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Academic and Employability Skills (BMSW4001_LON)

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Assessment 1

EMPLOYABILITY SKILLS

“Employability skills may not be listed in a job description, but they are important skills that can make you more attractive to prospective employers. The main benefit of having these traits is that it can help you stand out among other job candidates who are vying for the same position. Employability skills are transferrable skills that are useful in nearly every job”. (Employability Skills: Definition and 10 Examples. 2019).

During my research I have read that most directors focus on certain skills and standards in job candidates in addition to educational qualifications. Well known as employability skills, these skills can not be for a specific job, but they form an important role in developing your performance and value at any organisation. They can also boost your ability to develop and enhance your professional career and allow upward movement with this. In this piece of work, we explain the employability skills that you have to increase your chances of securing the job you want. However, from all of the above let's say that the employability skills are the most important, to find the highest position in your career development. Employability skills are transferrable skills that are useful in nearly every job. (Employability Skills: Definition and 10 Examples, 2019).

The main employability skills that every one needs to have. The most important one is the communication which includes listening, verbal and non verbal communication. All this is part of every each day of our lives, no matter if you write, speak face to face or even our body language. All this are skills that we need to have to obtain more knowledge and move on. The next one is team-working. This skill can be verbal or non verbal. This ability is to be well and be comfortable inside yourself at any position of your career. This year we had to face for first time what it is to work from home even up to the present day. For many people this change their lives still and is an on going situation. They have had no choice but to face the way how to use

technology, that is the next important skill that we need to be successful. As we all know this is the 21st century, that means everything around us is mainly technology. The next but not less important is the problem-solving and decision making. This skill is not only how we are acting with others this is also personal skills that every one must have inside themselves. But this is different when you have to take this decision for your self and when someone told you to do this it is an extra challenge. At the final I will mention one more employment skill which is emotional intelligence and the ability to control you and others emotions is the hardest one, but if you can do this than you will achieve desired outcomes.

When we apply for a job we won't always be asked for all of these skills they might be different, but there will always have the communication at the top of the paper.

(Employability Skills: The Skill You Need to Get a Job, 2011-2020)

Today's challenging industrial situation means that it is no longer enough for a new person with degree to have ability of an academic subject; increasingly it is required for students to gain those skills which will upgrade their possibility of employment. Employability skills include the following capacity: the retrieval and handling of information; communication and presentation; planning and problem solving; and social development and interaction. The University of Luton has created an initiative to ensure that each of its students engages with these skills and has embed this within the academic curriculum for all modules." Central to the initiative has been the creation of detailed templates that describe the University's expectations for each undergraduate level. The article describes the Luton initiative and includes some initial comments on its impact."(Fallows & Steven, 2000)

Transferable skills are this skills that can be used too many of different situations that we have even during our life outside job. Try maximum of any situation you have to progress your transferable skills as this will:

- Assist you to your further studies in your life.
- Support your CV this will support you to opportunities of having the dreamed job.(NHS, 2020)

However, to our transferable skills can always can be added more and more positive or negative skills during our experience in global perspective.

"ALTHOUGH A STRONG background in traditional "hard" skills like writing, mathematics and science will always have its place in academic and career worlds, an increasing number of employers desire prospective employees with "soft" skills." This skills give you the ability to modify to change of situation and the willingness to get through experience, and are relevant across many disciplines into any job. It is important for all studied people to have the soft skills as they prepare for university and as even after you

graduate this skills would always help you. Have many soft skills but I will look only for the five for every student interest.” (Holmes, 12th May 2014)

First is the collaboration this is skill important when you work at group doing some activities from university. To complete the activity given you should know how to communicate with others. You you do not have this skill it won't be easy for you . That is why we should be open for new people coming into your work:(presentation , assessment and n.d) to be effective. Second is the communication skill important all the time around us. Third is problem- solving as a student you will face many of the situation where you will need to use this specific skill . Next one is time - managing, one you lear how to manage exactly this skill your life will become more relaxed not even at university even at your family responsibilities . The last one I choose is leadership. Every university, work place want to have leaders not people who will only follow. To be leader you should have all above I wrote . You must be always prepared with creative ideas , to communicate , to work in a team and solve maximum problems that you can.

Employability skills required at Eat Fresh London Limited t/a SUBWAY

Develop team culture ensuring customer satisfaction

1. Strong customer service skills to resolve customer service issues
2. Ensure and maintain excellent customer service through daily interaction with customers
3. Superior customer service: our team has been recognised by Subway UK for

Outstanding Customer Service

4. Answer customers' questions concerning menu items and provide recommendations while suggesting additional items to increase restaurant sales
5. Demonstrate a complete understanding of menu items explaining and accurately addressing all customers' questions
6. Understand and adhere to all quality standards, formulas and procedures as outlined in the SUBWAY Operations Manual

Uphold food safety practices and delivery of safe food

1. Prepare individual orders specifically to each customer's specification offering excellent customer service
2. Maintain store cleanliness and restaurant appeal: maintain sanitary conditions at food preparation and service areas in accordance with strict company standards
3. Follow approved food safety and procedures, monitoring temperatures of hot and cold food items

Completing University of SUBWAY on-line courses as directed
Train newer or less experienced Sandwich Artists in their tasks and responsibilities
Maintain a professional appearance and grooming standards as outlined in the SUBWAY Operations Manual
Use Point of Sale system to record customer orders and to compute the total amount of each customer's order. Collect and enter payment from customers in cash or debit/credit card,
make change when necessary
Perform Cash-In and End-of-the-Day Procedures accounting for all forms of money, bread, salads and wraps during the shift
Inventory management: check and restock products in sandwich unit area to ensure a sufficient supply throughout the shift
That is the skills that you must have you work at any SUBWAY restaurants. For some people this job can seem like you make only sandwiches , but I not exactly. You should have many skills to create career specially at any branch who serve food. From my own experience I would say the most hardest employability skills is to serve consumers. Many are nice , have many who are never happy no mater what or how you talk to them.

To conclude all above employability skills that we must have to be successful. We should always update us with new skills that we have opportunity to learn never give up of some college , university or job because of some employability skills that you do not have. Earlier I mention that we learn our skills from when we born , so have nothing that can not be learned during our way of life. Also this year we had to face something new too many of as on the planet. Disease called COVID-19; this pandemic changed completely the life of all humans around the world. This lead me to write this as the employability skills had changed completely. At my job for example we had to stop serving walking costumers and do only deliveries. Most people specially the teenagers where very frustrated and because of this we had to be informed with the things happening with this desist every single day. We had to talk behind a glass , for some people which first language is not English. Where big challenge to understand and be understood. So this COVID make me having new abilities into my Curriculum Vitae for the future the most important one is how to protect my self and the people around me.

“Employability is a two-sided equation and many individuals need various forms of support to overcome the physical and mental barriers to learning and development (ie updating their assets). Employability is not just about

vocational and academic skills. Individuals need relevant and usable labour market information to help them make informed decisions about the labour market options available to them. They may also need support to realise when such information would be useful. “(IES, 2020)

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