

Beatris Toncheva

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Community Engagement
Modul № LCBB4002

Lector: Navami Leena

Reflective

Evaluation

The purpose of reflective writing is to help learn from experience. A very common model for reflective evaluation is the Gibb's Reflective Cycle, which provides the framework of six stages with the purpose of structured analysis of an experience.

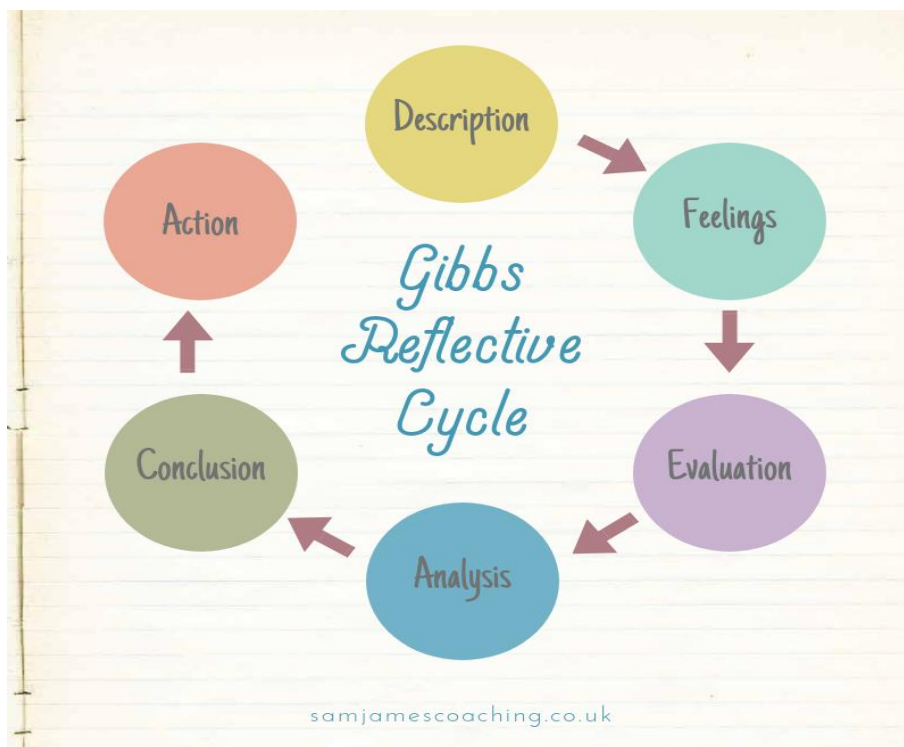


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1.Description

For the purpose of learning a role play is done with me as a Housekeeping Manager in one of the hotels of Soho House & Co. and two girls applying for a job in the hotel. I am interviewing them for Housekeeping positions. Both girls are simultaneously interviewed starting with the usual self-presenting questions. I ask them for their names, age and for how long they have been in United Kingdom. Next, I go through their work experience: where they have worked before and for what period. Afterwards I want to know if they know anything about the company Soho House & Co. and because they answer negatively, I describe them the business and its operations. After my questions are over, I give the word to them, to ask me anything related to the job. One of the girls asks me about the payment scheme and I explain the hour rate, the quota hours per week and the launch break length and time. The interview is finished and I am pleased with their performance, so I ask them if they can start work from the next day. Finally, I clarify to the girls how the first three days of work are going to be induction days before they start their full-time positions.

2Feelings

During the first phase of the interview I was feeling a bit nervous and anxious because I had to play the role of Housekeeping Manager for the first time. Even though I knew what was expected from me, doing it for the first time in front of public made me feel a bit stressed. However, the girls were responsive enough and did not interrupt me, so my confidence was back in the middle of the experience already. I felt that my body and mind feels more relaxed when I received positive answers from the girls about their experience as housekeepers, as I was thinking that I need to hire experienced staff.

3.Evaluation

Overall my performance was very good and most of the feedback said it was excellent. My role play simulation was good according to the feedback received by fellow students and the only notice was on the beginning of the interview, that I could be more serious and readyful. Still, I am pleased with my presentation, as well as my colleagues, who consider that it was done professional. One of the feedback has given

excellence to the practical demonstration and the other a very good mark. Both feedback consider I can carry out the activity with excellence.

4. Analysis

One of the reasons the role play went extremely well is that the girls interviewed were acting very normal as in real life, which gave me the confidence I also needed to successfully perform the simulation. I started with a certain level of anxiety, but the more we talk the more I felt better as it resembled a true life situation. The stress was because I did not know exactly how to act seriously as the role play was done in university environment and I had to simulate a business one and doing it in front of people. I managed to overcome my fears of talking in front of public, because the girls were very responsive and this somehow helped me perceive the situation as real.

5. Conclusion

To sum up, the experience was good and beneficial. The learning outcomes will be remembered because the practice was done correctly and the reflective writing helps me understand my weak points. In the case I easily managed to bond with the role play and to avoid too stressful situation. As the reason to write this reflective writing is to look backwards and learn from mistakes, an short action plan will be done to perform even better in the future.

6. Action Plan

I realised that I need to be more confident as I will not always speak to the same responsive girls and if the person in front of me feels nervous as well I need to react in a certain assertive way and take the lead of the interview in a more relaxed way. For the purpose I plan to watch more videos and tutorials on how to better present myself in front of public and be confident in any situation. Because as Dr. Theo Tsaousides argues in an article in the website PsychologyToday, "The many benefits of sharing information and ideas in public definitely outweigh the need to protect ourselves from the horror of having to speak in front of others" (Dr. Tsaousides, Theo, 2017).

References:

Dr. Tsousides, Theo (2017) Why Are We Scared of Public Speaking?. *Psychology Today* . Available from: <https://www.psychologytoday.com/us/blog/smashing-the-brainblocks/201711/why-are-we-scared-public-speaking> Assessed: 4th May 2019

Gibbs, G. (1988) Learning by doing. *Oxford Centre for Staff and Learning Development*. pp.17. Available from: <https://thoughtsmostlyaboutlearning.files.wordpress.com/2015/12/learning-by-doing-graham-gibbs.pdf> Assessed: 4th May 2019

Appendix

(Feedbacks)

Peer Evaluation Role Play Feedback Form

Name of presenter: Beatris Toncheva

Activity: housekeeping manager

Date: 17.04.2019

	<i>Poor</i>	<i>OK</i>	<i>Good</i>	<i>Excellent</i>
Introduction (Explanation)				x
Presentation (practical Demonstration)			x	
Conclusion (how well can you carry out the activity?)				x

Any other comments

She was good in presentation. My only re marker is that she should be more serious next time. The introduction was excellent with full information. Conclusion was excellent and very professional.

Signed: Irina

Date: 17.04.2019

Peer Evaluation Role Play Feedback Form

Name of presenter: Beatris Toncheva

Activity: housekeeping manager

Date: 17.04.2019

	<i>Poor</i>	<i>OK</i>	<i>Good</i>	<i>Excellent</i>
Introduction (Explanation)				x
Presentation (practical Demonstration)				x
Conclusion (how well can you carry out the activity?)				x

Any other comments

She introduced well her role play. The performance as a manager was very good, she was very professional.

Excellent role play!

Signed: Stella

Date: 17.04.2019