

ACADEMIC REPORT

CerTHE Skills for the Workplace

Professional Career Development
BMSW4005_LON

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Student Number: 2125137
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This report's goal is to help me think critically about my chosen field of work and the abilities required for it in order to improve my chances of being hired for that profession in the future. Using the Gibbs model, which gives learning from experiences structure, allows me to draw lessons and make plans from both the good and the bad. The Gibbs model has five stages, which are: description of the experience I had, feelings about the experience, evaluation of the experience—which can be positive or negative—conclusion regarding what I learned and what can be done differently, and last but not least, action plan for how I would behave in the event that a situation similar to this one arises in the future as well as various changes I might find helpful and appropriate.

My chosen career is Restaurant Manager. Due to my confidence in my abilities and consideration of my prior experience, I picked this line of work. Additionally, having contact with customers is an enjoyment for me.

Description

Restaurant managers are responsible for a wide range of tasks, including hiring and managing staff, monitoring daily operations, responding to customer complaints, and producing financial reports. Managing inventory and ensuring compliance with health and safety laws are essential additional responsibilities of a restaurant manager.

This job requires skills such as strong talent in customer service, consciousness of commerce, teamwork, the capacity to balance many tasks and set priorities, excellent interpersonal skills, talents in administration and management, abilities to solve problems and ability to organise.

I have already acquired some of the necessary abilities to be a restaurant manager over the years being them: Teamwork which is the act of cooperating with a group of individuals to accomplish an objective, problem solving being the process of defining an issue; identifying the problem's cause; deciding on, putting in order, and choosing potential solutions, acquired mainly when I worked as a warehouse operator/ supervisor. Also leadership, the capacity to delegate, and communication, those are what I consider my main skills.

Because I still occasionally struggle with time management, this is an ability that will require being cultivated . Negotiation and resolving conflict are employed when two parties share the same goal but disagree on the best course of action. Conflict resolution can be used to accomplish the aim while resolving these problems.

Feeling

I feel that being a restaurant manager would change my life in many ways, such as:

Salary: Currently, the average annual pay in the Area of London is roughly £35,278; this represents a significant increase for someone making \$16,000.

Work-Life Balance: Over 40 hours a week are typically spent at work. Weekends and late nights are common for restaurant managers to work. In some jobs, working overtime may be required, therefore it's necessary to be prepared to stay on the job until it's finished, whenever that may be.

High demand: There is a lot of demand for good restaurant managers, so I don't have to be concerned about losing my work because there are plenty of other places where I can obtain employment quite quickly.

Can be stressful: To be a restaurant manager may be quite hectic since you will need to manage numerous things at once. If you neglect to do something crucial, it could seriously harm your chances of success.

Evaluation

Salary: If I said that money was unimportant, I would be acting hypocritically. The amount of money a restaurant manager makes would fundamentally alter my life, in my opinion. Having money helps to start a business, construct your dream home, cover the expenses of starting a family, or achieve other objectives you think will improve your quality of life.

Work-Life Balance: The worst part about managing a restaurant is this in my opinion. Even though I don't have any children yet, I do have a large family and a needy husband.

High demand: A healthy market is extremely useful because if the company for which I work does have any issues with which I disagree or have little possibility of solving, I can quickly find another employment. I observe that, as a result of Covid and Brexit, most restaurants in the UK are experiencing problems with energy prices, employee shortages, reduced working hours, and closing Mondays and Tuesdays, which are typically less busy than other days of the week. Making restaurant owners raise prices and even reduce staff wages, making both employees and consumers dissatisfied.

Can be stressful: For me the main stressful point is that employees might be challenging to manage. Workers routinely cancel shifts with very little warning, leaving managers short-staffed and scrambling to find replacements.

Management must undertake to guarantee the service does not degrade while understaffed. It is, however, difficult to be committed to your work while managing employees who are not.

Conclusion of Gibb's Model

Finally, I see that I possess the necessary qualities to be a restaurant manager, such as teamwork, solving problems, customer service, administration, communication and management.

The skills I have to improve include:

Time management, which really is, in my view, one of the most crucial because the ability to manage time is needed in any situation or job. I believe that if I don't have good time management skills during the day and my duties are disorganised, I won't be able to focus on what is truly important and will end up neglecting tasks.

Patience and the capacity to stay calm in stressful circumstances are tough for me as a nervous person; most of the time, once I reach my limit, I have no control at all.

Action Plan

As an action plan I want to start my weeks already organised/planned. Planning is an essential aspect of time management since it provides the foundation for determining how to accomplish something in a certain period of time. Planning will assist me in working through challenges, sorting thoughts, achieving goals, and a lot more. Keep in mind that certain planning tactics are more effective than others. The more I practise time management, the easier it will be to manage my time.

Staying calm lowers the risk of high blood pressure, heart problems. When a person is stressed, the body produces greater amounts of cortisol. Being continuously stressed gets our body to produce this hormone, which affects the neurological system, and improving it would be ideal for me because I want to live a healthy life. Some strategies for staying calm under pressure include focusing on the good side of things rather than obsessing on bad features or consequences. Take deep breaths and go for walks; even a few minutes of outdoor air and a change of environment should help me feel more at ease and obtain a fresh perspective on the problem.

