

Employability and Career Development Portfolio

Student Information:

Student name: Mohammad Nazrul Islam

Student ID number: 2515987

Lecturer name: Konstantina Mari

Programme: Cert HE Business Skills for the Workplace

Module: Employability and Career Development

Module code: LCLM4005

Assignment Title: Portfolio of written tasks

Introduction:

This assignment examines employability readiness in relation to graduate opportunities in the hospitality industry, with particular focus on front office and hotel operations roles. Graduate hospitality positions require a combination of technical knowledge, professional behaviour, customer service ability and transferable skills. The assignment is divided into three sections. Task 1 compares the Front Office Graduate position at The Landmark London Hotel with a second hospitality graduate role in order to identify key skills and knowledge required by employers. Task 2 provides a SWOT analysis to evaluate personal employability readiness, supported by evidence from academic study, work-related experience, extracurricular activity and feedback. Task 3 sets employment goals based on areas for development and presents a personal development plan to support future career progression.

Task: Comparison of Two Job Adverts

The first job advert selected is the Front Office Graduate position at The Landmark London Hotel. This role is based in a luxury five-star hotel environment and focuses on delivering high-quality guest experiences through front office operations. The advert highlights the need for a passionate graduate who can provide excellent service, follow standard operating procedures, understand hotel products and rates, recommend services to guests and apply policies appropriately. The role also requires professionalism, attention to detail and the ability to work effectively as part of a front office team.

The second role selected for comparison is a Food and Beverage Graduate Programme at a luxury hotel such as Coworth Park. This type of graduate role usually involves restaurant, bar, banqueting and events operations. Although the department is different from front office, it remains highly guest-facing. A food and beverage graduate is expected to communicate with guests, understand service standards, manage customer expectations, work closely with colleagues and develop operational and leadership skills.

A key similarity between the two adverts is the importance of customer service. The Landmark London Front Office Graduate role requires employees to create memorable guest experiences and maintain five-star standards. Similarly, a food and beverage graduate must provide a professional dining or event experience by responding to guest needs, maintaining service quality and solving problems quickly. In both roles, customer satisfaction is central to business success because positive experiences influence repeat visits, reviews and brand reputation.

Communication is another common skill. In front office, communication is needed when welcoming guests, explaining room rates, providing information about hotel facilities, handling enquiries and resolving complaints. In food and beverage, communication is important when taking orders, managing dietary requirements, coordinating with kitchen staff and responding to service issues. Clear communication reduces mistakes and supports efficient teamwork.

Teamwork is also essential in both roles. The front office team must coordinate with housekeeping, reservations, concierge and management to ensure smooth guest journeys. Food and beverage graduates must work with chefs, supervisors, event teams and other service staff. In hospitality, one department's performance often affects another, so teamwork supports consistent service delivery.

Both roles also require knowledge of company policies, procedures and operational standards. The Landmark London advert specifically refers to following standard operating procedures and applying relevant policies. Food and beverage roles also require knowledge of health and safety, food hygiene, allergens, service sequence and brand standards.

One key skill that could be used in future employment is customer service. In a future front office or hotel management role, customer service skills would support professional guest interactions, complaint handling and service recovery. For example, if a guest is unhappy because a room is not ready, strong customer service would involve listening carefully, showing empathy, explaining the situation clearly and offering a practical solution. This skill is important because it supports guest loyalty, protects the hotel's reputation and contributes to career progression in hospitality management.

Task 2: SWOT Analysis for Self-Assessment

Self-assessment is important for employability because it helps identify current abilities and areas requiring improvement. A SWOT analysis is useful because it considers internal strengths and weaknesses alongside external opportunities and threats. In relation to hospitality graduate employment, this method supports career planning and highlights the skills needed for professional development.

Strengths :

A key personal strength is communication. Academic study has provided regular opportunities to present ideas, participate in class discussions and complete written assignments. These experiences have supported the development of clear verbal and written communication. In hospitality, communication is essential because employees must provide accurate information, respond politely to guest needs and coordinate effectively with colleagues.

Teamwork is another strength. Group tasks during the Employability and Career Development module have required collaboration, shared responsibility and respect for different opinions. Feedback from peers has indicated reliability and willingness to contribute to group work. This is relevant to hospitality because hotels depend on cooperation between departments. For example, front office staff rely on housekeeping updates, reservations information and management support to meet guest expectations.

A further strength is willingness to learn. Graduate roles such as the Front Office Graduate position at The Landmark London Hotel are designed to develop employees through training, practical

experience and professional guidance. A positive attitude towards learning is valuable because the hospitality industry changes constantly in response to guest expectations, technology and service trends.

