

University of Wales Trinity Saint David

ACADEMIC AND EMPLOYABILITY SKILLS

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Introduction:

Academic skills is specialized withy designed course to expand the academic skills which helps us to develop literacy in digitalization, communication, critical thinking and to gather proper and adequate information. The three major skills required in our career status: ability to apply the skills in appropriate areas, academic skills and to stick in order to get employed in work place with daily routines (such as evaluate the analytical thinking and taking full responsibility of the job role). There are 8 major employability skills are as followed: Instant and effective problem solving, good communication skills, teamwork, planning and organizing, self-management, technology (tech-savvy), initiative and enterprise and learning new thing. The connection between the graduate employment and academic studies is only providing by employability skills.

Research-informed Literature:

Academic skills for University are mainly reading and note-making, writing skills, referencing, exam skills, group work and presentation and critical thinking skills. The first and the last aim of a customer service assistant in Restaurant is too pleased and satisfy the customer with the help of communication, conduct and service (Bowers *et al.* 2018). The specific quality handle agent in the restaurant is played and demonstrates by customer service assistant. While delivering the service to the customer he/she as an assistant must ensure to complies with the rules and regulation of the company. Assistant role is to provide information, taking orders, to help the customer by solving their problems and last is to sell products. Also help the customer by arranging services for example: arranging car hire and booking hotel rooms. When the manager is not on duty restaurant management played his/her role as well as manager's role too. They give direction to the other employee about their daily job role and routines and also communicate the customer to know their experience. They are the medium for the customer to contact with the company. Customer will talk to them invariably to find information, place an order, return a purchase and make a complaint, etc. Assistant always offers a warm welcome to the customer (Verplaetse *et al.* 2017). Assistant have variety of duty and also assist the customer if they are

facing any troubles or issue. They also help to check out the operators work. Multi-tasking and handling people are the main job role of a customer service assistant in a restaurant. Main or leading skills are required are: ability to follow directions, decision making capability, taking responsibility, likeability, leadership skills to manage or to run the job effectively, etc. Academic study helps in every aspects in this job role. With the help of studying handbook student of this background gets information about BSc and MSc programmes of University.

Knowledge and Understanding of Subject:

At first, as a customer service assistant the problems of the customers and the quarries of them about the restaurant and the services will be gathered by me for understanding the problems of consumers or the satisfaction level of the consumers (Pritchard, 2014). Therefore, I can provide a next to perfect answers to the consumers to build a trust level with the consumers to the restaurants. Therefore, I can measure the percentage of loyalty for the restaurants from the consumers. Therefore, as a customer service assistant I can provide a better quality of services and the products to the consumers to fulfill their needs. I should have the proper knowledge about all of the things of the restaurants, including the services, offers, products, ingredients used in cooking, environmental condition of the restaurants etc to give answers the consumers in a perfect way which can build a loyalty base among the consumers and which can provide a satisfaction level for the consumers. Therefore, for understanding the issues from the consumers I should gather the knowledge at first by using various kinds of ways, like, by filling of templates or forms online or may be offline, where customers can do their aqueries, can write about their satisfaction can show their area of interests etc. From where, I can detect the problems, detect the strengths of the restaurant, detect the gaps of providing services to the consumers (Illeris, 2018). Therefore, it will be easy to me to solve those problems to achieve the customer satisfaction level and to achieve the main goal of my job role, to improve the loyalty base of the customers for the restaurants. To achieve these goals first I have to understand the issues from the consumers and then I should have enough knowledge about all for answering the consumers for satisfying them.

Analysis:

Facing a customer is a tough thing to do. The first and the last aim of a customer service assistant in Restaurant is too pleased and satisfies the customer with the help of communication, conduct

and service (Gay and Mills, 2015). The specific quality handle agent in the restaurant is played and demonstrates by customer service assistant. According to the experience that I have gathered while working in the restaurant, I am a good communicator where I have already received positive responses from the customers who have visited our restaurant. On the other hand, the key weaknesses within me are lack of patience that has enforced me to stay behind the other employees in the organization. In that case, such weakness would be transformed into my strength through the level of dissatisfaction. This would assist me to improve my own understanding and knowledge regarding my current job role and therefore, enrich the performance of my own as well as the organization itself. In this context, (Cox, 2018) stated that a right blend of communication and intellect lead to resolve the drawback within an individual through deployment of the knowledge in practical field.

Practical Application and Deployment:

The way I delivered any product to my customer is called deployment. It is a very important subject because it will be going to help me in how fast I can sell a product in a market. My deployment is going to impact in my whole team meet. In that process, it has 4 methods like, 1st is the open source way. In this method, I can maintain many versions of same goods. Therefore in a restaurant business, it is a most important thing because in restaurant business the product we sell is almost same to our competitor. 2nd is the pipeline way, in this way I can process my deployment in well-defined steps and I have to accomplish in order to do my deployment. It is a great way to fix any bug in my work in stapes. But it has a weak point too. I am losing my flexibility in this method. 3rd method is one of the most important methods. The method is supported branch way. If my team performance is poor, then I can't do something on by me. Therefore my team has to be perfect and for that, I have to support my team as long as possible. So they can trust me. A strong point in this way is if I am not doing something well then my team was there to support my back. It has a weak point too. To maintain that kind of trust I have to sacrifice something. If anyone breaks trust it will effect in this method directly. The 4th way is feature toggle way. In this segment, I have to prerace for future problems. In a restaurant business, I have to be prepared for future problems. Problems may come at any time, but by practicing this method I am always prepared for that kind of situation. In this way, I can lock a

problem for future and can discuss with my team. This segment has a poor part too. It will cost more to maintain. Because I am preparing for a problem that can never happen in future.

Skills for Professional Practice:

In this segment, I can practice what I have been learned backstage. I can practice this either individually or in a team. They both have their personal pros and cons. If practice the method of only myself I will surely beat my co-workers. It will lead me to the top of my team. I can get a higher position. If I work for myself only that will be a good thing for me. In another hand that will be a not good thing for my co-workers or for my restaurant. If I work with my co-workers it will bring a more perfection in my team. Although it can't bring a promotion for me it is sure my restaurant will go upwards. To introduce some new product or just to promote my business I have to get online and promote this business in social media. Social media is a great advertising way nowadays. So that if anyone can join social media it will bring more customers to the restaurant (Tilbrook and Catt, 2015). Not only in the social media, if I can promote my restaurant in offline such as a poster, hooding, radio FM and all the offline media. It will surely bring more customers in the restaurant. The next big thing is a promotion. Without promotion, there is no way to chance of growth. I and my team have to look up for a new opportunity to promote our business. There is no way to success without promoting. So I use my professional skill I promoting my business. And the skill of mine helps me to develop a better co-worker relation with my team. The skill helps me to develop better environments in my workspace. It brings a calm and piece environments. The skill helps me to practice my method in by practicing them I am improving myself for future. At the last practice makes man perfect. Thus, I am trying to improve my skill by practicing.

Conclusion:

From the above study and self analysis, it has been observed that being a customer service executive needs to follow the Start-Stop-Continue process where the existing skills and required skills would be adjusted to meet the performance requirement of the restaurant that i am working in. moreover, the other part of the restaurant like management and my colleagues play pivotal role to make me understand my strengths and weaknesses where such cooperation would help me to identify the opportunity and threat that I need to struggle in my career. However, the lesson has also assisted me to spot the skills that I need to improve for my further career prospect.

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