

Business Skills for International Hotel Industry

Module code: B4X01917

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Written Assignment part 1



Table of Contents

Table of Contents.....	1
Introduction	2
Skills.....	3
SWOT.....	4
Personal Development Plan PDP.....	5
Conclusion	7
References	8

Introduction

I was tasked to write an assignment in which I evaluate my current academic and employability skills in today's job market and analyse what I know , what I should know and how I will gain more skills that will better aid me in the future I aspire to. As a part of my analysis I will create my own SWOT analysis and outline my Personal Development Plan, PDP in order to gain knowledge about my current situation as well as what i need to update and enhance going forward both in my academic skills as well as in my employability skills.

First of all, I am 29 years old, working as an independent delivery driver for Uber Eats, here in London, where I have arrived just one year ago, upon leaving Romania in search of better opportunities. My current job is exactly that, a job, but I am looking for a career with better long term opportunities in the international job market. I am seeking a career in management as in Romania I held a managerial role and have learned some skills that I believe I can expand with my studies over the next two years of university.

According to **(Weber, 2013)** and **(Wellington, 2005)** “**employability skills are best described as basic skills and attributes necessary in the workplace for securing, keeping and performing well**”.

Robinson (2000), states that there are three basic categories when it comes to employability skills:

1. Basic academic skills: reading, writing, mathematics, verbal skills.
2. Higher order thinking skills: problem solving, creative thinking, decision making and reasoning.
3. Personal qualities: social skills, self-control, self-confidence, honesty and integrity.

In today's job market where the customer is the most important factor when it comes to a company's profitability, **(Zehr, 1998)** stated that filling a job vacancy would require the employer to identify “soft skills”, like attitude, work ethic, diplomacy and social abilities. Employers in the hospitality industry search for these skills because they can be attributed to people that would best fit in with the atmosphere of their companies, where the customer is the most important factor.

While soft skills are important when relating to other people, academic skills have a different importance to the employee. They are ways to learn and improve as well as better understand the subtleties of the job, digital skills, note taking, referencing and researching for information all help in today's work spaces.

The best way to improve my level of understanding is to first analyse my current academic and employability skills and search for ways to succeed in the job market.

Skills

My current academic skills:

1. Time Management : when it comes to organizing my time to maximize my productivity, in the past i have not been a time waster, always finding ways to utilize this precious resource.
2. Critical Thinking: I am able to analyze and come up with solutions in situations that require a high degree of interpretation of many aspects to a problem.
3. Multitasking . I am able to work on several problems, each requiring different solutions, at the same time.
4. Searching for information. I am a good researcher, and with the proper initial information, I am able to locate whatever is required using, the internet, books, hinenewspapers.
5. Organisational skills. I am a very organised individual, and in the past have show I can organise a team as well to insure maximum productivity.

Academic skills I wish to develop:

1. Presentation skills. In working with other people I want to be able to make myself understood with ease so that I can communicate effectively.
2. Writing skills. Report writing is an integral part of a managers duties, so i wish to be able to be concise, effective and be able to keep the reader engaged.
3. Leadership skills. Learning to be a better team leader so that we can achieve better results and be productive.
4. Digital skills. Improving my understanding of the role technology plays in the hospitality industry.

Besides academic skills, employability skills also play a major role in improving in the workplace. These are traits that can help you stand out in a saturated job market filled with competition.

SWOT

(Thompson, 2007) **“SWOT Analysis is a simple but powerful tool for sizing up an organization’s resource capabilities and deficiencies, its market opportunities, and the external threats to its future”** A SWOT analysis helps both an organisation as well as an individual asses its attributes and resources, in order to maximize potential.

In researching this paper as a part of analyzing my employability, i did a SWOT analysis to better understand my strengths and opportunities as well as my weaknesses and threats to my success.