Professional attitude is also a strength. Academic deadlines and attendance expectations have encouraged punctuality, responsibility and organisation. These behaviours are directly transferable to hospitality employment, where staff must arrive on time, follow procedures, maintain appearance standards and represent the organisation positively.

Weaknesses

One area for development is confidence in handling difficult guest situations. Hospitality employees often deal with complaints about delays, bookings, service quality or misunderstandings. Although communication skills are developing well, more confidence is needed when responding under pressure. This weakness is important because luxury hotels expect staff to remain calm, professional and solution-focused at all times.

Another weakness is limited direct experience in front office operations. Academic learning has improved understanding of employability and workplace expectations, but more practical exposure to hotel systems, reservations, check-in procedures and guest relations would strengthen readiness for a graduate position. The Landmark London role requires knowledge of hotel products, rates and procedures, so practical experience would support stronger job performance.

Time management under pressure is another area requiring improvement. Hospitality environments can become busy during peak check-in periods, breakfast service, events or guest complaint situations. Although academic deadlines have helped develop planning skills, the ability to prioritise quickly in a fast-paced operational environment still needs further development.

A further weakness is limited confidence in leadership. Graduate roles often prepare employees for supervisory responsibility. Leadership requires decision-making, delegation, motivation and professional confidence. More experience leading teams or activities would support future progression into supervisory roles.

Opportunities :

Several opportunities can support employability development. Hospitality graduate schemes provide structured training, mentoring and progression routes. The Front Office Graduate role at The Landmark London Hotel offers an opportunity to gain experience in a luxury hotel environment while developing front office knowledge and professional standards.

University careers services also provide useful support. CV workshops, mock interviews, employer talks and career fairs can help improve job search skills and increase understanding of employer expectations. These services provide practical preparation for applications and interviews.

Part-time employment, volunteering and internships are additional opportunities. Customer-facing work in retail, events, food service or reception can develop communication, confidence and problem-solving skills. Even if the role is not directly in hotels, transferable skills are valuable for hospitality graduate applications.

Networking is another opportunity. Contact with tutors, classmates, alumni and hospitality professionals can provide advice, feedback and possible employment leads. Professional conversations can also increase awareness of career pathways in hotel management.

Threats :

A major threat is competition from other graduates. Luxury hospitality graduate schemes often attract applicants with strong academic records, work experience and confident interview skills. This means employability evidence must be strong and clearly presented.

Another threat is the high standard expected in luxury hotels. The Landmark London Hotel operates in a five-star environment where guest expectations are high. Mistakes in communication, appearance, service recovery or attention to detail can affect guest satisfaction. Therefore, continuous development is necessary.

Shift work may also be a threat. Hospitality roles often involve evenings, weekends, bank holidays and early mornings. This can affect work-life balance and wellbeing if time and energy are not managed effectively.

Economic uncertainty is another external threat. Hospitality recruitment may be affected by changes in tourism demand, operating costs and customer spending. Graduates may need to be flexible about location, department and entry-level responsibilities.

Evidence of Readiness for Employability :

Academic achievements provide important evidence of employability readiness. Completion of employability-related tasks demonstrates the ability to research job roles, analyse skills requirements and reflect on personal development. Written assignments show organisation, academic communication and the ability to meet deadlines. Presentations and class participation demonstrate confidence, preparation and communication skills.

Work experience or voluntary activity also supports employability. Customer-facing experience develops patience, professionalism and the ability to respond to different needs. Responsibilities such as dealing with customers, following instructions, completing tasks on time and working with colleagues provide evidence of workplace behaviour. These experiences are relevant to hospitality because guest service depends on reliability and professionalism.

Extracurricular activities can also demonstrate readiness. Participation in student events, societies, group projects or community activities shows initiative and engagement beyond academic study. These activities help develop confidence, teamwork and leadership potential.

Feedback from peers and tutors provides further evidence. Positive comments about reliability, communication and teamwork show that employability skills are already developing. Constructive feedback about confidence and time management also helps identify realistic development priorities. Overall, the SWOT analysis shows a suitable foundation for hospitality employment, supported by communication, teamwork and willingness to learn, while also highlighting the need for more practical experience, confidence and leadership development.

Task 3: Employment Goals and Personal Development Plan

The weaknesses identified in the SWOT analysis show that career development should focus on practical hospitality experience, confidence under pressure, time management and leadership. A short-term goal is to gain customer-facing hospitality experience within six months. This is important because practical experience will strengthen understanding of guest service, operational standards and workplace expectations. It also aligns with the career aspiration of entering a front office or hotel graduate role.

