

# PROFESSIONAL CAREER DEVELOPMENT

/BMSW 4005\_LON/

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CERTIFICATE OF HIGHER EDUKATION IN  
SKILLS FOR THE WORKPLACE

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## Appendix

# Job application forms

## Application for [job title] – **Restaurant Manager**

### Your details

**Name: PETRANKA NACHEVA**

### Education and training

Please give details:

- Course: Digital marketing
- Effective communication
- Coordination
- Time management
- Problem solving

## Qualifications

Please give details:

- Master's degree in hospitality industry is required
- Good interpersonal and managerial skills
- Expert Knowledge in managing different software's of the billing
- Hire talented staff workers

## Employment history

### **Your current or most recent employer**

Name of employer: HAPPY

Job title: Senior manager

Length of time with employer: 1 year

Reason for leaving: No room for Growth

Duties:

Recruit different suitable workers for the job position

Manage the employee documents and management reports

Provide proper training

Coordinate with management

Communicate with the employees and management

### **Previous employers**

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

- My communication skills are at a higher level
- I have great knowledge in this field
- I can organize my time effectively

### Supporting statement

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

- I have different skills and right knowledge for this position
- I am very good at teamwork
- I can find the right workers for the right position
- With my working style the restaurant will see efficient growth in the market

### 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.

1. Anna Ivanova /07685399654

2. Elena Catto /07473922706

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: PETRANKA NACHEVA

Signature: P.NACHEVA

Date: 03/05/2022

## INTRODUCTION

Professional carrier development skills are important for the individual. These skills help the person to have an efficient growth in the future (Ritter, and Pedersen, 2020). It includes different types of skills like communication, analytical skills, interpersonal abilities etc. This report aims to analyse about different professional development skills. On the other hand, there will be demonstration about the inherent skills while giving interview to the organisation. Along with that, there will be discussion about role-play of carrier development.

## MAIN BODY

### **Preparing Job description to hire a candidate.**

A Job description is a document which helps the organisation to find a right candidate according to the job position in the workplace (Lanzolla, and Markides, 2021). The company could write about different skills and work duties in the document to hire a suitable candidate.

#### **JOB DESCRIPTION**

***Job title:*** Restaurant Manager

***Report to:*** Senior Manager

***Job summary:*** The work manages the different staff workers effectively it is the main work responsibility. Manage different reports and documents by coordinating with the management. Suggest different innovative ideas to the restaurant to generate the revenues in the market.

***Responsibilities:***

- Recruit different suitable workers for the best job position in the restaurant
- Help employees in difficult situation.
- Manage the employee documents and management reports.
- Provide proper training to different workers in the restaurant.
- Coordinate with the management to do the work effectively.
- Communicate with the employees and management systematically.

***Qualifications:***

- Masters degree in hospitality industry is required
- Good interpersonal and managerial skills to manage different employees in the restaurant.
- Expert Knowledge in managing different softwares of the billing.

- Hire talented staff workers among different applicants for the restaurant.

### **Preparing Person Specification to hire a candidate.**

A person specification is the description of all the qualifications and skills which the organisation requires from the candidate for the best job position in the workplace. It helps the organisation to find the right candidate among several applicants.

#### **PERSON SPECIFICATION**

##### ***Essential skills:***

- Effective communication skills to help different employees in difficult situations..
- Interpersonal skills to create a healthy working environment in the restaurant.
- Multi-tasking skills to manage the work effectively.
- Expert Knowledge of computer and different billing softwares.
- Coordinate with the management.
- Help the restaurant in difficult situations and suggest some new innovative ideas to the restaurant.

##### ***Desired skills:***

- Must be adaptable in difficult situations and must be ready to give time to the restaurant after the working hours..
- Must follow the values and code of conduct and perform the duties according to these

values.

- Must have problem solving skills and effective time management skills.

### **Questions Asked By the Interviewer for the Job Role of Restaurant Manager.**

- **Give a brief Introduction about yourself?**

Hello Miss Ivanova my name is Petranka Nacheva I have done Master in Hospitality management. I have just completed my Graduation recently. I had relevant experience of working as a senior manager in some other organisation. I want to gain more experience and develop different set of skills while working in the restaurant before. I have also additional course of digital marketing to understand the market better in this new technological work.

- **How you are better and different from other candidates who have applied for this job position in the restaurant?**

Other candidates does not have relevant experience working as a senior manager in the restaurant. This is the first point which creates a difference between me and other candidates. I have the necessary skills like effective communication, coordination, time management and other skills as well (Mayer, 2018). Furthermore sir, I could manage my time effectively and I take the proper responsibility to do the duties effectively in the restaurant chain. The main focus of myself is to coordinate with the management and help them in every difficult situation which arises in the future. The main factor which differs me from other candidate is to takes the best decisions which help the restaurant to generate more revenues in the market.

- **How do you help the restaurant to improve the productivity and help them to make more profits in the market?**

For this factor I will motivate different employees and help them to solve every difficult situation. I have the capability to make them work efficiently in the restaurant. I asses their work properly whenever they need help I will be the first one to help them. The main focus is making them more productive which automatically help the restaurant to generate more profits from the market (Gitman, McDaniel, and Shah, 2018). I build a healthy relationship with every employee in the restaurant. I help the restaurant to achieve their goals and objectives at a very fast pace. I study different reports and documents very effectively and judge the situation on these documents. With my working style the restaurant will see an efficient growth in the market.

