

PERSONAL REFLECTIVE REPORT

TOPIC:MY OWN EXPERIENCE AS A LEADER AT MELIA WHITE HOUSE HOTEL

Module name:Leadership and Management Theory and Practice

Module No:LCBB6003

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Introduction

Leadership principles are easy to understand, but they are not common sense. If they were, people would use them more often. Leaders need to take time to really think about fundamental ideas. My experience in hotel management and volunteer and community work have taught me much about what it takes to be a good leader. These new ideas have helped me learn more about myself and become a better person. As a hotel manager, I have learned how important it is to have strong leaders who can get their teams to do their best work. This *reflective report reflects on my experience as leadership at Melia white house hotel* and my personal perception of leadership by illustrating the lessons I have learnt from personal experience.

Background of Organization

Meliá Hotels International headquarters in Palma de Mallorca, Spain, was established in 1956 by Gabriel Escarrer Juliá. They are the 17th largest hotel chain worldwide and one of the major domestic operators of Spanish resorts. The organisation is unrivalled when it comes to hotels in Spain, both tourist destinations and major cities. There are now 374 hotels in 40 countries across 4 continents that are part of the hotel group. In order to sell its wares, the corporation relies on several well-known commercial labels. By selling the Tryp Hotels name to Wyndham in 2010, they eliminated a potential source of revenue. Since January 2015, the company has managed over 330 hotels, with over 160 located in Spain (Melia.com, 2022).

Review of leadership and management theories and models.

As a leader, *my position is a supervisor in the housekeeping department*, I am a results-oriented person, and it has served me well in my efforts to boost the company's fortunes. Having served as a leader in various settings over the last five years, I am comfortable setting achievable goals and developing practical plans to bring those goals to fruition with the help of my hardworking team. Being familiar with the inner workings of the company may also help me succeed, as it would allow me to more quickly analyse the organisation's requirements and, in turn, establish a plan for achieving the firm's goals. This skill allows me to set objectives for the whole company that cascade down from higher-level objectives (Andriani, Kesumawati, and Kristiawan, 2018).

As per my *personal SWOT*, I have a thorough understanding of many different leadership theories and practices. As a result of my vast educational background, I have been exposed to a range of leadership theories, both authoritarian and transactional leadership styles.

Focusing on internal problems, like my lack of drive, might help me get over my flaws and get better at things I am not good at, like my lack of experience in some areas, my lack of drive, and my poor public speaking skills, for example. I can also try to fix my flaws, such as a lack of imagination and excitement, by doing the things I like. Everything I do and how I treat other people is based on what I think and value (Gumus, Bellibas, Esen and Gumus, 2016).

Over-reliance on peers when making choices is one of my key flaws as a leader, and I have worked hard to address this problem over the years. Leaders are aware that they cannot copy the actions of their peers in similar situations and that this poses a danger to their leadership. Leaders in different contexts may need to develop their own unique strategies, and thus depending on the actions of their peers, might be counterproductive. To that aim, I want to continue honing my skills in this area and eventually become an independent thinker on matters pertaining to establishing objectives inside an organisation (Daniëls, Hondeghem and Dochy, 2019).

My aim is always to grasp the Opportunities. In this instance, it pertains to situations outside my control, from which I still derive rewards. If I want to take advantage of the opportunities that present themselves, I must act immediately. I always organise gatherings and seminars where experts can exchange knowledge and create relationships in the hotel sector—attending this workshop really improved my professional abilities in my field of study. Therefore, I want to pursue a more marketable profession that will expand my career opportunities. Maintain ongoing attention to career opportunities. In that situation, I am free to create any innovative technology I see necessary. Alternatively, the Internet has connected me with various resources and helpful individuals. There is now an open position at my company, Malia White House Hotel, and nobody seems interested in taking it (Hairon, Goh, Chua and Wang, 2015).

By using Gibbs Reflective Model:



Fig 1: Illustrates the Gibbs Reflection Model Source: (Wain, 2017)

Description

At the beginning and end of the course, self-awareness occurs. The main goal of the evaluation is to ascertain whether or not the test-taker has the necessary skills to succeed in the program. With the aid of Gibb's approach (Sekarwinahyu, Rustaman, Widodo and Riandi, 2019), I was able to assess my professional potential. Therefore, I could identify my strengths, areas for improvement, and key obligations.

