

Skills for the Workplace

Module Assignment Submission

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Statement of Confirmation of Authenticity

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Part 2: Reflection on Skills developed during the Business Plan Project



Source: Gibbs (1988)

Reflection is the method of evaluating the learning of the individual from a specific subject, course, experience, or events. Reflection Model of Graham Gibbs (1988) is one of the best tools for the individuals to understand how the specific activity helps the individual to increase their performance in their academic and professional life for future. Reflection Model of Gibbs for this particular business plan for me will be like the following.

2.1 Description

At the time of preparing the business plan, I have learnt that there are lots of issues with which we need to work hard in order to get appropriate and necessary information about establishing a business. I need to have proper knowledge about financing, human resource, marketing, sales, administration, and the most important among all the industry and market condition. Without having appropriate and necessary knowledge, it will be difficult for me to find the solutions of different kinds of problems that I am going to face while operating the business. In addition with this, having proper knowledge about how all the resources are needed to be collected before the starting of the business is other very important aspects for me or any other person to understand while thinking about establishing the business.

At the time of my preparation for the business plan, I need to go through numerous numbers of different kinds of sources in order to understand the current status of coffee industry of United Kingdom. I also made a survey over the area where I am planning to establish my business. I also need to make appropriate plan about the financial condition of my business. In addition with this, to ensure proper establishment of the entire business process and proper utilisation of the funds, I have tried to get enough knowledge about the accounting and Finance which helps me to deal with all the funds of my business efficiently.

2.2 Feelings

After completing the entire business plan, I have realised that doing business is not about selling product or offering service to the customers. Business is a very vast and complex idea. Organisation needs to be very precise and accurate about their products and services along with the pricing of their products in order to attract the customers in this highly competitive business world.

In addition with this, establishment of business requires lots of coordination in different departments of the organisation. It will be the efficiency of the management to find out appropriate way of establishing the business efficiently and effectively. Without having efficient management and administrative people, it will become difficult for the organisation to find appropriate way of becoming successful.

I have felt very good after completing the plan because it gives me lots of knowledge and idea about how to establish up business and how to deal with numerous numbers of different kinds of issues related with the business. In addition with this, creating appropriate coordination all the people who are related with the business plan was very challenging for me which I have done appropriately for which I have become successful in establishing this business plan within the given time frame. It also makes me very much satisfied with my performance.

2.3 Evaluation

In the way of my activity towards the completion of the business plan, I have find several areas where I could have done something better if I have enough knowledge and understanding. For instance, if I have enough knowledge about how to do financing of business by the help of bank loan and other sources, I would have found some other sources which could help me to establish

the business according to my plan. Due to lack of capability of financing, I have found it difficult to established the business according to my expectation.

I also do not have enough knowledge and idea about human resource management. For this reason, I have found it quite difficult to ensure appropriate employees at appropriate position. But my partners are very much helpful in this regard to give their suggestion and knowledge about how to deal with all these matters.

But one thing where we all have faced difficulties are in marketing and sales activities because there are lots of challenges in terms of competitors, technologies, media of promotion and so on. An organisation has to be very precise and accurate in terms of finding out the target customers and finding out the most effective way of reaching their target customers. For this reason, we have tried our best to survey the industry and the market appropriately but for which we do not have enough time. But to complete our enter task of establishing the business, we have tried our best to ensure the best possible option and media for marketing and promoting our product efficiently.

And finally, we also have several areas to work with in order to make ourselves more efficient. For instance, we didn't have any clue about arranging training and development activity for our employees as we do not have enough knowledge about how to deal with employees in coffee shop. But we will take some idea about the designing and development program for the training and development activity of the employees and we will try to conduct our training program for them so that all the employees of our organisation can become successful in becoming efficient enough to active they are targeted goals and objectives according to the given time frame of the management. It will not only help the organisation to achieve its target but also help the organisation to create brand value for its products and services due to the efficiency of the employees to serve the customers efficiently.

2.4 Analysis

Creating appropriate coordination among all the activities of the business is not an easy task. Proper knowledge and proper idea about how to create appropriate plan for business are the key here. Having proper knowledge about all the basic area of business is another very important aspect to work with. In this regard, people may have to think twice about their lacking of not having enough knowledge and idea about different departments of the business.

Enough experience and knowledge about different departments of the business will help the management to find appropriate way of become successful in establishing all the functions of the business efficiently. According to my understanding, human resource, finance, marketing are the areas where I need to improve myself in order to be more efficient in my business in future. In this regard, I need to make appropriate plan to learn about different kinds of activities of business where I need to earn lots of knowledge.

2.5 Conclusion

Finally, I can easily understand that without ensuring appropriate improvement of my business knowledge and skill, it will become difficult for me to establish my business efficiently and it will become difficult for me to survive in this field of coffee industry. For this reason, from this early stage of my professional life, I need to make enough training in order to make my activity more efficient and perfect for the business world in coffee industry. In this regard, I need to go to numerous numbers of different kinds of self-development activities about which I need to be very much careful in order to get the updated knowledge.

2.6 Action Plan

The action plan for my upcoming future in order to become a good Businessman with my coffee shop will be like the following.

Skills & Knowledge	Time Frame	What to be learnt?	How to be learnt?	Future Implications
Accounting Skills	1 year	I need to know how to do accounting and how to prepare financial and how to evaluate profit and loss of any business organisation. Finding out different areas of business to reduce the cost of the business will be another great challenge for me. Understanding the importance of different activities in order to find the most important one will be another primary aspect of this skill.	I need to go through numerous numbers of different kinds of accounting process in online or offline. I need to attend different kinds of seminars to get the updated knowledge of accounting. I also need to analyse different kinds of policies and practices of accounting by visiting different areas in order to become successful in the area of business.	I will try to implement all my knowledge and learning in my upcoming future in my business in order to become successful as a business person by ensuring appropriate profitability by reducing the uses of resources.
Finance Skills	6 months	As I am doing business as a sole proprietor I need to have enough knowledge	I will go through numerous numbers of different kinds of financial	I will try to implement all this knowledge of

		about, how to increase the fund of my business. It will not only help me to have some contingency acid in my hand but also make myself efficient enough to utilise all my resources efficiently and effectively at low cost.	courses just like accounting and training activities for understanding about financing and finding appropriate sources of finance according to the capability of the business person.	financial is skills in my business for ensuring the continuation of my business without any interruption.
Marketing Skill	1 year	It is one of the major elements of business success. Organisation has to be very efficient and effective in its way of dealing with the customers by creating promotional activities according to their demand. I need to know how to interact with the customers and how to create appropriate and efficient promotional activities.	I need to go through different kinds of training and development activities and different kinds of analysis for understanding how promotional and advertisement campaign have been made by the organisation. It will not only help me to understand how to create effective contact with the customers but also make me more efficient to convince the customers to purchase or grab my products and services instead of others. It will also help me to create appropriate competitive advantage by creating something new and unique for the customers.	I have to go through different kind of courses along with the consultation with the experience and expert people in order to understand how to do market survey, how to understand customers, how to get review from the customer, how to implement all the changes inside the organisation and promotional activities.

By doing all these activities efficiently I will be able to become a successful business person which will help me to become successful not only my professional life but also in a personal life in dealing with numerous numbers of different kinds of people efficiently and convince them about my stand about any topic.

References

Gibbs, G. (1988) *Learning by doing; A guide to teaching and learning methods*. London:
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