

Professional Career Development

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- **Module code:** **BMSW4005**
- **Assignment Title:** Professional career development report and role play (interviewee and interviewer).
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Professional Career Development

Introduction: Reflection role play.

Doing analysis, I discovered that I must focus on a new start for establishing success with professional career development planning, to achieve this goal I must have an academic qualification and working effectively to reflect my learning lessons on my plan so it can release a powerful professional career development, the following lifeline diagram chart represent and demonstrate the reflection on my future professional career development goals.

Age range	High points	Low points
20s	student	short time
30s	student and part time job	having health care responsibility to one of my family
40s	student with self-employment	market crisis
50s	Level 4 qualifications: -certificate of higher education (Cert HE) to achieve my goal as checkout team leader.	pandemic situation and negative impact in my future business environment

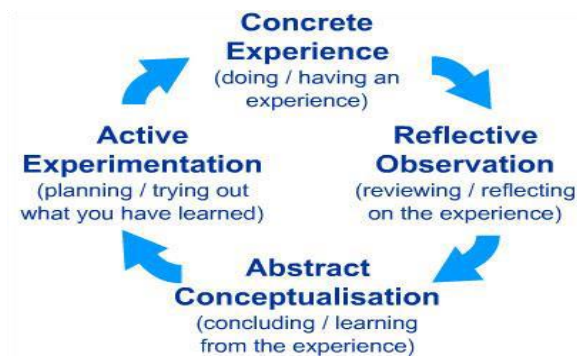
Engagement with learning lessons helps me to understanding what skills employer do need from their employee and what do employers expect from their staff, how can I establish PDP planner how I can be as a self-motivated improving personal mind cognitive and Intellectual skills by applying different learning styles for example:

Kolb (1984) (University of Leicester) Honey & Mumford (1986) (uwtsd.ac.uk) VAK(IOP science),these academic learning styles make me so confident about my self-awareness tools, by understanding transferable skills for life and professional practice to develop my personal career vision and acknowledgment by using management tools to achieve high levels in professional career development.

Recruitment and selection application for employment:

Facts that demonstrate my acknowledgement for the concepts of recruitment and selection of both as interviewer and interviewee I will apply reflective Kolb's as an experiential learning cycle (umanitoba.ca). respecting what I had learned from my lessons for equality act 2010 of recruitment and discrimination in the UK the equality Act 2010, as a legal standard set, Employment Rights Act 1996, (GDPR), holiday entitlement, working day average of 8 hours, (HSWA).

Reflective Kolb's experiential learning cycle:



Reflective Teaching and Learning (umanitoba.ca)

Reflective Kolb's experiential learning cycle as an interviewer:

Concrete experience

learning and understanding lessons that provided for me as a new experience clarifying what are interviews types, interview questions, how to prepare interview as interviewer impressions (nationalcareers.service.gov.uk)

what are my questions criteria, after the interview conducted, many interviewers wait for the importance's of receiving from applicant when I will start this job?

Reflective observation

Reviewing and reflecting on this new experiment as a student it gives me a clear vision of fundamental instructions as an interviewer what are my directions and limits when should I apply my strength in this step, experiences of recruitment and selection by how to transform it as a personal skill, is this person whom applied for this job application has matches all job description.

Abstract conceptualisation

interview questions must have a transparent condition as an interviewer away from any type of direct discrimination or indirect discrimination, respecting recruitment policy conditions in selection methods considering what do this candidate can achieve to organisational goals, why should we hire this person.

Active experimentation

This process is very sensible because it has a strong impact in both parts, this action of selection could not be to fair 100 percent but this form for some reasons applied in human resource HR.

Reflective Kolb's experiential learning cycle as an interviewee:

Concrete experience

In my job application as a Checkout Team Leader, I must match selection process as a procedure of equality and diversity (ouh.nhs.uk) what are interview aim and why it is an essential stage in moment of recruitment and selection.

