



University of Wales Trinity Saint David

Professional Career Development
Moodle code - BMSW4005

Abdus Salam Jabedur Rouf
Student ID – 2115534

Lecturer – Faizu Edu

Subject – Professional career development report

Table of contents

Introduction.....	
Gibbs reflective cycle.....	
Skills.....	
Swot analysis.....	
Job advertises and specification.....	
Job Application.....	
CV and cover latter.....	
Interview plan.....	
Questions and answers.....	
Reflect on the job interview role play.....	
Conclusion.....	
References.....	
Appendix.....	

Introduction

What is a Job interview ?

A job interview is a discussion intended to determine whether a candidate has the Ability to do the job and got necessary skills and experience to succeed in a position, (Morgan, 2017: 368).

In this report I will explain about the whole proses of how to be qualified for a desired profession, job interview and reflect on the job interview role play by using Gibbs reflective cycle.

Gibbs reflective cycle

As you analyse an experience, one of the most well-known cycles of reflection walks you through six stages: description, feelings, evaluation, analysis, conclusion, and action plan. The Gibbs Reflective Cycle was developed by Graham Gibbs in 1988 to organise learning from experiences. It allows you to learn from experiences that either went well or did not go well and make plans as a result (The University of Edinburgh, 2020).

It has six stages:

Description - describe your experience.

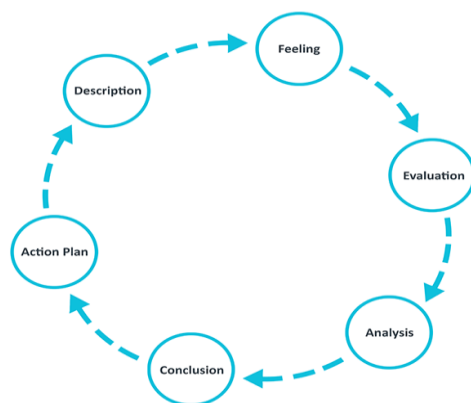
Feelings - thoughts and emotions related to the event.

Evaluation - a review of the experience, both positive and negative.

Analysis - interpretation of the issue through analysis.

Conclusion - discuss what you have learned and what you could have changed.

Action plan - plan for how you would handle such circumstances, (The University of Edinburgh, 2020).



(The University of Edinburgh, 2020)

Skills

In this section, I will explain, skills that I have, and needed for chosen career and how to improve needed skills. To separate oneself from the competitor and succeed in the job market, it is crucial to have academic and employability skills in addition to practical life skills. Knowing how to define specific skills at the right moment is crucial since companies expect job applicants to demonstrate a variety of skills throughout the application process, (Practical Adult Insights, 2022).

Before, getting an academic education was the only requirement for employment. A good education was a privilege, and those who had one were given preference when applying for jobs. However, a university degree alone is no longer sufficient to secure a good career nowadays. To be successful in a desired job, it is necessary to possess a variety of talents and expertise. You can balance your personal and professional lives with its guidance.

Academic knowledge and practical skills for a restaurant manager:

Academic skills

These are a group of study habits, time-management strategies, and methods for helping students learn in an academic way, (Practical Adult Insights, 2022).

Employability skills

These are the skills that a person has to have in order to be qualified for a job. In a job advertisement, employers frequently list the various skills they need from an applicant, (Clarke, 2022).

Prospects suggest that in order to be a successful manager, one must demonstrate the following abilities:

1. Time management skills
 2. Academic writing
 3. Team works
 4. Problem solving
 5. Decision making
 6. Communication skills
 7. Management and leadership skills
 8. Good organisational skills
 9. Hospitality
 10. Communication
- (Prospects.ac.uk, 2021).

