



PROFESSIONAL CAREER DEVELOPMENT



UNIVERSITY OF WALES TRINITY SAINT DAVID

BMSW4005

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INTRODUCTION

In this assignment, the learner will formulate an effective reflection report. The reflection will be based on the role play. The learner will reflect its experience and journey with the help of using effective reflection models. The learner will also design its personal SWOT analysis, Smart Objectives and professional development plan which would help the learner in meeting the expectations of the assignment.

REFLECTION

At the beginning of my career, my managerial skills were very poor, I faced numerous challenges in developing my skills. I developed my skills with the help of reading case studies and research material that helped me in performing the business practices effectively. My academic grades were average and I was a bit nervous while choosing management as my career (Cavilla, 2017). One of the major challenges that I was facing was low self-confidence. To improve my self-confidence, I looked into things that I have achieved so far and set targets to achieve better results. This helped me in improving my skills and confidence in performing the skills.

I applied for the job role of a manager at a restaurant. I wanted to become a manager as I have good managerial skills that would help me in managing the people, managing conflicts, ensure good customer services and meeting customer expectations effectively. My managerial skills would help a restaurant in meeting the customer expectations, managing the quality of services and managing the business operations so that company could generate better revenue and profits. I also have 2 years of work experience as a manager in a reputed restaurant.

I always wanted to become a manager in a restaurant, the main reason behind this is that the role of a manager in a restaurant is challenging as the manager have to formulate effective strategies and plans to meet customer expectations any mistake in the service could affect the image of a restaurant. I could manage the operations of a restaurant effectively with the help of my effective managerial skills (Fallon, 2020). I have good communication skills that help me in interacting and communicating with people. I also have good problem-solving skills that help me in critically analysing the problem and determining effective solutions; this skill would help me solving complex problems and managing the business practices effectively. Critical thinking skill is an effective skill that helps me in critically thinking about a situation and determining effective alternatives so that business activities could be managed effectively.

KOLB's MODEL OF REFLECTION

In this reflection, I have addressed the key learnings I have developed as well as the challenges that I have faced from role play. Here is the reflection of the role play as an interviewer and interviewee:

KOLB's REFLECTIVE CYCLE	Interviewer	Intervene
Concrete Learning	I am the HR of the restaurant, my job role is to recruit and select the appropriate candidates for the restaurant and perform my skills effectively (Din et al., 2020). I have developed my knowledge and skills with the help of the experience I have gained in the restaurant. Some of the skills that I was able to develop was effective communication skills and problem-solving skills.	I was very nervous before the interview because I didn't know which types of questions would be asked of me. I have given the interview before, I also have 1-year working experience in the field of data entry administration. This was one of my strengths that helped in improving my self-confidence.
Reflective Observation	In the interview, there are many problems that I face to select the appropriate candidates for my company. So, I decided to increase the number of rounds in the recruiting and selection process, this helped in managing the large pool of candidates and selecting appropriate candidates for my company.	In the interview, there were three rounds in the interview process as there was large number of candidates for the job role. the first round was a written test in which I answered most of the questions effectively. The second question was an interview and the third round was a group discussion. They all were eliminating rounds.
Abstract Conceptualization	In the last round of the interview, I selected three candidates, they were well qualified for the job role. I set the third round a bit lengthy, the main reason behind	All three rounds were elimination rounds (Morris, 2020). The first and second rounds were easy, I faced problems in the third round. I

	making this round lengthy is that it helped me in determining the behaviour and knowledge of the candidates. This helped me in selecting the best candidate for my organisation.	was nervous in the last round as only three candidates were left including me, the other two candidates were also well qualified for the job. However, my knowledge and effective communication skills helped me in presenting my views and perspectives effectively. The interview went well and I got selected.
Active Experimentation	For improving the recruiting and selection process in my organisation, I will increase the qualifications required for the job. This will help me in attracting potential candidates and creating an effective workforce for my company. It will also help me in performing the business practices effectively and performing the business practices effectively.	My interview went well; however, I should improve my knowledge with the help of reading case studies. Reading case studies will help me in analysing the real examples and would help in improving my problem solving and critical thinking skills. Thus, it will help me in improving my skills and knowledge so that I could perform a task effectively.

SELF-EVALUATION REVIEW

My communication skills were not very effective when I started my profession as a manager. Communication skills are the most important skill of a manager that allows the manager to manage conflicts and motivate the employees effectively. I was not very confident in managing the performance effectively. My first interview was not very good; this demotivated me in pursuing my career as a manager. But then, one of my friends suggested that I should improve my skills which would help me in overcoming the challenges that I am facing (Cavilla, 2017). I researched this topic and read books and articles that helped me in meeting the gaps in my learning.

