

EMPLOYABILITY

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Introduction

The aim of this assignment is to understand the strategies for career advancement like staff recruitment, job evaluation as well as personal specification. This assignment will help to understand the topic of Employability. This will also help to understand the idea of interviewing and mentoring as well as appraisal. In this assignment, a job has to be selected and based on the selected job all the skills required has to be described to reach the aim of the assignment.

Prepare a CV

CV can be found in the second file.

Reflective review

Having an experience of over a year now in the bartending department of the hotel industry, my personal experience has seen a remarkable change in the entire process. The skills and knowledge I have experienced over the year has sharpened by capabilities thereby helping me to focus on the five main important aspects required to be a good bartender in the chosen hotel. They include a good memory, excellent communication skills, handling the overall organizational work, maintaining an amiable atmosphere followed by composure towards the customers in particular and the employees in general. My skills have further developed in the accuracy and service provided thereby being less dependent on the senior employees and being more confident in my own work. The work being more flexible has made my reputation in the department better and I have acknowledged and understood the needs and demands of the customers better. The accuracy in the amount of alcohol and other drinks has become easier for me to display to the needs of the customers thereby expertise in the hospitality and greeting of all the guests and not giving them any chance of queries to arise. I have given importance to the listening and hearing of the needs of every customer, which is the key to customer satisfaction (Benson, et al, 2014). Managing of the drinks and making a proper blend of the drinks is an art and requires efficiency and carefully examining of the drinks to make it presentable to the customers both visually and by taste (Jackson, 2014). Being professional at all times is essential to make sure that my position is not compromised due to any reason and patience is one of the most essential factors in this department to manage customers effectively. Often seen at a time it that the customers are confused and seek for recommendations from the bartender in choosing

the right mix of drinks and food thereby keeping up with their standard and taste. While taking the orders of so many customers, My experience says it becomes very confusing and dangerous to prevent the mixing up of wrong drinks with the wrong customers which may result in complaints turning up to the managers in charge which is not a very good sign on the part of the position in this department. Maintaining a bad datum and record can in turn even lead to termination from the industry if the managers are dissatisfied over a particular employee with a number of complaints turning up against him. Teamwork is the pivotal area, which needs to be strengthened to provide a constant support to all thereby maintaining the quality of work intact (Deeley, 2014). My skills have further sharpened in the section of being quick and agile followed by a good listener and all of this in turn has helped me to achieve the award of employee of the month thereby safeguarding my position in a better place in this department and in the hotel in particular. Training for Alcohol Intervention Procedures help to sharpen the skills and capabilities of the employees thereby making them aware of all the issues and risks that may turn up thereby alerting them about the possible implications (Rao, 2014). Providing them a through motivation with incentives and positive interactions further help to improvise their zeal to work better thereby enthusing them to hold their position in the department strong. The management style, the job roles and the environment of the atmosphere plays a crucial part in determining the mood of an employee and with my personal experience. I have understood the key to endure all this is patience and emphasis on our own duties and responsibility that lie in the department thereby improving my quality of job in the system and keeping all the members satisfied. There are different skills, which are there to be learned from the job, which I am doing as a bartender there are different skills, which are not always known and thus has to be learned in order to perform the tasks. The place where I work in has a big menu, which has different cocktails and mock tails. There are different guests whom I face every day with different demands. It is not always easy to fulfill their demands, as there are guests who always bring up issues regards taste and presentation of the drink. I have noticed that there are people who do not prefer whiskey with ice instead they like cold water with ice so it is very important to ask the guest before serving because if the guest complains about the drink the company will lose revenue. A bartender has to be very cautious while handling any guest as there are other problems too, which are very important to look after. The other challenges can be handling a drunken customer and dealing with them. Very often drunk people make mess inside the bar and at times create

chaos. They tend to disturb others by talking forcefully and by making pointless issues. These problems have to be faced by the bartender. The other challenges can be knowing the bar menu because when I first joined as a bartender I used to make many mistakes while mixing drinks or while making cocktails. There are always challenges for a bartender as they are in charge of an outlet, which offers food and drinks on the same place. The bartender has to look in the monthly indent to follow up the number of bottle issued and keeping the stock in a safe place. It is not always so easy to come up with the monthly indenting as at times there is a shortage of a particular drink which can be considered as loss because if the bartender face a customer demanding the same drink he will not be able to offer them that drink. I have learned how to handle many customers at a time and working efficiently in the time of emergency. At times, the bar gets very busy that time I make small mistakes because there are ten orders at a time on the table. These small mistakes happen unknowingly due to the rush created inside the bar. I have learned many new cocktails that I never knew about. Regular work has made me more confident about the work I do regularly. Now I make less mistakes and I have developed myself into a strong and confident bartender who is able to deliver any order in any given time. I have experienced many challenges while working as a bartender like how to serve beer, whiskey, tequila and rum. When I joined this organization, I had very less knowledge about the practical work, which goes on inside a bar, but now with time I have improved a lot and I also know the proper way of serving the drinks as well as white wine and red wine. White and red wine were the most difficult one to learn as it goes with two different glass and is served in a different way. It took me sometime to understand all my duties but now I am able to work efficiently in the place where I am working.

Conclusion

Thus, it can be concluded that this assignment has helped to understand the different skills, which are required to perform any job. This assignment also explains about the skills and experience, which has derived from this assignment. The entire assignment focuses on the topic of employability and has describes what a job role can be and what are the knowledge which can be derived from that job role. Here the assignment is being done by taking a particular job role. The entire job role is to describe in the reflective review to give a better understanding of the entire assignment.

Reference List

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Personal Profile

With a pool of transferable skills from time spent at college and at work and with widespread experience in customer service. Looking for a similar role in which to apply my enthusiastic and informed service.

Education

ESOL Entry Level 1 in April 2009 from TBG Learning, Tower Hamlets, London, UK

BTEC Level 3 Diploma in April 2016 from Positive People Training, London, UK.

Certificate of Higher Education (Skills for workplace) from the University of Wales Trinity Saint David, London, UK.

Key Skills

- Good communication and interpersonal skills
- Good team working skills
- Good literacy and numeracy skills

Interests and Hobbies:

I enjoy watching all kind of sport especially like Football as well as keeping up with current affairs. I also watch movies of different languages like Bengali, Hindi and English.

Reference

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