



Certificate of Higher Education Skills for the Workplace

Module name: Professional Career Development

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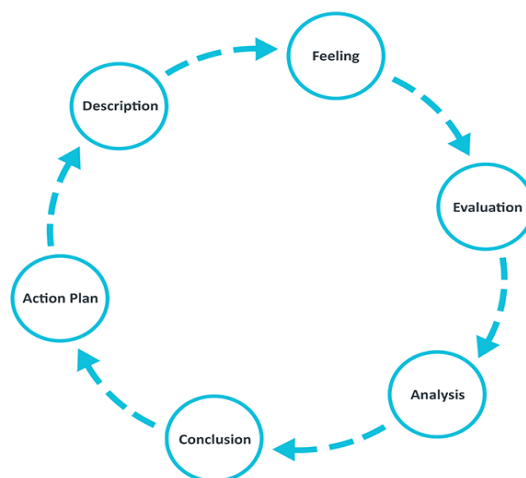
Introduction

This report is going to describe my career development plan by using Gibbs reflective cycle, to reflect and analyse my professional practise in preparation for my role play as a Housekeeping Manager (Supervisor). The importance of role playing is to develop communication and body language skills, to investigate and experiment our knowledge, encourages us to express our ideas and feeling in a relaxed environment. Gibbs Reflective Learning Cycle is one of the most famous models of reflecting cycling created to support people in their creative thinking. Gibbs' Reflective Cycle helps in reflective learning and thinking skills (Sekarwinahyu et al., 2019). Also, in my report I will discuss about my skills, my duties required to work productively as a supervisor. To focus more and be a good role player I will describe my strength and my weaknesses through Swot analysis, managing time and create a personal development plan to finalise my development skills and increase professional knowledge through work placement.

Personal reflection on the role play: Recruitment and Selection applying Gibbs' learning cycle.

Gibbs' model is very useful reflective cycle for helping people learn from their experience. To reflect is not enough, you must analyse the situation, to understand what you do good and were you need improvements. The properly role-play scenario took place in UWTSD university, week 9, as a part of my assessment of the module: Professional Career Development with the purpose to encourage and to help us in the future to easily pass any other job interview successfully. To reflect and understand how I'm developing myself, I will use Gibbs' reflective Cycle to describe the situation, my feelings, and my action plan.

Gibb's learning cycle is composed by 6 reflective steps/stages:



(Gibbs' cycle, 2022)

Step 1: Description- In this part we have a chance to describe the situation in detail. The Assessment Professional Career development task was to work in pair with one of our colleagues to present a role play acting as interviewee for a role of Supervisor and interviewer for a role of Restaurant manager. First my colleague was Interviewer where she asked me 5 questions about my job which, I applied for with the purpose to know how prepared I am from this job, after we change the roles and I was interviewer, this time I asked questions and my colleague answer it. For both of us was a great experience to show our academic skills learned in this module and received feedback from teacher and our colleagues.

Step 2: Feelings and events: When we started the interview, I was very excited about my role, but also, I feel nervous for few minutes. To calm myself I breathe deeply I relaxed my mind I said to me: "No panic, no stress", just "confidence and success". I am always trying to take under control my feelings and I am acting calm when I need to be. Also, I am a great communicator, I pride myself on making sure that the audience can have the right information, to drive a better result.

During the interview, I was confident, and I think I deliver a good result.

When I finish the interview, I was satisfied and happy. I feel like she was already prepared to hire me without doubts.

The most important thing is to never give up, your reaction matters. Believing in yourself is all about digging deep and realigning your focus on what you really want in life.

Face your fears, its human nature to experience fear and anxiety but when you believe in yourself, you realize that those emotions are there to encourage you to act, not to hold back.

Step 3: Evaluation- This step critically evaluates the positive and negative aspects of experience. In my opinion both parts of the interview went well, we collaborate using a body language and communication skills. Since from the beginning the interviewer was politely and friendly with me and this make me feel more comfortable and welcome to the interview. During the conversation I was focused to explain in detail about myself, what I am able to do, about my learning position, my previous experience as a housekeeping manager, and my motivation to perform in this role. To give a positive impression about me, I ensured the interviewer that I am trained well for this role, and I can excel all challenges.

Public speaking is one of the skills that professionals are eager to develop is the ability to convey unquestionably and properly in front of a group of individuals (Abella and Cutamora, 2019). Speaking in front of the audience is a good way to establish credibility, because we can include this speaking success on our resumes. Using Gibbs' reflection tool, I learned that successful public speaking helps me to demonstrate my communication skills, decisive reasoning ability, authoritative capacities, balance, all of which are highly valued in the workplace.

Step 4- Analysis: In this step I will analyse more aspects about interview, especially teacher and colleague's feedback. The interview was a good way to manifest myself and my skills. The teacher was satisfied about how we work together, and the result was the positive one. He said that we did a fantastic job that make as to be happy. One of my colleagues mentioned that the interview was very good and interesting, they understood very clearly what we said, also he said that when I introduce myself, I overdid it, maybe he is right and, in the future, I will pay more attention on that. Another colleague opinion was good as well about my part, which is great to hear that. When you prepare yourself, the success is in your hand.