My learning style is analytical learning. I learn new ideas and concepts with the help of critically analysing and evaluating situations. This helps me in critically thinking about a problem or situation and determining effective alternates and approaches to overcome the problems (Fallon, 2020). This learning style helps me in performing the tasks effectively and help me in gaining better outcomes. For instance, for analysing a situation, I determine how the problem has been introduced, the people involved in the problem, what are the gaps due to which the problem has been created and what are the ways to solve a problem. This helped me in analysing the problem and creating effective solutions to overcome the problem.

I have also worked as a manager in a reputed restaurant that helped me in gaining experience and enhance my knowledge to manage the business operations successfully. With the help of gaining work experience as a manager in a restaurant, I have developed my communication and problem-solving skills effectively. I have also improved my conflict management skills with the help of learning about the behaviour of the employees. This helped in improving the effectiveness of performing the work and managing the people effectively.

SWOT ANALYSIS

SWOT ANALYSIS	DESCRIPTION
Strengths	• Effective communication skills: I have good communication skills that help me in communicating with others and building good relationships as well as preventing conflicts. • Problem Solving Skills: My problem-solving skills are very effective; it helps me in critically thinking about a problem and determining effective solutions so that business practices could be managed effectively.
Weaknesses	Time management skills: My time-management skills are not very effective; I face problems in meeting the deadline of the work and managing the work effectively (GURL, 2017). Computer Knowledge: I have basic knowledge of the computer. However, my knowledge is not efficient, I have to learn about new trends and databases.
Opportunities	Management trends: There are numerous new and effective

	management trends that helped me in managing business operations effectively. This would help in improving the productivity of my company. Training and development: I could take part in the training and development program this would help me in improving my skills and learning new approaches to manage the operations effectively (Vlados, 2019).
Threats	High Competition: There is high competition in the management field. I would have to learn more new things to win the competition.

SMART OBJECTIVES

SMART OBJECTIVE	My objective is to improve my knowledge with the help of reading case studies within 3 months.
Specific	I will read case studies that would help me in reading about real situations and examples which will help me in developing my critical thinking and problem-solving skills effectively.
Measurable	I will complete my assignment within 3 months as it will help me in managing business operations effectively.
Achievable	I will set a target number of case studies that I will be reading in the time of three months as well as I will create a logbook that will help me in tracking my learning.
Relevant	Reading case studies will help me in improving my problem-solving (Bjerke and Renger, 2017). Thus, it will help me in making effective and quick decisions that would help in improving the productivity and profitability of the company.
Time-bound	I will achieve this objective within 3 months.

I have gained good experience working as an employee. I have faced many problems and challenges in pursuing my career as a manager (Fallon, 2020). At the beginning of my career as a manager, my skills were very poor. I used to take a lot of time in performing the task; With the help of my experience, I improved the skills that helped me in managing business activities and performing the business practices effectively (Van et al., 2019). With the help of performing my job as a

manager, I was able to interact with many people which helped me in performing the business practices effectively. This helped me in observing the communication style of the people and communicating effectively with them.

As an employee, I am very calm and motivated. This assists me in interacting effectively with people and creating a positive environment at the workplace. I used to talk to the employees and listen to concerns and problems; this helped me in building a better relationship and minimize the chances of conflicts. This helped me in managing the workforce effectively. Thus, it played an important role in meeting my personal, professional and academic expectations.

I am seeking to develop my skills at a higher level, this will help me in performing business practices effectively (Cavilla, 2017). The main objective behind developing my skills at a higher level is that I want to improve my effectiveness in performing the tasks effectively so that I could manage the business practices effectively and improve my career as a manager. My aim is to improve my skills and to be in the top position of the company. To improve my effectiveness, I want to explore and develop my skills with the help of gaining experience in a company.

I want to overcome my weaknesses and change them into opportunities so that business practices could be managed effectively. It would help in meeting the gaps in my learning and help me in gaining a competitive advantage. I do not have a precise role in my mind, but I want to develop my knowledge so that I could manage complex situations effectively.