A second short-term goal is to improve confidence in handling complaints within three months. This is important because front office employees are often the first point of contact when guests experience problems. Strong complaint-handling skills will support professional service recovery and increase employability for luxury hotel roles.

A long-term goal is to progress into a front office supervisor or assistant manager role within three to five years. This goal aligns with the aspiration to build a career in hotel management. Supervisory roles require technical knowledge, leadership, confidence and the ability to support team performance. Graduate roles such as the Front Office Graduate position at The Landmark London Hotel provide a suitable pathway towards this goal.

Personal Development Plan:

Area for development	Action	Timeline	Resources needed	Progress measurement
Limited hospitality experience	Apply for part-time hospitality work, internships or volunteering in hotels, restaurants or events	Within 3–6 months	CV, job boards, university careers service, employer events	Number of applications submitted, interviews secured and experience gained
Confidence with complaints	Practise role-play complaint scenarios and request feedback from tutors, peers or mentors	Within 3 months	Mock interview sessions, feedback forms, hospitality case studies	Improved confidence rating and more positive feedback
Time management under pressure	Use weekly planning, prioritisation lists and deadline tracking	Ongoing for 6 months	Digital calendar, planner, task list	Deadlines met and reduced last-minute work
Leadership development	Take responsibility in group projects or student activities	Within 6–12 months	Group work opportunities, mentor guidance, peer feedback	Evidence of leading tasks and improved peer feedback
Front office knowledge	Research hotel systems, guest journey stages, reservations and check-in procedures	Within 3 months	Hospitality textbooks, job adverts, employer information	Ability to explain front office responsibilities clearly in applications and interviews

Conclusion :

This assignment has examined employability development in relation to hospitality graduate employment. The comparison of the Front Office Graduate position at The Landmark London Hotel and a Food and Beverage Graduate Programme shows that employers value customer service, communication, teamwork, professionalism and knowledge of operational procedures. The SWOT analysis identifies communication, teamwork, willingness to learn and professional attitude as key strengths, while confidence, practical experience, time management and leadership require further development. Academic achievements, group work, work-related experience, extracurricular activity and feedback all provide evidence of employability readiness. The personal development plan sets clear actions to improve weaker areas and support progression towards a front office graduate role and future hotel management career.

##Reference List

Caterer.com.(2026). *Front Office Graduate:The Landmark London Hotel*. Available at: caterer.com

The Landmark London Hotel.(2026). *Front Office Graduate job advert*. Caterer.com.

University of Wales Trinity Saint David.(2026). *LCLM4005 Employability and Career Development Assessment Specification*.

Front Office Graduate



 The Landmark Hotel London Ltd **View Profile**

 Marylebone, North West London (NW1), NW1 6JQ

 Published: 4 days ago

 £25500.00 per annum plus tips

Apply

 **Save**



Enrich the Journeys of our People and our Guests as our Front Office Graduate!

The Landmark London looks for unique individuals to join a team full of energy and passion, where we value your strengths and growth potential. This could be your moment to become a part of our journey! We are located opposite Marylebone station and a short walk from Baker Street and Edgware Road stations.

Some of the brilliant benefits you will enjoy as a Front Office Graduate are:

Annual Earnings up to £29,000 (£25,500 basic salary + non-contractual Tronc)

- Pension with company contributions
- 50% discount in all our restaurants and Spa treatments across our properties
- Team member and Friends & Family rates across our properties
- Complimentary stay after passing probation
- Extensive discounts on our benefits platform
- Access to private medical insurance
- Interest free season ticket loan
- Employee Assistance Programme - 24/7 online GP, mental health support and virtual wellbeing
- Support through development plans, apprenticeships and world-class management development programmes to be the best you can be
- Bike to work scheme
- Recommend a Friend incentive
- Uniforms provided and laundered complimentary
- Free meals on duty
- Opportunity to join our taskforces to contribute to the business focuses, community and environment
- Employee recognition schemes and Social Committee events including gala dinners and much more!

We are currently looking for a passionate Graduate, to join our Front Office Team on a permanent basis, with an immediate start to consistently deliver memorable moments and five star service to our guests and each other. It is important to us that everyone in the team brings positive energy to support our happy and fun environment, as we strive to build a community of diverse backgrounds and life experiences, where we care about careers and not just jobs.

As a Front Office Graduate, your main duties and expectations for the role will include:

- Maintain and adhere to The Landmark London Standard Operating Procedures in all day to day duties and to ensure every attempt is made to deliver memorable moments to each and every guest while providing 5* service at all times.
- Acquiring the knowledge to be able to explain the hotels products and rates on offer, and giving recommendation to our guests to generate maximum revenue for the department.
- Understanding of relevant policies and procedures and how to deal with specific situations.