Step 5- Conclusion: From this role play I have learned that we can explore the situation by interacting with other people in a managed way, I build up experience and self-confidence with handling this role properly. It gives as an opportunity to practice communication skills and creative thinking.

Step 6: Action plan: The key to the development experience is making the feedback phase productive, make the goal clear and understandable. If in the future, if I will have a similar situation first, I will try to present better than this time and pay more attention to details especial to control myself when I am nervous, to focus on question and deliver an expected result.

Skills and knowledge which contribute toward working effectively

Skills mean ways by which a particular work is done with perfection. Learning skills always give fulfilment in work life. I have developed various skills which are useful for this supervision role. I have good verbal and written **communication skills**; this skill helps in achieving future goals easily. This skill leads the path towards success in life as communication crosses all barriers in the work sphere.

Time management It is one of the most important skills which a person can learn to reach career heights (Pereira and Costa, 2017). This skill is a perfect companion for a lifetime and improves our career achievements.

Leadership is a unique quality that guides and shows the path to others (Janeslätt et al., 2018). Leadership and teamwork skills help make the path for climbing the career **Teamwork** skill is another skill which is very essential in any organisation, as every organisation works with the help of teamwork. They also help in gaining experiences that can further be used in critical situations in the workplace.

My personal strengths and areas for further development

Within positive psychology, personal strengths are defined as our built-in capacities for particular ways of thinking, feeling, and behaving (Linley, 2008). Understanding our strengths is important within positive psychology, as it forms the foundation for much of the theory and therapeutic work. My personal strengths are dedication and patience also I am a good listener

and confident in myself, this strength helps to perform in my career. The flexibility represents a part of me because I'm flexible to work in different places and with different types of people.

SWOT Analysis

A SWOT analysis is a planning tool used to understand key factors - strengths, weaknesses, opportunities, and threats - involved in a project or in an organisation. (CIPD, 2022).

SWOT Analysis	
Strengths Dedication and patience Self confidence Great listener Flexibility	Weakness Public speaking Time management Self-criticism Given presentation
Opportunities Share knowledge and experience Improve my leadership skills Teamwork	Threats Attention to details Competition Untrained staff

Personal Development Plan

The personal development plan that is developed will help to give a plan to help me to find some way to increase my skills or the weakness that is acting as a hindrance to my success. This plan identifies my weakness or the skills that I need to develop and find the possible ways for a solution and fixes a time within which the objectives need to be completed. After the time is fixed, I will be able to evaluate my success considering the objectives set. This will help enhance my strength as well as diminish my weakness at a great level.

Name	Maria Mahu	Job/ Career – House Manager (Supervisor)
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Period/Time	From: 15/08/2022	To:15/09/2025
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Skills required to achieve my goal

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?
Public speaking	By interacting with people and speaking out loud and confidently will help me overcome my fear when I will speak in public.	Verbal communication, speak louder, body language.	Poor planning, Dissatisfaction.	2 months
Time management	To coordinate my day depending on when I work the best, to do a list: work, home, personal.	Manager	Poor communication, bad organisation	2 months
Self-criticism	To allocate a time for my inner critic. I will schedule 10-15 min every evening to review my day to receive a positive criticism.	Body language		1 months
Presentation skills	By preparing more PPT for different academic purpose and learn from different types of resources how to give a better presentation.	MS Office, MS PowerPoint, YouTube and websites.	No practice, missing resources	2 months

My short-medium- long term targets for the development of my own career plan using Smart objectives

Short term plan (3-6 months)	
<u>Specific</u>	Ability to manage feelings and build trust, in this way I will be confident in myself.
<u>Measurable</u>	Developed the to-do list, be more organised at work, home or in my personal life.
<u>Agreed</u>	Attend all training and be an active participant during supervision and appraisal.
<u>Realistic</u>	To solve any types of problems, I need to use my imaginations and be realistic.
<u>Time-Bound</u>	20/11/2022
Medium-term plan (1-2 years)	
<u>Specific</u>	To improve teamworking by listen other opinion and take their ideas on the board.
<u>Measurable</u>	Support my team moral, physically, and financially by given bonuses for hard work.
<u>Agreed</u>	Collaborate with my teammates and accept their performance.
<u>Realistic</u>	Ability to be aware of the team dynamic at all the time, to create space for all teammates to feel comfortable and share their unique skills.
<u>Time-Bound</u>	08/02/2023
Long-term plan (2-5 years)	
<u>Specific</u>	To develop ability to lead various tasks, effectively delegate and build trust.
<u>Agreed</u>	Ability to evaluate and deliver constructive feedback.
<u>Realistic</u>	A realistic optimism will help me to think and calculate my steps before acting, to translate vision into reality.
<u>Time-Bound</u>	15/09/2025

Conclusion:

From the above reflection as a part of my assessment Professional Career Development can be concluded that last three month were the most productive month from my study at UWTSD, I improve myself personally and professionally, I gained the skills of self-awareness, decision making and how to survive in multicultural environment. I believe that these professional skills will help me to achieve my goals in my future career and support me in my everyday life.

