

ACADEMIC AND EMPLOYABILITY SKILLS

ACE Practical Portfolio

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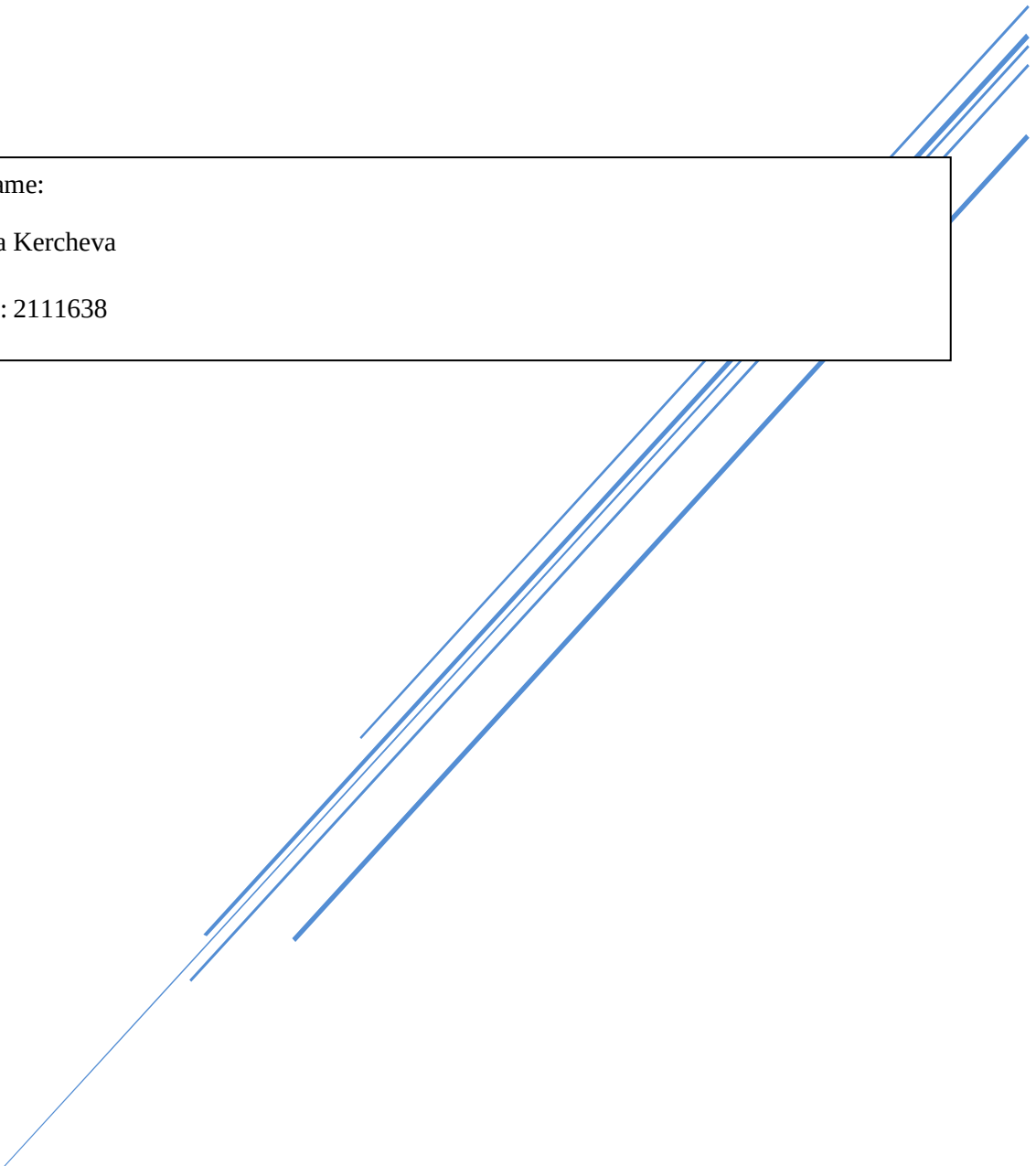


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Introduction

- **About the report**

The objective of the report is to reflect through application of E.R.A. model on the learning about time management, summarising and reflection from the point of the help provided to me as a hospitality manager. The reason that time management and summarising and reflection has been chosen for the discussion is that as a hospitality manager I needed to be very organised, result-oriented and humble at all times. As my actions left an immediate impact upon myself, customer and the hotel, thus, in my module I focussed particularly on these three topics. The following report shall identify how actually my learning helped me to steer away from trouble, even under stressful times.

