

Name **Everton White**

Student number **(2019929)**

Module code **BMSW 5105**

Title **“How do broader external environmental factors along with COVID-19 AND ethical dilemma's effect organisational culture and its performance?”**

Name of lecturer **Olusoyi Ashaye**

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Introduction

The company I have chosen for this topic is Soho House. Soho House is a group of private members club particularly for clients of the arts media and politics. I worked for this company as a Barman for over 14 months and occasionally on a part-time basis, my duties included welcoming customers seating them taking their orders whether it be food drink or both or directing them to the in-house cinema. Ensuring their requirement, and needs are met and their overall experience is a pleasant one (Anon., n.d.).

Company context during COVID-19 epidemic

Many businesses have been affected by the COVID epidemic. Most hit by the epidemic has been the hospitality industry. Internally, Soho house has had to reduce the number of employees as well as furlough existing ones. This has put a strain on the company and the operations of the business due to lack of staff and members failing to use the services provided. This is due the hysteria and contagious effects that surround the pandemic.

External forces for example government policy that kept on changing around the pandemic. Also has had an impact on the way the business was run. This meant that members could not bring their normal number of guests, also the time spent in the clubs was reduced to 4 hours at any one time. After which they had to leave the club. Booking times to entertain clients or socially was an inconvenience for many of the members

References

Anon., n.d. *Soho House*. [Online]

Available at: www.sohohouse.com/about

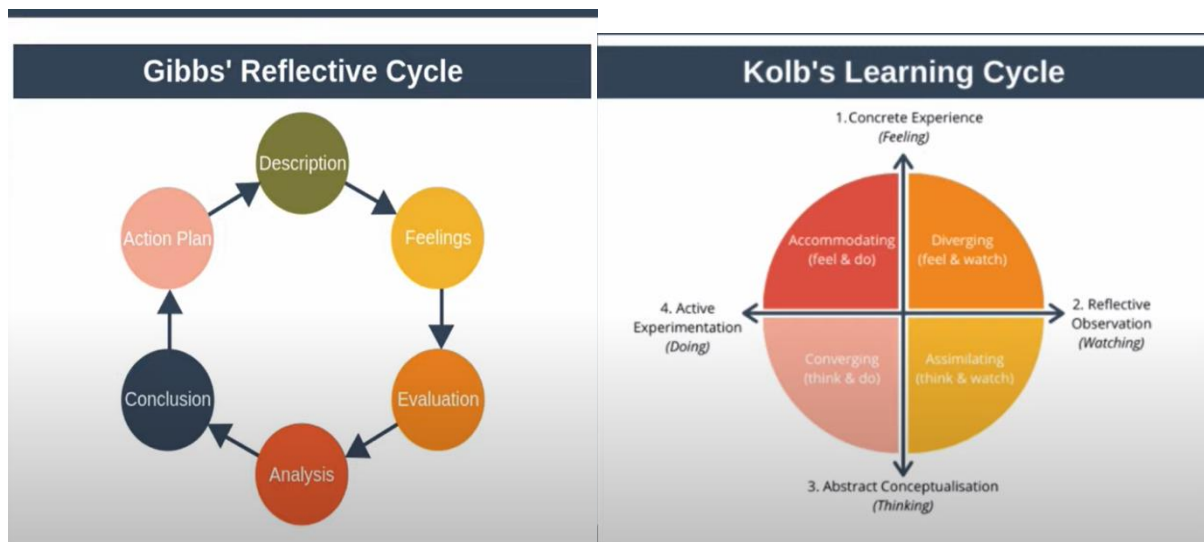
[Accessed 9 August 2022].

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Module code	BMSW5105
Title	Reflective essay

Introduction

To assist me with this assignment I have used both Kolb's and Gibbs methods of reflection. This is because the two theories contain different complementary elements that have helped me to have a better understanding of my response during and post lectures. For example; examining my feelings about a particular topic, evaluating where I am with my understanding on the subject. Listening and watching whilst making an analysis for conclusion.

There are at least three lectures that I was unable to attend. I have did some research and studied the slides to complete these reflections.



(ExpertProgrammeManagement, n.d.) (ExpertProgrammeManagement, , n.d.)

Lecture one

Working online for so long I got used to the experience of not seeing conversing with and getting to know my fellow students and the lecturer. This was my first face to face lecture. It felt more practical than online, though this also introduced the dynamics of individuals and the class. I soon got used to it. We did an overview of the module and had a group discussion on; What is culture? Also, what is an organisation?

Lecture two

We discussed Porters 5 forces but in the way I was not previously familiar with. This time the theory took on new meaning when applied to the context of the environment, government policy and other external influences. Such as how Covid 19, Brexit and including war, have made an impact on the five forces of Porters theory. These factors have changed the way some businesses operate. Some employees working from home, some employees work load has increased because of the absence of others. All these new situations can change the buyer and the supplier power. This could open up barriers to entry for some because of the lack of a work force. This too could increase the threat of new substitute product or services creeping into the market.

Lecture three

