



ACE Practical Portfolio:

*Short Steps for long gains*

Academic And  
Employability Skills  
(BMSW4001)

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# INTRODUCTION



**Prifysgol Cymru**  
Y Drindod Dewi Sant  
**University of Wales**  
Trinity Saint David

# LEARNING OBJECTIVES:

## HOSPITALITY SKILLS

### Academic skills

- Academic writing.
  - Essay writing.
  - Reflective writing.
  - Report writing.
- Time management.
- Digital Skills
- Critical thinking.

### Employability skills

- Customer service.
- Communication skills.
- Team working.
- Multitasking.
- Problem solving.
- Organizational skills.
- Leadership and self confidence.

# SWOT ANALYSIS



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## Strengths

- Professionalism.
- Organizing.
- Team working.
- Time managing.

## Weaknesses

- Digital skills.
- Academic writing.
- Formal language.
- Managing business.

## Opportunities

- Explore my capabilities.
- Managing tasks.
- Managing people.
- Dealing with redlines.

## Threats

- Office working.
- Poor level of thoughtfulness.
- Bad communication and misunderstand.
- Economic failure and unhappiness.

# DIGITAL SKILLS (IT)



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## WHAT FOR?

- Networking.
- Reports.
- Supplies/equipment.
- Organize and coordinate.
- Hire personal.
- Standart operating procedure.

## HOW?

- Training.
- Practising.
- Reading.
- Sharing Knowledge.



# ACADEMIC WRITING



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## WHAT FOR?

- Communicate.
- Express yourself.
- Inform.
- Persuade.
- Essay.
- Credibility.

## HOW?

- Training.
- Practising.
  - Summarising.
  - Paraphrasing.
  - Quoting.
  - Proofreading (CUPS).



*"Academic writing is clear, concise, focussed, structured and backed up by evidence. Its purpose is to aid the reader's understanding."*

(University of Leeds, 2021)

# FORMAL VERBAL COMMUNICATION



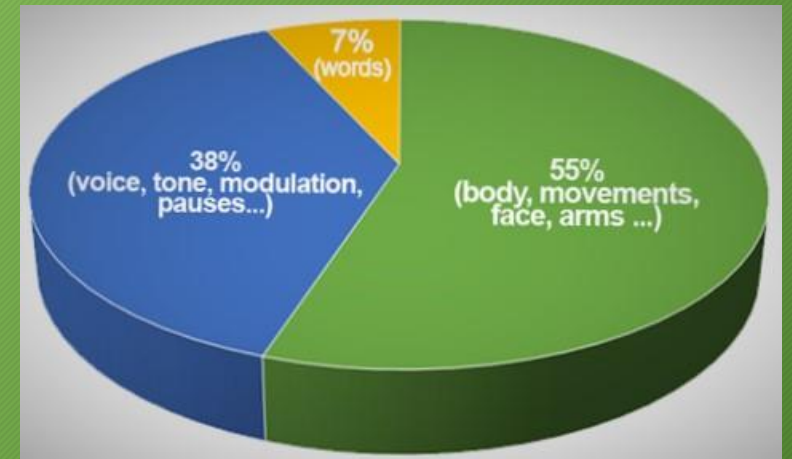
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## WHAT FOR?

- Differents ranks.
- Orderly information.
- Effectiveness.
- Avoid conflicts.
- Respect.

## HOW?

- Practising.
- C.P.P.
- Listening.
- Thinking.
- Confidence.
- Non-verbal communication.



# MANAGING BUSYNESS



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## WHAT FOR?

- Achieve goals.
- Coordinate activities.
- Take decisions.
- Human relation activities.
- Profits.
- Spokesman for the organisation.

## HOW?

- Training.
- Practising.
- Information:
  - Reading.
  - Listening.
  - Planning.



*Trusting yourself does not guarantee success, but not doing so guarantees failure.*

(Koffel et al., 2018)

# PERSONAL DEVELOPMENT PLAN



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|                                    | Short-Term Time Frame                                                     | Mid-Term Time Frame                                                 | Long-Term Time Frame                     |
|------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------|------------------------------------------|
| My Goals                           | <i>Learn skills and acquire knowledge</i>                                 | <i>Knowledge about managing an enterprise</i>                       | <i>Open a business</i>                   |
| Skills and Knowledge to be Learned | <i>Academic, employability and digital skills</i>                         | <i>Effective team-working and communication</i>                     | <i>Get practice and apply knowledge</i>  |
| Next Steps                         | <i>Assisting class<br/>Doing homework<br/>Going deep into the matters</i> | <i>Get Certificate in Higher Education Skills for the Workplace</i> | <i>Start a business</i>                  |
| Resources                          | <i>University UWTSD</i>                                                   | <i>University UWTSD</i>                                             | <i>Knowledge acquired and dedication</i> |
| Time Schedule                      | <i>15 February - 10 May 2021</i>                                          | <i>14 June - 12 February 2022</i>                                   | <i>2023</i>                              |
| Completion                         | <i>3 months</i>                                                           | <i>1 year</i>                                                       | <i>2-3 years</i>                         |

# CONCLUSION



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As the hospitality industry start to exit lockdown and rump up operations with new rules, look like such a good time to star from zero in an exciting new project.

Therefore, as I have expressed in this presentation: I am willing to improve myself and take another step in the hospitality industry. Being this my priority nowadays, and my passion about this sector; it is an achievable, promising and worthy goal.

If I had to name a skill I possess, it would be lateral thinking. When all logic is pointing in one direction, but it just doesn't make sense to me, I question it.

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# THANK YOU.



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