SWOT ANALYSIS

Strength

1. Teamwork: team briefing
2. Problem solving: customer complaints
3. Management and leadership: managing business properly and leading the team
4. Decision making: stock ordering
5. Motivation: encouraging colleagues
6. Hospitality: providing exceptional service to customers
7. Communication skills: have better understand about communication
8. Organisational skills: Organising team and task well

Weakness

1. Time management: unable to complete some tasks on time
2. Academic writing: unable to write in a formal standard

Opportunities

1. Improving academic writing and time management skills : currently attending university
2. Company set deadlines: need to manage my time to meet deadlines

Threats

1. Full time work: little time to balance academic studies
2. Tiredness from work and study: can hinder productivity

Job advertises and job specification

Company Description

McDonald's restaurant ltd is regarded as a global leader in the fast-food Brand, not only for the quality of food but also for the level of workforce. As our 24-hour business continues to grow, we are currently looking to expand our leadership team.

Position Description – Business manager

We're looking for dynamic applicants that can develop a culture that helps give the best QSC experience in the world from a fast-paced environment.

Building the McDonald's brand, sales, and profit requires results-driven team players seeking a challenging job.

Coaches with years of experience who have a track record of nurturing potential and can build a feeling of pride in the team.

Benefit

Starting annual salary of £35,000

Pension scheme

Regular performance and wage reviews,

Restaurant bonus scheme with a performance component

private health insurance

Flexible hours to maintain a positive work-life balance

A chance to enrol in our top-notch training programmes

Qualifications

Academic qualifications

A minimum of two years of managerial experience

Strong leadership skills to optimise customer satisfaction, Demonstrated ability to lead a team to success in a fast-paced environment

Excellent communication skills both in writing and speaking

Additional Details

We'll provide you the training, knowledge, and skills. You'll finish the training phase and be prepared to become a business manager if you're determined, diligent, and ambitious.

You'll also be expected to follow all of our policies and procedures and to keep your attention on delivering a fantastic customer experience at all times

Apply right now if this appears ideal fit for you. We are eager to meet you, (McDonald's Restaurants, 2022).

Job Application

In order to get a job, applicant needs to fill an application form which contain basic and some important information about applicant.

CV and cover letter

A curriculum vitae (CV) is a precise description of your most essential skill, talents, and qualifications. Your first attempt to introduce yourself to a hiring manager and show why you're a good fit. For each position that is open, hiring managers may have a large number of CVs to view, so it's critical to write a CV that stands out from the crowd. You can highlight all of your significant academic and professional accomplishments on your CV to show hiring managers that you are a strong candidate for the job,(Prospects.ac.uk, 2021).

A cover letter is a professional letter that is submitted with a cv when applying for a job. Your chance to highlight your abilities for the position you're applying for and your qualifications for it is vitally presented by your cover letter. The best way to differentiate yourself from others when submitting a cover letter to an employer is to write one that is excellent and uniquely fitted to the post, (Prospects.ac.uk, 2021).

These are the very first things a potential employer sees when we apply for a job, therefore it's important to know how to do it well. We need to know how to create a CV and how to write one in order to highlight our skills and abilities. The employer will easily understand why we'll be a perfect fit for their company as a result of this, (Prospects.ac.uk, 2021).

Interview plan

I planned how to do my interview with confident and in a professional manner.

Interview - Questions and answers

1. Tell me a little about yourself.
 - a. Currently I am an assistant manager at a McDonald's store, where I manage the stores day to day activities. I have worked in McDonald's for over 5 years and have a great understanding of how to handle highly demanding environment. I would love to go ahead to managing store as a business manager.
2. How did you hear about this role?
 - a. My leading manager introduced this role to me and mentioned I would be a great fit and this would be an amazing opportunity for my career and development.
3. Why do you want to work in this company?
 - a. As I am applying for an internal role, I can say that as I have already been part of the McDonald's team for over 5 years, it is a great company to be part of and I had the opportunity to continuously develop myself to be better. I want to work for a company that has great value for their employees.
4. Why should we hire you?
 - a. I have already been part of McDonald's. I understand the systems, process, rules, regulations, standards, and I know the best way to do this as I have been doing this for years. From my track record of stores that I have managed, you can see that they have amazing figures always rising to the top. I can guarantee you that I will continue to work to my best standard as I have been doing so. This is why you should hire me.
5. What do you consider to be your weakness?
 - a. Sometimes I tend to push my employee little too much into doing multiple tasks. I only do this as I know they can handle the workload and have great trust in them. They do however inform me that it is causing them a little stress, which I understand and reduce the workload for them.
6. What's your management style?
 - a. Although there are multiple methods to management, I try to manage my team more as a coach figure rather than a boss. This way the relationship between us is more personal.
7. What are your salary expectations?
 - a. That's a fantastic question. I have done some research prior to this interview and salaries of roles with this title range between £35,000 to £40,000. With my high number of years of experience in McDonald's, I would be looking to accept the higher range salary, if I am offered a position.
8. What major challenge did you face in your store and how did you manage it ?
 - a. Business manager was on holiday. Suddenly Scheduling manager left job due to some urgent family issues. At that moment nobody was available to do schedule for following week. So I trained myself Using McDonalds online resources which I was not familiar with. . It was hard but I managed to do schedule. That proved I have ability to adapt with new system.
9. Do you have any question to ask ?
 - a. Yes. Can you please explain me the training proses of business manager of McDonalds restaurant Ltd ?