You will be required to work 40 hours per week, on a shift rota.

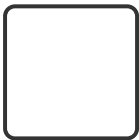
We are ...

- One of Sunday Times' Top 100 "Best Companies to Work For 2026"
- Leaders Club Hotel of the Year Award 2025
- A Leading Hotels of the World member
- 5 red stars
- 2 rosettes
- Earth Check Silver Certified 2025

If you feel your experience, personality and interest are a match for this Front Office Graduate role, we encourage you to apply today. What makes you unique makes us exceptional!

All applicants must be legally eligible to work in the UK

Apply



These jobs were popular with other job seekers

- Graduate

The Landmark Hotel London Ltd

Marylebone, North West London (NW1), NW1 6JQ

£26436.80 per annum plus tips

3 weeks ago

Food & Beverage Graduate Programme - Coworth Park

COWORTH PARK

Ascot Heath, Ascot (SL5), SL5 7SE

Competitive Salary plus service charge

2 weeks ago

https://www.caterer.com/job/front-office-graduate/the-landmark-hotel-london-ltd-job107806927?src=search&page=1&position=2&WT.mc_id=A_PT...

4/7

Night Front Office Graduate



The Landmark Hotel London Ltd

Marylebone, North West London (NW1), NW1 6JQ

£25500.00 per annum plus tips

1 week ago



Graduate Manager



DoubleTree by Hilton Strathclyde

Bellshill, Lanarkshire, ML4 3JQ

Competitive Salary

6 days ago



Guest Relations Coordinator



Hotel Cafe Royal

West London (W1B), W1B 4DY

including service charge

3 weeks ago



Recruitment Intern



PPHE Hotel Group

Lambeth, South East London (SE1), SE1 7GP

Up to £12.71 per hour + plus Great Benefits

1 week ago



Guest Experience Agent



Six Senses London

Hyde Park, West London (W2), W2 4SA

Competitive Salary, Excellent Benefits and Service Charge

1 month ago



Guest Experience Agent, Pre-Opening - The St. Regis London

- St. Regis London

Central London, London

Competitive Salary

3 days ago

Butler Services Agent, Pre-Opening - The St. Regis London

St. Regis London

Central London, London

Competitive Salary

3 days ago

Guest Service Agent

The Doyle Collection

Central London (WC1), WC1B 3NN

£27,500 & Generous Service Charge

3 weeks ago

No Discipline jobs

No Discipline jobs in Marylebone

Jobs in Marylebone

Caterer

^

About us

Work for us

Partners

Jobseeker

^

Hospitality Jobs

https://www.caterer.com/job/front-office-graduate/the-landmark-hotel-london-ltd-job107806927?src=search&page=1&position=2&WT.mc_id=A_PT...

6/7

[Jobseeker login](#)

[Contact us – jobseekers](#)

[Help](#)

[Career advice](#)

Recruiter



[Advertise a job](#)

[Recruiter login](#)

[Contact us – recruiters](#)

[Recruiter advice](#)

Let's connect



Apps



[Privacy policy](#) [Terms and conditions](#) [Cookies](#) [Accessibility](#)

The Stepstone Group UK Ltd © 2026

Home > Job Search Results > Graduate Management Trainee - Dartford / Lewisham / Gravesend

Graduate Management Trainee - Dartford / Lewisham / Gravesend

[Apply Now](#)[Save Job](#)[Share Job](#)

We and our vendors use cookies to improve your on-site experience, analyze site performance, and provide a personalized experience & ads tailored to your interest. Please click “ACCEPT” to tell us you are OK with this use or click here to change your settings at any time. [More Information](#)

[Cookie Settings](#)[Reject](#)

**Location**

Dartford, England

Employment

Regular Full-Time

Salary

Competitive

**RECRUITER**

Sophie Waterfall

Hiring for Roles in the United Kingdom

[+44 7436 505247](tel:+447436505247)sophie.l.waterfall@em.com[LinkedIn](#)

Overview

We're Enterprise Mobility. A family-owned, global mobility leader with a \$39 billion turnover, nearly 90,000 team members, and operations in 95 countries. Led by CEO Chrissy Taylor, the third generation of the Taylor family, we're built on a legacy that gives us the stability to focus on the long-term success of our people, our customers

We and our vendors use cookies to improve your on-site experience, analyze site performance, and provide a personalized experience & ads tailored to your interest. Please click "ACCEPT" to tell us you are OK with this use or click here to change your settings at any time. [More Information](#)

[VIEW MORE](#)

Responsibilities

From your very first day, you'll be trusted with real responsibility and exposed to all areas of our business. You'll develop skills in:

Customer Service: deliver exceptional experiences by confidently handling reservations, resolving enquiries, and building rapport with a diverse range of customers.