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Appendix A:**Job application form**

Application for [job title] - Supervisor

Your details

Name: Maria Mahu

Education and training

Please give details:

Education

Hight school diploma.

Currently studying at UWTSD university.

Training

I have finished:

- Basic Computer knowledge MS Office.
- Fundamentals of Professional Cleaning
- Level 2 Effective Team member skills.
- Supervision of Young People training.
- Supervisor training, Level 3" Free leadership course", duration 200 hours,

Qualifications

Please give details:

Gateway qualification Entry level Awarded in ESOL Skills for Life (Entry 3).

Certificate MS Office Specialist

CMI level 2 Award in Team leading,150 hours,

Level 2 Award for working as a supervisor 200 hours.

Employment history

Your current or most recent employer

Cranbrook Hotel

Name of employer: Cranbrook Hotel

Job title: Supervisor

Length of time with employer: 4 years

Reason for leaving: Career progression and new challenges

Duties:

The responsibilities of a supervisor are:

- Supervising a team of staff
- Ensuring staff are managed efficiently and meet targets
- Servicing hospitality meeting rooms within agreed timescales
- Training all other departments to cover unscheduled absence
- Manage workflow
- Helping to solve employee issues and disputes
- Evaluating performance and providing feedback.

Previous employers

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

When I came first time in UK I worked as a cleaner at VHG Builder Limited. After one year I find a new job at S&I company where I worked as an office assistant where I used my MS Office knowledge and I learned to be a great communicator and socialised with people.

My last experience was at Cranbrook Hotel 1 year I worked as a cleaner and 3 years as a supervisor. This job helped me to develop my self as a leader, to manage people and to receive satisfaction for good results.

Supporting statement

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

I applied for this job because I want to challenge my self in a more famous hotel like Savoy. I think I am the best person for this role because I am a faster learner person who can motivate, inspire and support the teammates to do a great job.

I have already experience in this domain which is very important for you to hire an experienced person who can bring in a short time a positive result. Also, I am a flexible person, and I can work extra hours or night times, to support the managerial team. This will give me the opportunity to grow and learn new skills.

Right to work in the UK

Do you need a work permit to work in the UK? No

References

Bilal Jamil

Hotel Manager

Address: 22-24 Coventry Road, Redbridge, IG1 4QR, United Kingdom

PHONE: 020 3966 8654

Cranbrook Hotel

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: M Mahu

Signature: Mahu

Date: 03/09/2022

Appendix B**The questions asked as interviewer in the role play (A1)**

1. Tell me something about yourself?
2. Why would you like to become a Restaurant Manager?

You said that you are passionate of management role, what kind of skills you possess, and do you think are required for this role?

3. What previous experience do you have in relation with this position?
4. Why should we hire you?
5. What do you think your weaknesses are?

The question/s asked as interviewee in the role play (A1)

Maria: What is the training period for this position?

Veronica: The training period for this position is two weeks and the good news that they are paid.

Appendix

Interview Feedback Form

Date: 14/08/2022

INTERVIEWEE: Maria Mahu

INTERVIEWER: Veronica-Daniela Floria

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, <u>smiled</u> and greeted	☐	☒	☐	☐	☐	The role play was done online some of the features could not be assessed but you must use my oral comments in conjunction with this feedback.
Maintained eye contact	☒	☐	☐	☐	☐	
Hand and facial movements were natural	☐	☒	☐	☐	☐	
Posture (sat up straight, etc.)	☒	☐	☐	☐	☐	
Displayed confidence	☒	☐	☐	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☐	☒	☐	☐	☐	Generally, the interview was successful, you could have done better in term of asking direct and straightforward questions. You can read note but not 100% as you did. Overall, it was a successful interview.
Aligned answers with the needs of the company	☐	☒	☐	☐	☐	
Demonstrated skills with examples	☒	☐	☐	☐	☐	
Acted in a polite manner	☐	☒	☐	☐	☐	
Answered questions in full and in a timely manner	☐	☒	☐	☐	☐	
Understood the position	☐	☒	☐	☐	☐	
Displayed enthusiasm	☒	☐	☐	☐	☐	
Focused on strengths; avoided weaknesses	☐	☐	☒	☐	☐	
Referenced specific items on CV	☐	☐	☒	☐	☐	
<u>Emphasised</u> qualifications	☐	☐	☒	☐	☐	
Asked appropriate questions of the interviewer	☐	☒	☐	☐	☐	
Spoke clearly and at a reasonable volume	☒	☐	☐	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☒	☐	☐	☐	
Did not talk negatively about previous employer(s)	☐	☒	☐	☐	☐	
OVERALL PREPARATION	☒	☐	☐	☐	☐	LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE INTERVIEW.
POINTS AVAILABLE 100 POINTS EARNED _____ GRADE 75 _____ %						FAEDU 14/08/2022