Strengths:

- I adapt fast to new conditions.
- My english language skills are advanced. And also good communication skills
- I am a hard worker
- I posses good management skills (time, resources, financial)
- Fast learner when presented with unknown requirements
- Ambitious , Curios, Diligent.
- Posses good teamwork skills

Weaknesses:

- Decision making skills need improving, i tend to overthink.
- I need to learn to face ever changing situations in calmer ways.
- I need to learn to ask for help in situations i don't understand completely.
- Poor presentation skills, I tend to get nervous.
- Tendency to pay too much attention on unnecessary details.

Opportunities:

- Better career prospects.
- Stability in an unstable job market.
- A good education.
- Networking possibilities.meeting new people that open up new opportunities.
- Being my own boss.
- Develop as a person more involved in society.

Threats:

- Unknown competition,
- Ever Changing political environment
- Student finance changes.

Personal Development Plan

A Personal Development Plan , PDP, is a tool used today in learning (**Knowles, 1975**) so that individuals as well as companies can better assess and plan for improvement. It is the basis of an analysis that reveals strengths and weaknesses upon to improve and identify and target goals and possible objectives. It is a self-reflective tool used by individuals to find , target and achieve success when dealing with either a particular skill requirement or a field of study.

Recent surveys like one in the Netherlands among companies in the region of Limburg indicated that 89% of the companies are using PDPs as tools to handle management improvement plans (**GITP, 2008**), suggesting that in the open world market today when competition is at record levels, tools like PDP's are a regular occurrence , as they help in achieving higher performance rates and increased profitability.

As a part of my assignment I also created my own PDP, in which i examined my targets relating to my chosen field of study, and i have outlined several ways to achieve success and the tools I need to reach my final desired results as well as a timeline in which to achieve them.

	<u>Short Term</u> (0-12 months)	<u>Mid Term</u> (12-30 months)	<u>Long Term</u> (30-48 months)
<u>Section 1:</u> The goals I wish to achieve in this time period.	-Study to enhance my understanding of the industry. -Be on time with assignments. -Ask questions. -Not be afraid to be wrong.	-Graduate university with a good understanding of the business. -Excel in all academic skill requirements	-Get a managerial position at a hotel with a full career track.
<u>Section 2:</u> Specific skills I wish to learn in the time period.	-Develop my managerial skills (leadership, negotiation, communication, organisational). -Obtain experience in the field. -Develop further skills that i am	-Learn more about the operations of a hotel. -Improve on the skills I acquired	-Have a comprehensive understanding of all day to day operations of a high level hotel.

	lacking.		
<u>Section 3:</u> How to acquire the skills and knowledge I feel are necessary to achieve my goals	-Being present to all classes at university. -Paying attention. -Primary and secondary research. -Read as much as possible about the fields of study.	-Show interest in a career in the field to those that can help and try also to impress them. -Listen, ask questions in class, read and analyze the subjects given.	-Upon being placed in a job in the desired field, show diligence and a hard working attitude.
<u>Section 4:</u> What resources do I need to achieve my goals.	-Money -Time and energy -Patience -Luck	-Knowledge -Guidance -Understanding	-Skill -Strength -Proper attitude
<u>Section 5:</u> The imposed time schedule.	-I wish to achieve the short term goals within one year.	-My mid term goals have a target of two and a half years, giving me time to achieve them with the resources i require.	-The final goals should be accomplished by the end of the fourth year from my induction in the University.
<u>Start Date:</u>	11 February 2019	February 2020	Whenever possible within February-November 2021
<u>Expected Date of Achieving goals:</u>	February 2020	Spring of 2021	Spring of 2023

Conclusion

In doing the required research to write this assignment I have obtained a better understanding of my academic and employability skills, a better understanding of the requirements of the job market and have outlined how I can obtain the skills and knowledge I am currently lacking in order to achieve my goals. I have done a SWOT analysis on my strengths, weaknesses, opportunities and threats that helped me create my own Personal Development Plan that is now the basis of all my future academic studies and a way to improve my employability upon graduating this university. I hope to use this information to create better opportunities for financial and social advancement and will continue to work on finding new ways to improve my chances of being employed and start a career in the international hospitality industry.

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