[VIEW MORE](#)

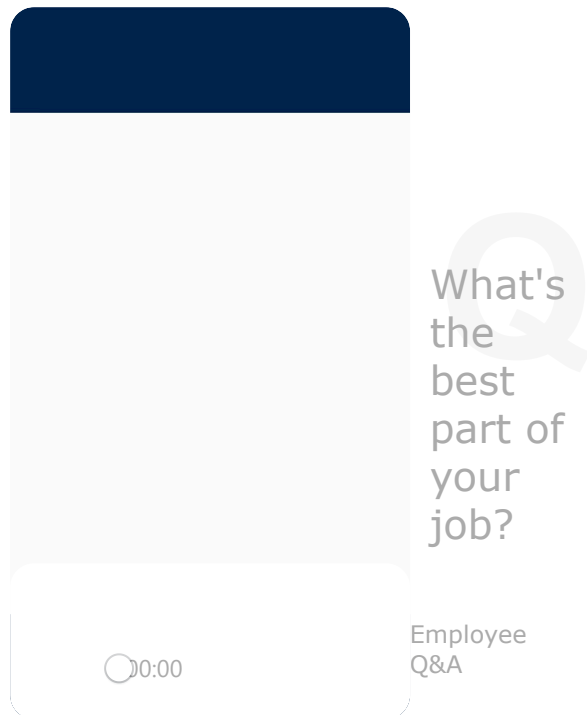
Qualifications

- A Bachelor's degree is preferred; however, professional experience can be substituted if applicable.
- You must have a full manual UK or EU driving licence, but we do make accommodations for applicants who don't drive due to a disability.
- No drug or alcohol related offence on driving record within the last five years is permitted.

Additional Information

[VIEW MORE](#)

We and our vendors use cookies to improve your on-site experience, analyze site performance, and provide a personalized experience & ads tailored to your interest. Please click "ACCEPT" to tell us you are OK with this use or click here to change your settings at any time. [More Information](#)



GET TO KNOW US

Life at Enterprise Mobility

Discover how each team member plays a vital role in driving our success. Hear about their experiences, why they love what they do and what it takes to join us. Ready to make your move?

Related Jobs

4 Jobs

We and our vendors use cookies to improve your on-site experience, analyze site performance, and provide a personalized experience & ads tailored to your interest. Please click "ACCEPT" to tell us you are OK with this use or click here to change your settings at any time. [More Information](#)

Graduate Management Trainee - Colchester / Clacton / Braintree

Colchester, England | Regular Full-Time

Graduate Management Trainee - Ipswich / Bury St Edmunds

Ipswich, England | Regular Full-Time

Graduate Management Trainee - Harlow / Bishop's Stortford / Stansted

Harlow, England | Regular Full-Time

[VIEW ALL JOBS](#)

YOUR LOCAL GROUP

London and the South East of England

[VIEW JOBS AND
RECRUITERS](#)

We and our vendors use cookies to improve your on-site experience, analyze site performance, and provide a personalized experience & ads tailored to your interest. Please click “ACCEPT” to tell us you are OK with this use or click here to change your settings at any time. [More Information](#)

Job Alerts

Alerts straight to your inbox

Info

First Name

Last Name

*Email Address

Areas of Interest

*Job Category

*Location

We and our vendors use cookies to improve your on-site experience, analyze site performance, and provide a personalized experience & ads tailored to your interest. Please click “ACCEPT” to tell us you are OK with this use or click here to change your settings at any time. [More Information](#)



Legal & Privacy

[Sitemap](#)

[Candidate Privacy Policy](#)

[Policy on the Recruitment of Ex-Offenders](#)

[Cookie Policy](#)

[Equal Opportunities](#)

[Accessibility](#)

[Contact Us](#)

[Privacy Choices](#)

Enterprise Mobility is a leading provider of mobility services. On this website, "Enterprise Mobility" is used to reference particular corporate entities and/or the Enterprise Mobility brand, and information regarding many entities is conveyed. These references are not intended to convey or supplant existing corporate structure. Click [here](#) for additional information.

© 2026 Enterprise Holdings, Inc.

We and our vendors use cookies to improve your on-site experience, analyze site performance, and provide a personalized experience & ads tailored to your interest. Please click "ACCEPT" to tell us you are OK with this use or click here to change your settings at any time. [More Information](#)