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Reflective summary

I carried out my work experience at Laser Station Carmarthen. I was to complete 100 hours of work experience at the venue. I thoroughly enjoyed my time at Laser Station, having the opportunity to engage in various members of the public, this involved young school children, young adults, families and youth groups from both Ceredigion and Carmarthenshire county council youth centres.

I was shown all documents and policies, then shown around the premises ensuring I was aware of every fire exit and health and safety procedures that were in place. This included all cleaning rotas, opening and end of day rules that were in place. I immediately felt at ease and happy in my surroundings.

During my time at Laser Station I have learnt effective communication skills, a good knowledge of management in a working environment and developing my self confidence in my surroundings. I learnt that each individual who entered Laser Station was a different character, this is where I adapted to each of their needs and personalities. Some would prove challenging and in some occasions be slightly difficult, this is where excellent communication skills and a calming approach would be needed. I feel this is where my skills were tested and used, this then reassured the customer ending the situation happily with them enjoying their time with us. This made me realise that some enter the venue for the first time and are anxious or nervous, not knowing the game and how the process works. In this scenario I would explain the game in depth, showing them the gun packs and give them a tour of the arena. This would then put the customer at ease and give them the best experience possible. Other customers would enter the venue showing full confidence being

regulars and knowing the game in great detail, being very competitive and taking the game very seriously.

I also experienced the running of childrens parties at Laser Station, these are very popular especially on a Saturday and Sunday. They could hold up to seven in a day. Running this amount of parties each member of staff had a role to play to ensure a smooth enjoyable party. There would be a party group every hour running back to back. Having each member of staff having a fixed role was extremely important as the parties were run on a strict time scale, one member would be at reception, one in the game room, one clearing and maintaining the party areas and another in the kitchen. This would ensure each group had the best experience without feeling pushed to leave. This is where I really acknowledged the team work at the venue. The party packages were very enjoyable and being a part of a young child's birthday was special, we as a team would sing happy birthday and surprise the child with a birthday cake.

Laser Station also provided a childrens discos, this would include a in house DJ, buffet and uv accessories. We as staff would join in on party games and dances. These were particularly my favourite part of my time at Laser, being able to fully interact and enjoy with each child. We would transform the main reception area by turning on disco lights, smoke machines and provide face painting to every child.

The whole experience has taught me that being polite, having excellent manners and providing a professional approach at all times is extremely important. Even in difficult scenarios when a customer is unhappy, I would keep calm and collected. This would resolve any issues they had, they would then leave feeling happy, reassured and happy to return to Laser Station in the future. Hearing children chatting with their friends about their time at Laser Station was very rewarding, witnessing the happiness would instantly bring a smile to us staff knowing we had provided the best experience. I completed my food hygiene

certificate so I was able to help and be an asset in the kitchen, prepping fresh food for the customers. This was a great learning experience and I feel privileged to have been a part of it. I thank every member of the team at Laser Station for the opportunity and experience I have gained.

Laser Station (2020) Available at: <http://laserstationwales.co.uk/> (Accessed: 03/11/2020)