- **About the model**

University of Cambridge (2021) stated that the model is a three-stage reflective-based model. It not only lets the user take their personal experience into account and then based on reflective analysis on the experience, take actions aimed at reducing the risk or increasing chances of success. Víquez Fernández (2021) supported from medicine field that the model is less complex as well as generic and thus can allow a person to reduce the risk of slow development at personal level as well. The low intricacy of the model would mean that I would be able to even respond to a personal level problem.

Why manage time

Oettingen et al. (2015) described time management as an activity aimed at organising finite time available to a person for doing jobs that include professional duties, fulfilling personal needs and taking out time for community as well. In other words, the person managing time is equal to doing all the jobs expected off him from people closer to him in a limited and still having a time available to be spent as per his choice. In my view, every person, regardless of the professional career adopted,

regardless of the position held as an employee or employer has duties in his official capacities as well as duties toward family and community members. Moreover, in order to stay mentally healthy and thus sustain through life in peace and harmony, this person also needs to observe an interest. Therefore, managing time is essential as a harried person would be irritable at all times and might end-up damaging the social status held by him.

- **Influence of time management on my studies**

Kirillov et al. (2015) linked time management with education and from my personal experience, I can verify this fact. I remember well when I was taking the module; I had already started the job as well. During my studies I learned about Eisenhower matrix, getting things done and Pareto analysis (University of St. Augustine for health sciences, 2019). I believe that the trio are great, where one lets you classify problems / tasks as per their urgency and importance; the other makes you familiar with a logical process of identifying, designating, grouping and then taking an action. On the other hand, the third model leaves you to reflect and make things better for the future (Aeon, and Aguinis, 2017). For instance, I remember, during one of my class, I was a bit harried as I was receiving calls from office; I supposed that the teacher would give break before covering another topic and I would be able to take call.

- **Influence of my learning upon career**

However, to my dismay, the teacher started giving examples, I was angry, nevertheless, from my knowledge on reflection; I knew that the teacher must have good reason. I started to note; I learned that reflection about adopted behaviour in instance can make a person better than before. My noting helped me retain my temper with a customer during job, the reason was, and I was able to classify him as per my knowledge about Pareto analysis and took action by telling him about dire needs of other customer. To my delight, the customer who had started by shouting at me was calmed enough to not only apologise to me but also give a handsome tip. Later at the end of my shift, I realised that the examples given teacher made a theory understandable to me since the teacher explained light, moderate as well as high

risk situations in which Pareto analysis could be used. Had the teacher not adopted such convoluted method of teaching, I might have lost the job. The reason I say that this time management technique aided me was the fact that I already knew that every customer is important, but not urgent, so I placed him as non-pressing by getting out of conflict through presentation of facts.

Reflection

This topic is also equally important as it augments time management. Sipe (2016) proved that a reflection is a natural behaviour, the quality of which can permit the person to learn from past and make his action better than before in similar circumstance. However, in my view to develop the behaviour, the person is going to have to be ready to learn and respect authority. Recognition of authority can come from realisation about knowledge better than self. Since I chose hospitality as my career, this meant that I am supposed to manage time and somehow respond to every customer's request by shunning out non-yielding activities. On the start of the day, I had learned that customer is always right however, organisation's policy and interest must precede customers in every instance. I remember my argument with customer, who was seeking refund for underprepared muffin. The man at the time of first bite had not said anything but rather consumed the whole item.

Naturally, the team took it as an acceptance of the product, however, things turned nasty when he raised his voice and tried taking attention of other customers. One employee who was privy to his action of past whispered in my ear to maintain low voice in response and keep on deflecting his arguments by telling him about consumption of whole muffin from a different point. I believe that his whisper came because he had reflected over his behaviour then and I was able to reflect and remember the consequence of respecting authority. I recalled my use of examples given by my teacher, had I not accepted his authority then, I would not have then refrained from engaging in ungainly action. Since this employees' authority was born due to customer's actions intimately aimed at him. Thus, our action based on his reflection allowed us to deal with the situation amicably as other people who had started recording the situation were now also returning to their routine. The team was able to avoid earning negative reputation for the hotel.

- **Influence of reflection on my actions with customers**

The theory says that reflection mean analysing the root cause of the problem and then taking care to avoid repeating them. In the past, I used to be angry; I even got fined for losing my emotion at officer. I needed to contain my emotions. Jiang et al. (2016) proved that talking among self could help. I have applied this technique since then and found that by speaking even for a minute over the strong emotion can make you feel appeased over the emotion. Consequently, the emotion would not then take over even actions that are unrelated to it. I did that right after dealing with the customer of muffin, I walked on the roof talking to myself, and after one minute I felt relieved and then went back to my workstation.