Reflect on the job interview role play

In reflection to the interview that was performed, there are a number of factors that can be reflected on to make improvements. In regard to the 'Arrival, Appearance & Poise', the feedback received was overall good, as the assessor mentioned the manner of this part looked professional. The following assessed was 'Skill, Presentation & Delivery'. This part focused on a larger proportion of factor during the interview process. It focused mainly on the knowledge and delivery of answers from the interviewee. Overall the scores were good, however the feedback did mention some points that needs to be improved. One of the points raised was to ask direct questions, asking direct questions can show the interviewee to be confident in shying away from asking questions and also shows determination as they are willing to ask questions to learn more about the role. To improve this should ask questions related to the role to the interviewer to show commitment and curiosity. Another point that was raised was that some of the questions that was asked to the interviewee was not answered properly, directly or at all, but answers in a no related or indirect way. To improve this, I should listen to the question properly, and answer the question that was asked. If I do not understand the question, I should not try and answer it, but rather ask the interviewer if they can further explain the question better. This was it shows you are not shy to ask something you are not sure of and shows the interviewer you do not get embarrassed for something you do not know.

Conclusion

To conclude, we can see that the interview process is not something that is simple. There are many factors and systems that go in it in order for the interviewee/interviewer to be success when performing an interview. Someone that is applying for a job should properly read through a job description and see if their skills match the role, for example, as I have done with the swot analysis for my skills. This way I can see if my skill matches the role I am interested in applying for. I can identify me key strengths and weaknesses by conducting a swot to see what more is needed to be successful in applying. When going through the interview, there are numerous things to consider, the role play helped to define some key points that I need to improve on and make a justified reflection on my performance. The Gibbs reflective cycle helps to identify key factors during an interview process in which this can be used for future reference to make improvement when doing an interview.

References

Clarke, M. (2022). Department of education, skills, and employment. [online] Available at: <http://www.dese.gov.au/> [Accessed 11 Aug. 2022].

McDonald's Restaurants. (2022). Manager Trainee. [online] Available at: <https://jobs.smartrecruiters.com/McDonaldsCanada/743999690803231-manager-trainee> [Accessed 11 Aug. 2022].

Morgan, p (2017). The business student guide to employability. London: sage [Accessed 10 Aug. 2022].

Practical Adult Insights. (2022). What Are Academic Skills? [online] Available at: <https://www.practicaladultinsights.com/what-are-academic-skills.htm> [Accessed 10 Aug. 2022].

Prospects.ac.uk, (2022). 7 skills for a successful management career | Prospects.ac.uk.[online] [Accessed 10 Aug, 2022].

The university of Edinburgh,(2020). Gibbs` Reflective Cycle. [online] [Accessed 10 Aug.2022].