Reflective observation

Reflection and observation on my last and new gained experiences has a powerful impact on my reasons to apply for this job with a new clear vision of interview in recruitment and selection stage that matches my ability and job description.

Abstract conceptualisation

Kolb's experimental learning model is the most suitable model that reflect on my four stages that will help me implementing my learning from the module of my lessons in Moodle and class activities gaining knowledge and academic skills from the interview aim experience.

Active experimentation

Academic tools and methods that make efficiency between job application candidates are the competency-based interviews (nwpghmd.nhs.uk).structured in interview and how do differ from a normal interviews ,by enhancing my new skills as an interpersonal skills and for job abilities, how do my wrong answers affect selection.

Self-evaluation review:

After gaining new experience and understand recruitment and selection procedures legislation plus regulation, the next stage is possessing professionalism, in the particular field employee as me must have practical personal skills in checkout team leader these skills help my team to be effective were all members have the same goal (scot.nhs.uk)

evaluating job description data to help me explore and develop the concept of professionalism in myself and organisation team members are the following:

- Career self-motivation skills and abilities to working with a group ensuring that roles are applying for all numbers with equality.
- Searching for high level job standards to encourage my team by discussing and developing a brilliant idea to interpret the meaning of professionalism inside the organisation.
- Necessity of transferable skills ganging knowledge and skills required for this development from my lessons and in the practical everyday workplace managing customers face to face F2F, providing a high quality of customers services gives me a clear job vision.

My learning style based in all learning academic styles lessons research methods and tools for examples Gibbs reflective model for my career direction evaluation as self-evaluation review (ed.ac.uk) for my career direction of owning professional experience I adopted Gibbs' reflective cycle, helps me to form a clear vision in my future active reviewing, I will apply my technical moving through four levels F's: facts, feelings, findings, future.

Personal development planning:

SWOT analysis

Applying SWOT analysis and Johari Window help me to make a reflection for my personal career development planning and to improve my skills which will be applied from my part in the workplace in future to achieve these standers and working effectively.

STRENGTH - High communications level - Self-motivated and self-awareness -Ability to gather new skills -Effective workplace teamwork as a leadership -Listening to senior managers orders -Paying attention to any small information -Powerful interview skills -Extended customer services experiences	WEAKNESSES -Job action generate poor time management -Cannot be indented in works 100% -Frequent customer and team conflict -Unqualified academically team skills
OPPORTUNITIES -A chance to practices my gained personal skills -This job improves my skills in workplace -Retiring a manager in this department soon -Rewards receiving	THREATS -Many colleagues are interested in this position -Next job advertisement may include an tasks and responsibilities -Numbers of candidates' applications are so big

Only an empty sample was taken from SWOT analysis (excelaudi.com). figure is my personal design.

STRENGTH:

Gaining new workplace academic tools and methods from lessons such as career planning and how to start my personal career development planning and their options get me a clear vision of my roles responsibilities and how to apply practically these skills and tools, what do employers do need from their employee, how to match job recruitment and selection.

WEAKNESSES

Existence of other employee from a long time in my section at this job application in checkout team leader and knowing directly personal team names and their behaviors knowing each member of team abilities and efficiencies because long term workplace relation that will be as disadvantage.

OPPORTUNITIES

Possibility to achieve quickly workplace starting having academic tools and methods with a strong network, long term experiences in customers services communications skills and problem solving, how to achieve job description conditions, which leads me to achieve my dreams, goals, and ambitions, is a big advantage.

THREATS

Identifying and analysing numbers of staff in all workplaces departments also this interview question as following:

-Do you like to be one of our staff members?

process of customer self-checkout innovation technology threatening my current position because it takes a long time of observations in customer services.