- **Influence of my reflection over stress created by immediate manager**

In the organisations, managers often try to create a climate in a department that clashes with culture of the organisation. The reason is that they have power; dealing with such managers may be stressful. In past, when I was new, I wasn't fully aware about the hotel policy, this policy permitted the staff to innovate their actions, provided they served customers. My strategic manager asked me to source the raw material from a certain supplier, I did, and consequently, the customer rating dipped. Ironically, my manager turned me into scapegoat by placing the blame onto me; I would have lost my job then. However, I offered to work for free until damage was repaired as a result I was given back my employment. The reflection of my experience taught me that I must not initiate an action unless explicitly written authority is not provided. The reason is that anyone can easily wave off the verbal order and since he was on a higher position than I am, his word was trusted.

In another instance, the same manager in front of the customer told me to do the job, I not only reminded him about the task at hand but also presented him the document signed by him earlier to initiate my day with the task. On the other hand, I also explained to the immediate need for responding to the customer, who looked displeased, but my earnestness won myself a favour from him.

Summarising

Riley et al. (2015) supported the summarising as the process that would allow the person to right concisely but still be able to prioritise a task because of information available to him in time and in readable manner. By this definition, summarising

would also mean a person writing something on a piece of paper as soon as tasks are received and then also categorise them with similarity of actions. These actions would also be written on the same paper. As a hospitality manager, I often find myself in simultaneous situations that require immediate attention but some have a more pressing need to be resolved than others. For instance, at one time, tissue rolls ran out while a customer in the lobby had tripped over. While I being more educated as compared to rest of the staff was only source available for buying right tissues, I took to a nearby store and bought required. By the time I had got back, I saw that staffs had successfully given first aid to the customer and had the person seated in the correct position.

I was able to respond quickly, because I saw around and surmised that at that moment around three persons were competent to deal with an injury caused by fall. In contrast, only one person was available to secure the required quality of tissues as information about emergency suppliers was not known around. Thus, I evaluated the situation, summarised the action and then organised my action. In another instance, the organisation's financial performance was in consideration. The finance had enhanced the E.P.S. by issuing positive information about organisation, thus, enhancing share price. On the other hand, in order to prove my point, I had a summarised collection of feedback given by customers. The summary included words like unethical staffs attitude change in taste of speciality items, provision of low quality plastic utensils. Consequently, with a summarised report, the hotel revised the performance management mechanism at the organisation. My summarising skills were due to my learning in the module about the topic.

Conclusion

In the above report I have reflected from my career as a hospitality manager that my knowledge about time-management related models, summarising and reflection permitted me to keep my job, and maintain my emotions. In other words, this module permitted me to deal with customers and top managers in amiable manner.

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Appendix

Reflection on my presentation!

In my opinion my presentation went quite well. I was very nervous and at some point could've hear my voice shaking but manage to calm myself down. I think I spoke loud and clear. I hope the information I provide was detailed and understandable. Probably could've been more confident. I don't quite remember well my body language; was I overexcited and moved a lot? This is probably for you to judge. Usually I am quite funny so was thinking to include a joke at some point but my nerves were too much and could've gone wrong way. There are many things to improve and work on – body language, eye contact, slow and understandable taking etc. That is why in this age I am back at University!

Thank you!



SKILLS FOR A BOOKKEEPER

The skills I need to have are:

- Excellent organizational skills
- Attention to details
- Good communicational skills
- Problem solving skills
- Time management

THE SKILLS I HAVE

- Good communicational skills
- Customer service skills
- Math skills
- Meeting deadline
- Working under pressure

**BOOKKEEPER
DUTIES**



THE SKILLS I NEED TO IMPROVE TO BE A PERFECT BOOKKEEPER

- Some of the skills which I need to improve on myself are:
 - ✓ Organizational skills
 - ✓ Knowledge more about my job
 - ✓ Knowledge on finance and accounting
 - ✓ IT skills for completing invoices and managing records
 - ✓ Experience

ME AS A BOOKKEEPER

While being a bookkeeper I need to:

- Manage accounting and costs.
- Keep financial records for the business I will work.
- Respond to all my duties and responsibilities.
- Complete basic administrative tasks.



SWOT ANALYSIS

Strengths

Qualifications
Communicational skills
Focused on details
Interaction with clients

Weaknesses

Willing to point out errors to colleagues
Foreign language

Opportunities

Problem solving
Time management
Taking a presentation skills course

Treats

Experience in different role rather than bookkeeper
Being overworked leading to stress

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