Feelings

My improved awareness has led me to conclude that my first evaluation was wrong and that I should have acted sooner. My analysis of the scenario made me worry that I would seem foolish in front of others. My manager keeps an eye on me and often updates me on information I already know. In addition, I like that my bosses are continually assessing my work to find methods to improve it (Sekarwinahyu, Rustaman, Widodo and Riandi, 2019).

Evaluation

Group projects at work, such as presentations and corporate development plans, allowed me to hone my teamwork skills while in school and to work. Numerous group members' failure to finish this task resulted in a performance delay. From Gibbs' (1988) research, the study of

group behaviour developed with an understanding of the group's processes and emotions as its ultimate objective. A lot of my anxiety stems from having to keep track of time and deal with other administrative tasks, both of which are made worse when I have to work with other people (Sekarwinahyu, Rustaman, Widodo and Riandi, 2019).

Analysis

Time management skills are essential in my current position as a hotel worker, both for keeping up with guests' requests and delivering the high-quality service they need. When preparing for client orders, it is crucial that I be able to give my services swiftly so that I can fulfil the goods on time. I planned out the next half a year's schedule during the break. Since doing this, I have found keeping a schedule and having a level head much more accessible. Further, I was anxious about the positive feedback my fast service would get from satisfied consumers. I have effectively dealt with concepts and anticipations (Sekarwinahyu, Rustaman, Widodo and Riandi, 2019).

Delegation Model

The term "delegation" refers to the practice of officially passing on responsibility from one person to another. According to Putri and Mahmudah (2021), superiors give subordinates responsibility and authority to ensure that tasks are completed efficiently. The delegation system consists of the following three components:



Figure 2: Delegation Model Source: (ncsbn.org, n.d.)

Delegation of Tasks or Duties

There is no way for a manager to take care of everything independently; therefore, he must allocate tasks to his employees. It is incumbent upon him to ensure the integrity and competence of his subordinates' work while assigning tasks. A manager's accountability for the work of his employees continues even after he has delegated the work to those employees (Putri and Mahmudah, 2021).

Transfer of Authority

In addition to delegating responsibilities and tasks to subordinates, a superior should also give them the authority they need to carry them out effectively. We use the term "delegation of authority" to describe this process. They need this freedom to make decisions in order to fulfil their responsibilities and achieve the organisation's objectives.

Responsibility in Task Completion and Authority Use

The individual to whom responsibilities and authority are given should be held responsible or accountable for carrying out those duties and carrying out those powers in an appropriate manner.

Actions plan

My communication skills are improved by the time I spend interacting with my subordinate. Additionally, I learned the importance of having the self-assurance and boldness to share my ideas and feelings about a topic while participating in a group. Due to the heightened strain, I learned how important it is for managers to provide emotional and spiritual support to their teams.

Overview of my Leadership Styles and Models

According to leadership styles, I am familiar with many **leadership philosophies** and am able to choose the leadership style that is most suitable for a given situation. I am well known for a wide range of **leadership theories and practises**, which fit well with my leadership qualities. As a result of my vast educational background, I have been exposed to a range of leadership concepts, such as **authoritarian and transactional leadership** styles. I have successfully built strong relationships within the organisations for which I have worked, as this significantly impacts the development of leadership effectiveness. I learned this through relational leadership (Berkovich and Eyal, 2019), which taught me how to do so by utilising an effective **coaching Model**(Gray, 2018).

By applying Coaching Model

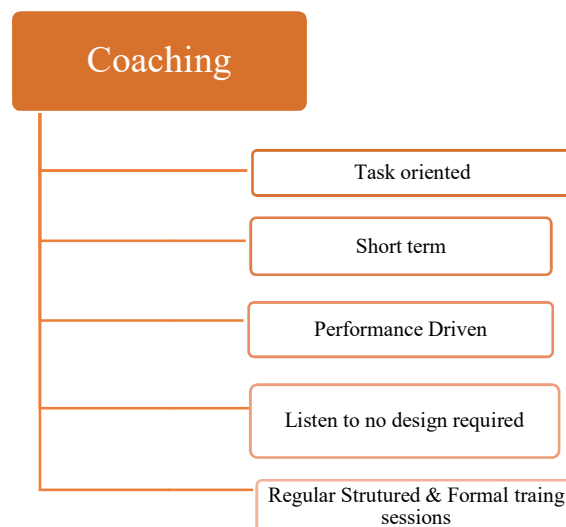


Fig 2: Illustrates the Model of Coaching (Gray, 2018)