Johari Window

	known to self	Not known to self	
known to others	Open - Free and direct distinctions available - Serosity in work tasks -like so much classical symphonies - High senior managers orders applying	Blind -Talking so much in verbal communications -Asking to much questions	
Not known to	Hidden -concentrate in job tasks without feeling external elements	Unknown -during working time, I like to hear music	others

Only an empty sample was taken from (accipio.com) figure is my personal design.

Professional and personal expectation:

Because of pandemic situation of Coronavirus disease (COVID-19) Universities are applying VLE learning programs, recently jobs advertisements normally are by internet applications for any type of jobs searches procedures.

jobs interviews are something different private companies or a governmental job as in ministry of health and ministry of education in international levels for example the first step legally is job application online form, then interview by skype as online interview, as a program for international recruitment and selection.

the same standards are applied in internal recruitment and selection but with other online interview programs which respect recruitment and selection standards of job description and qualifications, without any direct and indirect discrimination following organizational policy with equal and fair opportunities for all job applications, there will be a new modifications and changes that challenge all types of human beings in working life environment.

Career ambitions and aspirations:

After our lecturer request, to answer the activity in week one, my answers that included objectives with reality vision that reflecting and focusing on my new experiences personally gained from reading and listening to all lessons aims form our lecturer.

I am studying to achieve a qualification for checkout team leader which enable me to apply with ambition for a position that personally worked in a similar field for a long time, as a part of my personal planning to achieve after 5 years position of senior manager.

not restricting my self-geography this option will be open tell a new chance appear with a high income or salary, my personal character which I received from my friends they say that my toleration sometimes can affect my career ambitions in a signal part only.

In 5 years, my aspirations are to work 4 days a week with average of 34 hours that gives me a lot of self-motivation, career ambitions, aspirations.

I like so much office working careers (Career Ambitions and Legislative Participation) to provide my services that keep me in touch with peoples directly in private organisation where is challenges all the time

Personal Development plan to achieve ambitions:

A map that guide me to my destination but also, I need transport method to arrive for this destination, so personal development plan is my destination and the transport is an academic planning method so I must develop my own plan based on knowledge from learned lessons that help me to understand how to document this process and (QSM) to be as a diagram map and the following steps are my personal transport method:

-Step One – Self-analysis:

my self-evaluation by investigating with an academic method that will help me to conduct a self-analysis and to achieve my ambitions as for example SWOT analysis that enable me to establish a clear vision of my long term for personal development plan (managers.org.uk).

Strengths

control techniques as a team leader to give an equal share for every member task by high communications level self-motivated and self-awareness

weakness

A new unknown person to the rest of the staff that it takes time to establish an open relation and understanding each member their education level (the University of Bath's research porta).

Opportunities

My ambition does not stop in this job application only after achieving this goal I will have the opportunity to apply for senior manager position.

Threats

Advantages which have other employee in the same organisation that they can have this job opportunity without interview protocol criteria.

-Step Two-Forming goals:

- holding an academic qualification
- improving my personal skill by involving with lessons research information's and structures.
- Understanding completely job requests to match organization goals.

-Step Three-Aims and objectives:

- In short-term having an academic qualification.
- In medium-term activities in the time being responsibility of a small team leader
- In long-term winning support of middle managers and building trust between me and teams' numbers.

Conclusion:

Reflecting on my understanding from module all learning outcomes aims my level raised me up to be professional in career development by possessing success after knowing how to do life line diagrams that give me myself motivation to continue, gaining a new skills from different learning style models, improving my self-awareness, knowing what exactly do employers expect from their employees, what are recruitment and selection process aims without any discrimination, how to create a career option, demonstrating and understanding practical skills by developing personal development plan in (Appendix 1), application for employment (Appendix 2), a new experience of recruitment and selection legislations, basics interview questions that allowed me establishing my employment goals in completely right direction as a practical application skills for transferable skills in my life and in my professional practice for professional career development.

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Appendix:

Appendix 1

PERSONAL DEVELOPMENT PLAN

NAME	LOUAY ALSAYED-OMAR	Target Job/career	Retail Senior Manager
TIME PERIOD	From: 2019	To: 2021	

What Skills do I need to achieve my goal?

