

Name: Valeriu Casapu

Student id: 2426896

Task 1: Compare Job Adverts (300 words)

For this task, four different job adverts for waiter roles in the UK hospitality industry were reviewed and compared. The adverts were for positions such as *Waiter*, *Front of House Assistant*, *Food and Beverage Server*, and *Hospitality Team Member*.

These roles were advertised by restaurants, cafés, and hotels. Although each employer was different, the skills, qualities, and knowledge required were very similar across all four adverts.

One of the most important skills mentioned in every job advert was **communication**. Employers expect waiters to communicate clearly and confidently with customers. This includes greeting customers, explaining menu items, taking food and drink orders, and answering any questions customers may have. Communication is also important when speaking to kitchen staff to make sure orders are correct and served on time.

Another key skill that appeared in all four adverts was **customer service**. Employers want waiters to be friendly, polite, and professional at all times. Good customer service includes making customers feel welcome, checking if they need anything, and responding positively to feedback or complaints. Strong customer service skills help improve the reputation of the business and encourage customers to return.

Teamwork was also mentioned in every advert. Waiters are expected to work closely with other staff members such as chefs, supervisors, and other waiters. During busy periods, teamwork is essential to make sure service runs smoothly. Employers also highlighted the importance of being **reliable and punctual**, as being late or missing shifts can affect the whole team.

The ability to work under pressure was another common requirement. Hospitality environments are often fast-paced, especially during weekends, evenings, and holidays. Employers want waiters who can stay calm, organised, and focused during busy shifts.

In terms of knowledge, all four adverts required basic food hygiene awareness, food allergen knowledge, and an understanding of menus. Although some adverts preferred previous experience, most stated that full training would be provided, making waiter roles suitable for students and entry-level workers.

Task 2: Self-Assessment and Evidence of Readiness (500 words)

To assess my readiness for employability and personal development as a waiter, I completed a **SWOT analysis**. This helped me identify my strengths, weaknesses, opportunities, and threats related to working effectively in the hospitality industry.

Strengths

One of my main strengths is that I already have previous experience working as a waiter. This experience has helped me understand how restaurants operate on a daily basis. I am familiar with taking orders, serving food and drinks, clearing tables, handling payments, and keeping the work area clean and organised. Because of this, I feel comfortable working in a fast-paced hospitality environment.

Another strength is my **communication skills**. I am confident speaking to customers and colleagues, and I can explain menu items clearly. I also speak **three languages: English, Romanian, and Russian**, which is a strong advantage in hospitality. This allows me to communicate with a wider range of customers and provide better service.

I am also a reliable and responsible worker. I understand the importance of arriving on time, following workplace rules, and completing tasks properly. I am flexible with working hours and able to work evenings, weekends, and holidays when required. Teamwork is another strength, as I enjoy supporting colleagues and working together to deliver good service.

Weaknesses

One of my main weaknesses is that I sometimes feel stressed during very busy periods. When the restaurant is full and many customers arrive at the same time, I may feel pressure to work faster. Although I can still complete my tasks, this can affect my confidence and focus.

Another weakness is my confidence in dealing with difficult customers or complaints. While I always remain polite and respectful, I sometimes feel unsure about how to resolve complaints on my own. I also need to improve my knowledge of food allergens, drinks, and menus, especially wines, cocktails, and special dietary requirements.

Opportunities

The hospitality industry offers many opportunities for development and progression. Many employers provide training in customer service, food hygiene, and health and safety. There are also opportunities to progress into roles such as shift leader or supervisor. The skills gained as a waiter, such as communication, teamwork, time management, and problem-solving, are transferable and useful in many other careers.

Threats

One possible threat is competition from more experienced workers when applying for higher roles. Another threat is physical tiredness, as waiting involves standing for long hours and working late shifts, which can be physically demanding.