I think employing leadership coaching models can empower coaches and motivate them to accept accountability. Owing to their involvement in the process increases employee and staff engagement. Coaching is a kind of technical support that focuses on helping staff members acquire and apply the skills and procedures necessary to carry out their tasks effectively. It aids in locating and fostering my high potential. Additionally, it improves my capacity for teamwork and presents additional options for growth. I have developed my Strengths via the coaching sessions. Examples of internal qualities that I am able to manage and use via

coaching are my business experience, communication skills, interpersonal relations talents, and organising skills. I want to do this to improve my skills. I could succeed if I had a supportive attitude toward others. It is essential to be extroverted and self-assured while speaking in front of a group. It makes it easier for me to have constant gratitude and an unwavering tranquillity attitude (Farah, Elias, De Clercy and Rowe, 2020).

My opinion is that the notion of leadership is really vague. Sadly, a definition will not be useful since I cannot find or understand the phrase. It is difficult to generalise what makes a great leader since everyone's definition of leadership is different.

Area of focus that needs to be developed

Collaborative skills: By doing this, I can be confident that I will not overlook any information that would be crucial in the case of a work-related emergency. It comes naturally for me to criticise my elders' work and urge them to make the required changes. In my opinion, the most crucial thing to keep in mind is to treat one another with respect and consideration when doing the tasks and duties given to me while dealing with an issue with colleagues (Rubens, Schoenfeld, Schaffer, and Leah, 2018).

Motivational Skills: Furthermore, when I interacted with the subordinates as part of my hotel management job, they broke conventional processes. I was also aware that in order to find a solution, I would need the guts and self-assurance to articulate my feelings and opinions regarding a particular problem. I understood that employees desperately needed moral and emotional assistance, especially in light of the issues they may be facing from their superiors (Afsar and Masood, 2017).

Conclusion

In my opinion, leadership combines traits that include dynamism, inspiration, success, and vision. In other words, leadership does not necessarily have to be limited to the workplace or a single missionary deed. A leader is someone who is in charge and who does not waver in the face of difficulty. Nevertheless, it may occur in a person's home, workplace, volunteer organisation, or other location. Despite having some innate tendencies, one may become a leader. This is not to say that leaders are born with certain traits. A person is seen as a leader if they uplift others and exhibit honesty. My leadership qualities are portrayed and shown in this reflective report. I will also show how my leadership personality traits affect how I

behave daily, in business and at home. Aside from that, I want to demonstrate several leadership styles and how individuals may assess their leadership potential.

Leaders must focus on assisting staff members in acquiring and using the knowledge, processes, and skills required to carry out their jobs successfully. It helps in identifying those with great potential and nurturing them.

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Appendices

Appendix 1: Leadership Development Plan

Professional Development Action Plan			
Skills	What strategies will I implement?	What is the precise timeline for executing the strategy?	How will each strategy be evaluated?
Goal: Improve my communication skills.			
Communication skills	I improve my communication abilities by taking part in public training and workshops.	Participate in sessions once a week for eight months.	I will send and analyse vast volumes of data to track my development. ICT tools might increase productivity and allow us to work more quickly.
Goal: Improve my ICT skills.			
ICT skills	In order to make it simpler for me to maintain the online records of the customers in the hotel industry, I improved	Weekly programming sessions must be attended for seven	I will send and analyse vast volumes of data to track my development. ICT tools might

	my ICT abilities by utilising a variety of computer programmes, software, and other apps and by taking programming classes.	months.	increase productivity and allow us to work more quickly.
Goal: Improve problem-solving skills			
Problem-solving skills	Through a variety of difficult circumstances, I have developed my problem-solving and situational analysis skills.	Through many training sessions, I discovered how to improve my problem-solving abilities by categorising various difficulties.	By comprehending the situation, coming up with the best solution, and achieving the desired outcomes, I will evaluate my problem-solving abilities.