

Professional Career Development

Professional career
development report and role
play (interviewee and
interviewer)

Aurelia Nicoleta Popa

Student id-1920384

Task 1 - Role play

1. Hi! I am Steven, the manager of the reception!

2. Hello, Steven! I am Nicoleta! Nice to meet you!

3. How are you today?

4. I am happy to be here! How are you?

5. I am very well, thanks for coming!

6. Let us start with introducing yourself, please! And why you think you are the best person for this position?

Sure! I am a hard-working, professional and enthusiastic personality who enjoys the challenge of both leading and managing people. I believe I am suited to the role of a team leader because I have the abilities, qualities, and attributes to match the job description and secondly because I'm someone who has the desire to lead and manage people.

7. Great answer, Nicoleta! Tell me what the attributes of a successful team leader are?

There are several qualities that a team leader must possess if they are to be successful in the role. From my point of view, this includes being a great communicator. Also, you have a great understanding of your team's strengths and weaknesses and then adapt your plan based on their qualities. A team leader must be confident in their own and their team's abilities. A team leader must be committed to delivering positive outcomes and act as a genuine role model for the organisation they are working for.

8. I see you have got the point! How would you motivate your team?

The critical element that I would use to motivate my team would be communication and clarity. I would inspire my team by communicating in the best ways, and also, I would be a supportive team leader who would inspire the team regularly during the tasks.

9. How would you classify yourself? What type of leader are you?

10. I believe I am a hard-working professional leader who can get the most out of their team by implementing supportive and motivational strategies at the same time. I am a firm leader

who expects nothing but high standards from his team. I also have empathy, and I am fair and highly focused on my employee's goals.

11. How would you solve a disagreement or dispute between 2 team members under your control?

12. Firstly, I will try to calm everybody by communicating to each person implicated individually to clarify the situation. Then I would typically sit down with both parties to discuss the situation in a calm manner to settle the issue by the end of our conversation; I will persuade both team members to accept the resolution and put it behind them for the benefit of the team.

13. Is there anything you would wish to ask?

14. How many team leaders do you have in your team?

15. Currently, we have just two team leaders during the night shifts; we have lost most of the team during these critical pandemic circumstances, so now we are looking for one more team leader! Perhaps you are aware that it's only one position at the moment!

16. Yes, I know how it is; I have lost my previous job because of this period, which was a tough time for everyone!

17. Thank you for your invitation to the interview!

18. Thank you, Nicoleta! We are going to be in touch!

19. Have a lovely day!

20. Same to you!

Task 2 – Report

1. Hi! I am Steven, the manager of the reception!

2. Hello, Steven! I am Nicoleta! Nice to meet you!

3. How are you today?

4. I am happy to be here! How are you?

5. I am very well, thanks for coming!

6. Let us start with introducing yourself, please! And why you think you are the best candidate for this position?

Sure! I am a hard-working, professional and enthusiastic personality who enjoys the the challenge of both leading and managing people. I believe I am sweet and to the role of a team leader because I have the abilities, qualities, and attributes to match the job description and secondly because I'm someone who has I desire to lead and manage people.

7. Greate answer, Nicoleta! Tell me what the attributes of a successful team leader are?

There are several qualities that a team leader must possess if they are to be successful in the role. From my point of view, this includes being a great communicator. Also, you have a great understanding of your teams stretch and weakness and then adapt your plan based on their qualities. A team leader must be confident in their own and their team's abilities. A team leader must be performed to delivering positive outcomes and act as a genuine role model for the organisation they are working for.

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12. How do you think what are the responsibilities of a team leader?

13. I believe the most relevant is to support the group administrator and perform the board obligations when the manager is missing or out of office.

Oversees inventories and stock, including keeping nitty gritty records of stock use and deals and exhorting the executives on entire orders. Gives consolation to colleagues, including conveying group objectives and recognising regions for new preparation or expertise checks.

Assist the executives with employing measures and new colleague preparing. Answer colleague questions assist with colleague issues and administer colleague work for quality and rule consistency.

To convey cutoff times and deals objectives to colleagues.

Yet to create systems to elevate colleague adherence to organisation guidelines and execution objectives.

And to create and offer thorough and point by point reports about group execution, mission-related goals, and cutoff times. And of course, to provide quality gets assistance, incorporating associating with guests, noting guests enquiries, and viably taking care of client objections.

14. How do you manage to resolve conflict situations? As you may know, there are many circumstances like this? Do you have any strategies?

Of course, I had this sort of conditions. The main thing is to continue to be in a quiet perspective! Since groups are comprised of various characters, work characteristics and inspirations. The team leader is liable for forestalling struggle where conceivable and settling it when it emerges. By setting guidelines and unmistakably allotting errands, you can forestall numerous wellsprings of contention. On the off chance that you notice struggle, it is ideal for determining it before it heightens. Meeting with both colleagues can give you knowledge of the reason for the issue. Meeting with the individuals as a group can offer everybody the chance to think of an answer that works for the two sides.

15. You are right! Another thing that I would like to ask you is what the most important characteristics of a team leader are?

16. I believe that verbal and nonverbal relational abilities: Communication is vital when working with and driving a group since you should speak with your group and your directors. A group chief conveys in a manner that is clear, viable and mandates. Organisational abilities: Organisation is significant when you have different colleagues chipping away at one task. Solid hierarchical skills will help you screen progress and keep colleagues roused.

Delegation skills: Team pioneers should assign undertakings to singular colleagues. It requires the group chief to trust in the abilities of the group.

Trustworthiness: Team pioneers should show others how it is done. A group chief who has uprightness isn't simply bound to be trusted by their colleagues yet, in addition, will regularly be regarded and valued by the group.

Sure hard-working attitude: Team individuals frequently mirror the hard-working attitude of the group chief. Showing trust in the errand and the actual group can assist with ingraining confidence in colleagues.

17. Is there anything you would wish to ask?

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20. Yes, I know how it is; I have lost my previous job because of this period, which was a tough time for everyone!

21. Thank you for your invitation to the interview!

22. Thank you, Nicoleta! We are going to be in touch!

23. Take care!

Private & Confidential

Application for Employment

To ensure that you are able to complete the application form in full, please refer to the short-listing criteria on the job description.

Position Applied For	Team Leader
How did you learn about this vacancy?	At work

1. Personal Details

Title	Ms
Surname	Popa
Previous Name	Aurelia

Forenames	Nicoleta		
Address	Purrett Road 53		
Post Code	SE181JR		
Telephone number		Mobile No	07377416993
E-mail address	nicopopa480@gmail.com		
National Insurance Number	SZ267260A		

1a. Additional Information

Do you hold a full, clean driving license valid in the UK?	Yes		No	~
Do you have the right to work in the UK without restriction? (Proof of right to work in the UK ID will be required)	Yes	~	No	

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment. Please continue on a separate sheet if required.

Current or Most Recent Employment

Employer's Name	Kentec Electronics			
Address	25/27 Fawkes Avenue			
Postcode	DA11JQ			
Job Title	Team Leader			
Dates of Employment	From	25.02.2018	To	Date
Reason for leaving	N/A		Salary	1500
Brief outline of main responsibilities and key duties	Team leaders help team members get past problems that affect prductivity			

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment. Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Stephen Hammond			
Address	7 Tellson Avenue			
Postcode	SE184PD			
Job Title	Supervisor			
Dates of Employment	From		To	05.07.2019
	02.04.2017			
Reason for leaving			Salary	2500
Brief outline of main responsibilities and key achievements	Supervises team members in duties and performance, providing feedback where necessary and reporting team strengths and weaknesses to management			

Previous Employment

Employers Name	
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