Evidence of Readiness

I believe I am ready for employability because I already have real work experience in hospitality. This shows that I can work professionally, follow instructions, and meet employer expectations. Feedback from supervisors has helped me improve my speed, organisation, and confidence. My academic studies have also helped me develop communication, time management, and organisational skills, which support my personal advancement.

Task 3: Employment Goals and Personal Development Plan (600 words)

Based on the weaknesses identified in my SWOT analysis, I have set both short-term and long-term employment goals and created a personal development plan to help improve my employability, confidence, and future career progression within the hospitality industry.

Short-Term Employment Goals

My first short-term employment goal is to secure a stable part-time or full-time waiter position in a restaurant, café, or hotel. This goal is important to me because it will allow me to continue gaining practical experience in hospitality while improving my skills. Working regularly as a waiter will help me become more confident when dealing with customers, taking orders, and managing busy shifts.

Another short-term goal is to improve my performance during busy periods. From my self-assessment, I identified that I sometimes feel stressed when the restaurant is very busy. My goal is to become calmer and more organised during peak hours. This is important because hospitality environments are often fast-paced, and employers value staff who can work well under pressure.

I also aim to improve my confidence in handling customer complaints. In the short term, I want to be able to deal with simple complaints independently without always needing help from a supervisor. This will help improve customer satisfaction and show employers that I am responsible and trustworthy.

These short-term goals are important because they help me build strong employability skills such as communication, customer service, time management, and problem-solving. They also prepare me for future progression within the hospitality sector.

Long-Term Employment Goals

My main long-term employment goal is to progress into a supervisory or team leader role within the hospitality industry. This role would allow me to take on more responsibility, support other staff members, and help manage shifts. I am interested in this goal because it would help me develop leadership, organisation, and decision-making skills.

Another long-term goal is to use the experience gained in hospitality to move into a business or management-related career in the future. Working as a waiter helps develop transferable skills such as communication, teamwork, customer service, and professionalism. These skills are useful in many different careers, not just hospitality.

These long-term goals are important to me because they provide career progression, job stability, and personal growth. They also motivate me to continue improving my skills and working hard in my current role.

Personal Development Plan

To address the weaknesses identified in my SWOT analysis and support my employment goals, I have created a personal development plan with clear actions, timelines, resources, and ways to measure progress.

1. Improving Stress Management

- **Action:** I will practise staying calm during busy shifts by prioritising tasks, staying organised, and communicating clearly with colleagues. I will also remind myself to stay focused and not rush unnecessarily.
- **Timeline:** Over the next 3–6 months.

- **Resources Needed:** Workplace experience, support from supervisors, and advice from experienced colleagues.
- **How Progress Will Be Measured:** I will measure my progress by feeling more confident during busy periods and receiving positive feedback from supervisors about my performance.

2. Improving Customer Complaint Handling

- **Action:** I will observe how experienced waiters and supervisors handle difficult customers and learn polite and professional ways to respond to complaints. I will practise using calm language and listening carefully to customers.
- **Timeline:** Within the next 3 months.
- **Resources Needed:** Guidance from managers, workplace training, and online customer service videos.
- **How Progress Will Be Measured:** I will be able to handle customer complaints independently and receive fewer escalated issues.

3. Improving Food and Drink Knowledge

- **Action:** I will regularly study menus, food ingredients, allergens, and drinks offered by the restaurant. I will ask questions when unsure and revise information outside of work.
- **Timeline:** 1–2 months.
- **Resources Needed:** Menus, allergen charts, workplace training, and online learning materials.
- **How Progress Will Be Measured:** Increased confidence when answering customer questions and fewer mistakes when taking orders.

4. Improving Confidence and Professionalism

- **Action:** I will continue working on my confidence by interacting more with customers and taking initiative during shifts. I will focus on maintaining a professional attitude at all times.
- **Timeline:** Ongoing.
- **Resources Needed:** Regular work experience and feedback from supervisors.
- **How Progress Will Be Measured:** Positive customer feedback and increased responsibility at work.

