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Managing an Enterprise at 21st century

Introduction

The main reason of this report is to reflect back on how this module which is **managing an enterprise at 21st century** helped me to understand and develop my social and team working skills.

I chose to reproduce the events by using Gibbs method. (Gibbs1998).

Throughout this assignment I will reflect on my own experience during the first term, and the task me and the team have been charged with.

To accomplish the task successfully we had used followings research methods, books, internet and others information suppliers that can help us to understand how our business plan can be considered legit and presented with a high-quality content.

Paraphrasing and respect the author rights was a big challenge for us and a skill that we had to master, so the plagiarism can be avoid.

Our own thoughts were not missing from the project, implementing personal ideas was interesting to present and the feedback we receive from the lecturer and the other students was warm and positive.

The strategy was to introduce our own experience due to the fact that some of us have worked or still working in a similar type of company and fill the missing gaps with research and team cooperation.

As mentioned earlier the base of this assessment will be done with the help of Gibbs model.
(Gibbs 1998)

It will contain the following step:

- Description
- Feelings
- Evaluation
- Analysis
- Conclusion
- Further Actions

Description

At the beginning of the first term, the class has been informed of a divided form of groups, which will contain four or five members and a word presentation will be the assessment

After the group was created and the idea of a business was born, the name follows not long after, which is **“Station Caffe”**.

In this essay I will go through all the steps we went at that time and try to share some ideas and

feeling that I had experienced during this assessment.

As the title say, I will introduce you a business plan that me and the rest of team members create.

The name of the business is called “**Station Caffè**” and at the base it is a cafeteria with various dishes which in our opinion makes it unique and delicious.

It is located in Morden Station, due to the fact is a busy area and so many people are passing by the station, we hoped that at least a quarter of them are coming inside, based on this the business is accumulating profit already.

The reason that makes this business unique is that we combined all of the nationality of the team members from tree different countries which are Bulgaria, Hungary and Romania and brought it to our customers, besides that we will serve English dishes, as well as fresh coffee and croissants.

With a great result and feedback from our customers, we planning to evolve, by implementing a children’s menu and the most important becoming a chain.

In the present our biggest fear for the business it oversaturated fast food market and bringing new type of food which customers are not familiar with. At the beginning of the project none of us had the necessary knowledge to build a business plan or where to start researching and all the details we needed to make it a legit company, however being a team and manage to communicate and put all

the pieces together we created a successful brand with a great and professional team, ready to be at your service and fulfil all the needs our customers demand.

Feelings & Thoughts

I will start by saying that having no experience in regards of presentation and creating a business plan especially, when the teacher asked us to do what I never did. It made me feel unsecured and nervous, although I knew I have to do it.

My insecurity came from the lack of knowledge and knowing that I had to show myself in front of the class and all the eyes were on me while I will present my part. Everything that I was saying it has to convince my teacher and a second lecturer who will judge the presentation slides, time and the way it was presented by the student, that I have research and have enough knowledge regarding our business plan.

All of my negative feelings were before we even start the project, once we started to research regarding our business plan, I realised all of our team members had some knowledge about it, including me, in that moment I felt more confident and I knew it will end up well.

Two of the member use to have o small shop in the past, so they knew already the procedures in how to safety open a restaurant and how to make everything legal with the country lows.

As for me, the fact that I am actually working in a restaurant as a waiter for four years, it gave me the necessary experience to know what the market needs are and how customers request changes slowly towards a healthier and natural alimentation.

Looking back, I am feeling satisfied that we manage to pot all of our thoughts together building an excellent business project and excited to start on a new journey.

Evaluation

After all it was a beautiful experience in learning all the steps of opening a business, proving that everything is possible and even if I did not have the necessary experience at that time, by using all the information I was given and the power of the internet we were able to create a project that can bring joy and something new to the potential customers.

We realised something great, and we manage to provide a unique presentation, we were all surprise by the end result.

Bringing the project to reality was a discussion, me and the team had, we can make it more than just a business plan, some financial recourses are needed at not a large scale.

Having the fundamental expedience in this filed we can run the place our self at the beginning until we manage to grow and bring and train more staff in a professional manner.

Everything is resuming at how good the team is built and the communication between is members. I had an amazing team and each member has contributed with a high-quality work and manage their time to assure the deadline is respected and the project will be done by then. (Tuckman 1965, cited in Peter Morgan, 2017 p210).

Overall it all went as we planned, no issues occurred during that time in regards of research methods or even team working.

Analysis

I think that the main reason everything went well, and the team manage to accomplish such a great

result is because each part of the project was divided in sections, in which different members will put their research and thoughts.

Sectioning the project was a plan to from the start to help us focus on different points and to combine the ideas of every member.

Sections were made base on the strength and own decision of individuals to work on.

In my opinion it seems a good idea, I have experimented working by myself in the past and discovered that I enjoyed working in areas that will match my strength.

The approach of dividing the main points of the business plan it will save us time and it will give each individual time to reflect the research has done and to communicate with his team mates. However, when the teacher asked us to show him the project, we realised that we waste a lot of time and we had to move fast and rewrite some of the main points. The fact that we did not planned how to structure the slides lead us to a bad situation. (Robins & Finley 1998, cited in Peter Morgan 2017, p213).

At that time we all were stressed and wondering what exactly went wrong, how can a team reach is goal successfully without any issues, we decide to

research for a response and discovered **Belbin's** team theory and roles, is pointing out that every individual has his strengths and weaknesses that will bring in a group and it can cause disfunctions to the whole project. (Belbin 1970, cited in Peter Morgan, 2017 p207).

We kept telling each other that it will work and the illusion of "everything will come up perfect" stopped us to see the reality.

Next time when we decide to create a team work we should be more aware of each member mentality, it will help us a lot when trying to make a decision.

Conclusion

I have learned that when sectioning the project, we should all contribute and came up with a similar view upon the sections, doing that it will help us to understand and identify self-intentions, avoiding rewriting and the lost time. (Katzenbach & Smith, 1993, cited in Peter Morgan, 2017 p204).

I will continue to use Belbin's team work theory as it helped us to get a good result and share my knowledge with others.

One last point of view is that every time someone come up with an idea, it should be tested to see if it is actually working well, due to the fact that groupthink may prevent us to agree something even we are not.

Action Plan

In this point I will reflect and explain what I will do in the future, if any of the issues encountered so far will reappear.

In regards of dividing the project, I will take extra care and explore my team mates strength and week points so we can chose the right part for each of them, doing this we will focus on each part at a full potential and gain a great result without wasting time rewriting the hole project.

Focusing on my skills and try to evolve them even more then I already had by put them in practice and experimenting with them so I can realise at what level I achieve.

I am confident that my previous experience in working with different people it will help me to avoid the same mistakes and to take as a lesson.

Conclusion

In the final conclusion, the whole experience so far was very well received and understood.

I will continue studying and bring my skill set to a higher scale so my performance can satisfy and complete the tasks I will be assigned to do.

I recommend using Gibbs's model of reflection for everyone who wishes to discover how much it has achieved so far during the study.

REFERENCES

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