PROFESSIONAL DEVELOPMENT PLAN

Skills	Type of development	Implementation	Timeline	Comments
Communication Skills	Communication skills could be defined as an effective skill that would help me to communicate and interact	For developing my communication skills, I will take part in public debates and groups discussion which will help me	1 month	I could also watch online videos and read books and relevant articles which would help me in determining

	effectively with clients. Communication skills are very important for my career as a manager; it helps in mitigating the chances of conflicts at the workplace.	in observing and analysing effective approaches to communicate effectively (Karas et al., 2020). Thus, it will help me in developing my communication skills.		effective approaches and trends of effective communication.
Time Management Skills	Time management skills are important skills that would help me in performing the tasks effectively which would help me in meeting the deadlines and improving productivity.	I will improve my time management skills, I will avoid multitasking, take regular breaks and set weekly priorities. This would help me in developing my time management skills.	1 month	I can also time block my schedule which helps me in monitoring and tracing my learning.
Computer skills	Computer skills are very important skills that would help in minimizing the efforts and improving productivity and effectiveness for managing the tasks effectively	I will develop my computer skills with the help of joining online classes and acquiring knowledge with the help of reading books and articles related to	1 month	I can also improve my computer skills with the help of learning the basics of knowledge of the computer.

	(Varlejs, 2017). Computer skills improve work performance.	computer knowledge.		
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CONCLUSION

In this assignment, the learner has reflected its learning and professional growth journey as a manager. The learner has also considered effective models such as Kolb's reflection cycle, swot analysis, smart objectives and designed a professional career development plan. The learner has addressed its strength and weaknesses as well as consideration to overcome the challenges.

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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	Manager at a Restaurant
How did you learn about this vacancy?	Online advertisement

1. Personal Details

Title	Ms
Surname	Georgieva
Previous Name	
Forenames	Elizabet

Address			
Post Code			
Telephone number		Mobile No	
E-mail address			
National Insurance Number			

1a. Additional Information

Do you hold a full, clean driving license valid in the UK?	Yes	x	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	x	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

Employers Name	The Kitchen			
Address				
Postcode	E17 9NL			
Job Title	Assistant manager at the restaurant			
Dates of Employment	From		To	Date
Reason for leaving	Maternity leave		Salary	
Brief outline of main responsibilities and key duties	Managing the staff and operations, providing excellent customer service, ensuring staff are safe and that all food safety procedures are followed according to regulations. Having a keen attention to detail and being able to prioritise tasks.			

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				
Address				
Postcode				
Job Title				
Dates of Employment	From		To	
Reason for leaving			Salary	
Brief outline of main responsibilities and key achievements				

Previous Employment

Employers Name				
Job Title				
Dates of Employment	From		To	
Reason for leaving			Salary	

Brief outline of main responsibilities and key achievements	
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Previous Employment				
Employers Name				
Job Title				
Dates of Employment	From		To	
Reason for leaving			Salary	
Brief outline of main responsibilities and key achievements				

Please continue on a separate sheet if required.

3. Formal Qualifications and Training & Development

Continue on a separate piece of paper if required. You will be required to provide original qualification certificates if successful.

Secondary Education Qualifications				
Name of Qualification	Date Gained	Level	Grade	Awarding Body

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Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body

Professional Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body

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CPD / Training and Development

Brief description / course title	Date Taken

4. Interests and hobbies

Please provide details of your hobbies / leisure activities / voluntary work

In my free time I love spending time cooking and baking I love going to the park and doing some outdoor exercise. Also like watching movies and reading a nice books.

The rest of the time i spend with my 1 year old daughter.

I also love travelling and meeting new people and places.

5. Referencing

Referencing required for 2 full years (with a minimum of 2 references). At least 1 reference should be your current or most recent employer. Please confirm any existing personal / family relationship with existing PRC employees

References (Current or most recent employer)

Name of Referee			
Job Title			
Employers Name			
Address			
Postcode			
Telephone Number		Ext. Number	
E-Mail Address			
Are you willing for this referee to be approached prior to interview?	Yes ☐ No ☐		

References

Name of Referee	
Job Title	
Employers Name	

Address			
Postcode			
Telephone Number		Ext. Number	
E-Mail Address			
Are you willing for this referee to be approached prior to interview?	Yes ☐ No ☐		

6. Reason for applying

Please detail below reasons for applying for the position including your skills, experience and attributes.

This job interested me because it will help me build more related skills like customer service, communication, and the ability to work well in a fast-paced environment. Those are all things I want to learn more and become great at.

My skills are :

- Creativity
- Leadership
- Teamwork
- Flexibility
- Adaptability
- Patience
- Active listening
- Self-discipline
- Motivation

I really hope I will meet the criteria of your organization and I will become part of it.

Please specify how you meet the criteria for this role.

With the knowledge and my previous experience I think this is the right position for me because I can present my experience and show my skills and it`s great that I can go to the next level of my personal development and learn more and more skills.

7. Declaration

Please complete the following declaration and sign it in the appropriate place below.

I certify that:

- All the information given to me on this form is correct to the best of my knowledge
- All questions relating to me have been accurately and fully answered
- I possess all the qualifications which I claim to hold

Signed:

Date:

Print Name:

