Why do you want to work for us?
4. What is your biggest weakness?
5. Where do you see yourself in five years time?

Application form

Job application form

Application for Restaurant Manager

✓ Your details

Name: Georgiana Andreea Matache

Phone number : 07904793223

Email address : matacheandreea81@yahoo.com

✓ Education and training

Please give details:

- | |
|--|
| <ul style="list-style-type: none">✓ Hermes Economic College, Bucharest, Romania 2013-2017✓ The Science of Management, Academy of Economic Studies, Bucharest, Romania 2017-2020 |
|--|

✓ Qualifications

Please give details:

- ✓ Hight school diploma
 - ✓ Bachelor's degree

✓ Employment history

✓ Your current or most recent employer

Name of employer: La Rosetta 2016 Ltd

Job title: Waitress

Length of time with employer: 1 year 3 months

Reason for leaving: I feel that I reached a level where I can't grow anymore. I wish to learn more.

Duties:

- Waiting for the customers to place their orders and answering any question about the menu items, ingredients and occasional menu specials.
 - Writing down the customers orders and passing them to the kitchen.
 - Delivering food and drinks to the tables, inquiring to see if the customers are happy.
 - Preparing cheques for customers and processing payments through cash or credit card.

✓ Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

- Sc Field Star Srl – Sales Expert(2019-2020)
- Sc American Restaurant System Sa – Assistant Director(2018-2019)
- Sc American Restaurant System Sa – Cashier (2017-2018)
- Mc Donald's – Cashier(2015-2016)

Skills used:

- Teamwork;
- Communication;
- Creativity;
- Responsibility;
- Adaptability.

✓ Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I always wanted to work as a Restaurant Manager. I started to work in hospitality since I was 16 and I enjoyed everything. I love challenges, to learn new things, to solve customer problems and I like to bring new ideas for the restaurant.

As an Assistant Director I have learned how to be more organized, how to work in a team, communication with different personalities, solve customer problems.

I have always tried to keep the customer happy, for example I had a situation when I worked as an Assistant Director, a customer was very angry because his order was late, the food was cold and next day he came to the restaurant. In that moment I started to be stressed, I was thinking of what I can do to keep him our customer, I apologised and I explained him why his order was late and I decided to offer him the integral order for free to keep him as a customer, because every customer needs to be happy to become loyal to us and needs to know the real taste of what we offer. Yes, we have lost an order, but we won a customer. How I know if he is going to be our customer for a long time? He saw that I understood him, I cared about his problem and I did my best to help him.

I applied for this job because I read many things about The Ivy Collection on internet and I really admire the way its growth. Since its foundation in 1917, The Ivy Collection has been through many changes to create the inimitable service and vibrant surroundings for which The Ivy is loved.

The Ivy Collection has many restaurants in different locations and each restaurant is designed to deliver the memorable experience, The Ivy's unique style and that is what I like, the difference is a challenge for me, the unknown it makes me curious and I wish to learn about it and to bring new ideas for the company.

I have read that the Ivy Collection it doesn't have only restaurants, it has brasseries and coffee shops.

✓ Right to work in the UK

Do you need a work permit to work in the UK? [Yes](#) / No

✓ References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

Daniel Di Paola – 07825930065

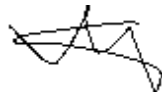
Kasia Krzywanska - 07467874648

✓ Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Georgiana Andreea Matache

Signature:



Date: 06.08.2022

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