Conclusion

I conclude that becoming a restaurant manager demands a lot of hard work, but it is something I see myself doing. I could not really say for the rest of my life, but for a long period of time. Believing always that whatever I want to be, working hard, I will be.

This assignment taught me how to prioritise, organise, and focus on what is truly important, allowing me to become a productive person and avoid wasting time on things that would not benefit me in any way.

References

Dianella-How to Keep Calm Under Pressure [online] available from: <https://www.psychologicalhealthcare.com.au/blog/keep-calm-pressure/> (accessed: 10th November 2022)

BUSINESS, BIG & SMALL • 2 JUL 2020How has coronavirus affected pubs, cafes and restaurants? [online] available from: <https://www.economicsobservatory.com/how-has-coronavirus-affected-pubs-cafes-and-restaurants#:~:text=The%20accommodation%20and%20food%20service,decrease%20for%20all%20other%20workers.> (accessed: 10th November 2022)

Mind Tools Gibbs' Reflective Cycle Helping People Learn From Experience [online] available from: <https://www.mindtools.com/pages/article/reflective-cycle.htm> (accessed 10th November 2022)

The French Horn Restaurant Manager

Job Description

Location: Sonning on Thames, Reading, United Kingdom

Terms: Full time/ Permanent

Salary/rate: £35k-£38k per year

Hours: Monday- Friday, 9am-4pm.

About us: The Emmanuel family has been in charge of The French Horn, a restaurant and hotel, since 1972. Having a Michelin and AA ratings (2 Rosette), notable clientele including George Clooney, the film director and restaurant critic Michael Winner, etc...

Duties:

- Organise staff shifts and scheduling,
- Coordinating daily restaurant management operation,
- Working with food and drink suppliers,
- Following all company policy and procedures regarding dealing with cash, equipment and property,
- Maintaining safe working conditions,
- Recruiting and training staff.

Job Specification

Qualifications and Skills:

- Exceptional organisational and leadership skills
- Ability to work well with others with excellent interpersonal and communications skills
- Knowledge of computers and industry technology
- Basic understanding of food preparation
- Ability to remain calm under pressure

Responsibilities:

- organise table reservations and offer advice about menu and wine choices
- respond to customer queries and complaints. meet and greet customers
- ensuring that kitchen, bar and waiting staff are working as a team

APPLICATION FORM

CONFIDENTIAL

Please complete the application as fully & accurately as possible.

Date of Application: 16/11/2022

APPLICANT DETAILS

Name of Applicant: Vitoria de Oliveira dos Santos
Address: Eagle house, the ring, Bracknell, Rg121ab
Tel Number: +44 7763 294353
Email address: santosvitoria407@gmail.com
Date of Birth: 04/07/2001
Do you have the right to work in the uk? YES

Are you working at the moment?	yes
Would you prefer full or part time?	Full time
Temporary or permanent?	permanent
Are you studying or in training?	studying (Wednesdays and Thursdays)
What are you studying or training?	CerthHE Skills for the workplace
Do you have a valid driving license?	yes

PREVIOUS EMPLOYERS

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

1. Head receptionist- French Horn Hotel/Restaurant - Working as a team leader, organising schedules, dealing with invoices. As an extra I help and deal with restaurant and bar issues as well.
2. Receptionist- Dr Arora surgery - As a receptionist at a Dr Surgery you have to work under pressure from the patients, dealing with emails, appointments, etc...
3. Warehouse supervisor- Amazon- One of the biggest companies in the world. Working for Amazon is non-stop work as they have so many employees and as a team leader you need to be responsible for around 30 people. Organising schedules, their duties, dealing with delivery issues, etc...

DISABILITY

"Defined as a physical or mental impairment which has a substantial and long-term effect on his/her ability to carry out normal day to day activities as described by Section 1 of the Disability Discrimination Act 1995".

Do you have a disability?	NO
Type of disability	
Visual	
Hearing	
Mobility	
Other:	

DISCLOSURE

Do you have any history of criminal offences? (Including having an ASBO, Injunction being issued against you)	NO
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Please give a brief summary and date of events:

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Have you been convicted or cautioned of an offence under the Sex Offenders Act 1997?	NO
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Please use this space to write anything else you wish to add for your application:

Believing that I am a good option for this job position as I have enough experience in this area, also very hard working, able to deal with any issues, having skills such as; problem solving, time management, teamwork, good communication, leadership and computer technology.

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: Vitoria de Oliveira dos Santos

Signature:

Date: 16/11/2022

QUESTIONS FOR ROBERT MIHAILICA:

1. as you are already one of our front house manager, Why do you think you would be a good general manager
2. What are your main strengths and weaknesses
3. what do you think you need to improve
4. how do you deal with pressure or stressful situations
5. do you have any questions