- **How do you hire talented staff workers for the restaurant? It is the most difficult work responsibility of you?**

I have the capability to judge every applicant on basis on their speaking style and judging their qualifications and skills effectively. The main factor is to filter the best candidate among the applicants on their skills and knowledge. I will make an attractive job advertisement attract multiple numbers of candidates for the best job position (Bougie, and Sekaran, 2019). I have the advantage over different candidates. I am expert in handling different duties as a part of restaurant manager. I use different ways to attract different workers for the job. By posting the job description on different online websites and offline means also.

- **How you will manage the work and job duties and responsibilities?**

Because of my experience I have the capability to manage my skills effectively in the restaurant. I have different skills and right knowledge which includes communication, problem solving, coordination, etc. This will help me to manage my duties and work responsibilities systematically in the workplace.

## **TASK 2**

### **Recruitment and Selection**

Recruitment and selection is the most important process to select the right and suitable candidate in the organisation. The main purpose is to hire a talented applicant which helps the organisation to achieve its goals and objectives. The reflective cycle which could be used in this process is Gibbs model for effective career development in the future. This cycle is developed by Graham Gibb's in 1998 (Karagianni, and Jude Montgomery, 2018). It is used to identify the skills and knowledge which an individual use while developing the career in the future.

- **Description** – This stage includes the position of the job while working in the organisation. When I was working in the restaurant as a manager. I used to divide the task and responsibilities to different workers to gain more productivity in the business. Leadership skills are important to divide the work and delegation of authority is the main factor which drives the work in an effective manner (Sousa, and Rocha, 2019). The workers put maximum efforts to achieve more productivity and achieve more revenues from the customers in the market. Before going towards my cabin I always make a strategic plan for the day to carry the operations effectively.

- **Evaluation** – Being a manager in the restaurant I have to perform various responsibilities and duties in the organisation. I evaluate every difficult situation strategically to solve the problem in the restaurant. In the business there are certain problems which arise in the workplace. I had to find effective solutions of different problems by using clear thoughts and make my vision clear.
- **Analysis** – In this factor the individual analyse the work effectively in the workplace. I used effective team building skill to carry out the operations smoothly in the market. The main focus is to create a healthy working environment for every staff member to achieve more productivity in the restaurant.
- **Conclusion** – The stage suggests that there is proper conclusion of the effective work which the individual perform. I had work so hard and put all my efforts in the restaurant to generate maximum revenues from the market. I always maintain healthy relationship with the employees to achieve maximum productivity.
- **Action** – While working in the restaurant as a manager. I have faced different challenges like the impact of covid (Bottomley, and Willie Burgess, 2018). Due to which the business has faced losses in the market. But I work effectively to manage this situation with my problem solving and leadership skills.

### **Preparing a Action Plan**

It helps the individual to indentify the goals and objectives which the person wants to achieve while working in the organisation. The main purpose of preparing an action plan is to understand the strength and weakness of the person (Adeani, Febriani, and Syafryadin, 2020). Productive employee helps the organisation to achieve its goals and objectives in an effective manner. The skills and knowledge which an individual develop through action plan is very important. It enhances the overall growth of the person. Personal action plan is described below:

| <b>Skills</b>     | <b>Importance</b>                                                                                    | <b>Action</b>                                                                            | <b>Time taken</b>                                      |
|-------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------|
| Leadership Skills | This is the most important skills which a person needs to develop while working in the organisation. | To develop this skill effectively. I have become very disciplined. I am adapting towards | It took me 1.5 months to develop the leadership skill. |

|                       |                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                            |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
|                       | <p>Leadership skills develop with the inherent experience. It helps the person to divide the work effectively in the company. With, the help of effective leadership the person could communicate better with the employees in the workplace. It enhances the workers productivity in the organisation which helps the company to achieve its goals and objectives.</p> | <p>difficult situations which I will face in the future. Managing the team helps me to develop this skill at a very fast pace (Dhaliwal, Singh, and Singh, 2018). To carry out the operations effectively. I talk to the employees and motivate them to improve their productivity while working in the organisation. The main motive is to enhance the business operations systematically with the right leadership approach.</p> |                                                            |
| Problem Solving Skill | <p>This skill is most effective in the difficult situations. Problem solving skills helps the person to timely solve the problems in which arises in various situations. This skill</p>                                                                                                                                                                                 | <p>I have the adequate experience to solve different problems effectively in the workplace. I used this skill to carry out the business operation smoothly in the market. I tackle</p>                                                                                                                                                                                                                                             | <p>I took me 1 month to develop problem solving skill.</p> |

|                             |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                |                                           |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
|                             | helps the organisation to generate more profits in the market without facing any difficulties.                                                                                                                                                             | different problems with my clear thoughts and vision.                                                                                                                                                                                                          |                                           |
| Team effectiveness Skill    | This skill is most important for an organisation. Nowadays the companies divide different employees in the groups to achieve more efforts and productivity in their work. The employee's vision is clear and they work effectively in a systematic manner. | This skill helps me to achieve greater productivity in the organisation. I develop a healthy relationship with the employees to improve their productivity. They put all their efforts in their work to achieve the goals and objectives in the organisation.- | It took me 1 month to develop this skill. |
| Negotiation and persuasions | This skill is the important and effective while doing the business. The main focus of this skill is to negotiate in an effective manner with different individuals.                                                                                        | It helps me to achieved communicate effective and a systematic with the clients.                                                                                                                                                                               | It took me 20 Days to develop this skill. |

## CONCLUSION

From the above report, it has concluded that skills are important for an individual to have an effective growth in the workplace. Along with that, there is preparation of job description and

specification to recruit the talented employees for the business. For further instance, there is role-play of the interviewer and candidate to know about the recruitment and selection process.

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