Appendix 1

Job application form

Application for [job title] – Business manager

Your details

Name: Abdus Salam Jabedur Rouf

Education and training

Please give details:

S.S.C
High School, Moulvi Bazar, Bangladesh
HSC
Moulvi Bazar Govt College, Bangladesh
BSC
Victoria University, Comilla, Bangladesh
MSC
Victoria University, Comilla, Bangladesh

BA (In progress)
Leadership and Business management
University of Wales, Trinity Saint David
London, Uk

Qualifications

Please give details:

Hygiene and food safety
First aid

Employment history

Your current or most recent employer

Name of employer: McDonalds Restaurant Ltd

Job title: Assistant Manager

Length of time with employer: From 2016 till today

Reason for leaving:

Duties:

Managing the stores day to day activities
Handling highly demanding first food environment
Maintaining the systems, process, rules, regulations, and standards,
Hire and train employees
Manage team as a coach figure
Work as a hospitality ambassador
Stock ordering
Communicating with head office
Control profit and lose
Lead and organise team

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

N/a

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

As I am applying for an internal role, I can say that as I have already been part of the McDonald's team for over 5 years, it is a great company to be part of. Over my years at McDonald's, I have had the opportunity to continuously develop myself to be better as there has always been opportunities for me to do this. Just like this opportunity. I want to work for a company that has great value for their employees and always looks out for them whatever way that may be, and I see this in McDonald's. This is why I want to stay and work in this company.

I have already been part of McDonald's for more than 5 years, and that on its own comes with many benefits. I understand the systems, process, rules, regulations, standards, and more set by McDonald's to deliver great food and service, and I know the best way to do this as I have been doing this for years. From my track record of stores that I have managed, you can see that they have amazing figures always rising to the top. I have hired and trained hundreds of employees have gone on to become managers. I can guarantee you that I will continue to work to my best standard as I have been doing so. This is why you should hire me.

Right to work in the UK

Do you need a work permit to work in the UK? Yes / [No](#)

References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Abdus Salam Jabedur Rouf

Signature: A s Jabedur rouf

Date: 22/08/2022

Appendix 2

Interview Feedback Form

INTERVIEWEE: Abdus Salam Jabedur Rouf

INTERVIEWER: Tutor

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

	5	4	3	2	1	Comments
PEARANCE & POISE						
ook hands of interviewer, smiled and greeted	☒ ☐	☐	☐	☐	☐	The role play was done face to face. The interviewee a and looks professionally, his posture was good.
l eye contact	☐ ☒	☐	☐	☐	☐	
acial movements were natural	☐	☐ ☒	☐	☐	☐	
t up straight, etc.)	☐ ☒	☐	☐	☐	☐	
onfidence	☐ ☒	☐	☐	☐	☐	
NTATION & DELIVERY						
ted knowledge about the company	☐	☒ ☐	☐	☐	☐	Generally, the interview was successful, you could have been better in term of asking direct and straightforward questions. You should accept your fault or mistake in the past and plan to improve. In my follow -up questions you did not answered the questions appropriately rather you were defending yourself. Overall it was a successful interview.
swers with the needs of the company	☐	☐ ☒	☐	☐	☐	
ted skills with examples	☒ ☐	☐	☐	☐	☐	
polite manner	☐	☐ ☒	☐	☐	☐	
questions in full and in a timely manner	☐	☐ ☒	☐	☐	☐	
d the position	☐	☒ ☐	☐	☐	☐	
enthusiasm	☐ ☒	☐	☐	☐	☐	
s strengths; avoided weaknesses	☐	☐	☒ ☐	☐	☐	
l specific items on CV	☐	☐ ☒	☐	☐	☐	

and qualifications	☐	☐ x	☐	☐	☐
appropriate questions of the interviewer	☐	☐ x	☐	☐	☐
ly and at a reasonable volume	☐ x	☐	☐	☐	☐
use of filler words such as "um" or "like"	☐	x ☐	☐	☐	☐
x negatively about previous employer(s)	☐	☐ x	☐	☐	☐

<u>PREPARATION</u>	☐ x	☐	☐	☐	☐
---------------------------	-------------------------------	--------------------------	--------------------------	--------------------------	--------------------------

**LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO
COMPLETION OF THE INTERVIEW.**



POINTS AVAILABLE 100

POINTS EARNED

***GRADE 72* %**

FAEDU 21/08/2022