SKILLS	How Will I get them	What resources or support will I need?	What can prevent me from achieving my goals: (unemployment, illness)	How long should it take
1-Interpersonal Skills. 2-verbal and nonverbal communication. 3-Applying upper management conceptual skills 4-leadership skills. 5- Marketing environment knowledge 6-Managing products list price and expiry date using PDA device, Personal digital assistant. 7- Transferable skills for life and career improvement	1-Step one: self-enthusiasm 2-Step two: follow studies at university for Certificate of Higher Education Skills in the Workplace.	1-Academic lessons. 2- Academic library books, universities reports and case studies.	1-daily obligations. 2-time management. to get time for study, preparing lessons doing the task and assignments.	It will take three years 3 years

Appendix 2

Private & Confidential

Application for Employment

To ensure that you are able to complete the application form in full, please refer to the short-listing criteria on the job description.

Position Applied For	Checkout Team Leader
How did you learn about this vacancy?	Internet research at Wm Morrisons Supermarkets Team Leader Jobs March 2021 (indeed.com)

1. Personal Details			
Title	Louay		
Surname	ALSAYED-OMAR		
Previous Name	Louay		
Forenames	ALSAYED-OMAR		
Address	2 Theobalds Avenue Gray's Essex		
Post Code	RM 17 6 SA		
Telephone number	07305513919	Mobile No	07305513919
E-mail address	Medical62@yahoo.com		
National Insurance Number			

**1a. Additional
Information**

Do you hold a full, clean driving license valid in the UK?	Yes	Yes	No	
Do you have the right to work in the UK without restriction? (Proof of right to work in the UK ID will be required)	Yes	Yes	No	

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Amazon's Fulfilment Centre			
Address	London Distribution Park, Windrush Rd, Tilbury			
Postcode	RM18 7AN			
Job Title	key worker			
Dates of Employment	From 17.06.2019		To	Date 11.06.2020
Reason for leaving	seeking for a new job in better physical conditions.		Salary	1761.88
Brief outline of main responsibilities and key duties	Key worker in the receiving packing line, packing and unpacking scanning products and other heavy tasks.			

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	TSS Total Security Services			
Address	The Curve, 18 Hickman Avenue			
Postcode	London E4 9JG			
Job Title	security officer			
Dates of Employment	From	24.06.2020	To	24.03.2021
Reason for leaving	seeking for a new job in better conditions.		Salary	1451.27
Brief outline of main responsibilities and key achievements	To keep all shop floor in a safety standard including the staff numbers.			

Previous Employment

Employers Name				
Job Title				
Dates of Employment	From		To	
Reason for leaving			Salary	

Brief outline of main responsibilities and key achievements	
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Previous Employment				
Employers Name				
Job Title				
Dates of Employment	From		To	
Reason for leaving			Salary	
Brief outline of main responsibilities and key achievements				

Please continue on a separate sheet if required.

3. Formal Qualifications and Training & Development

Continue on a separate piece of paper if required. You will be required to provide original qualification certificates if successful.

Secondary Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body

Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Medical health care assistant	2017			Ministry of education

Professional Qualifications				
Name of Qualification	Date Gained	Level	Grade	Awarding Body

CPD / Training and Development	
Brief description / course title	Date Taken

4. Interests and hobbies

Please provide details of your hobbies / leisure activities / voluntary work

A positive happy person how like so much to communicate with society I like so much to be in a team or a group of people so I can practically apply my personal skills with tools that could make solutions, my rewards is my inside personal satisfactions that I can help to achieve objectives with academic standards.

in my free time I like so much to read newspapers, listing to theatre music plus classical music symphonies such as Beethoven, Mozart, my best hobby is to create a team activity

for example, a staff winning games in different activity it could be:

dancing party, football, volleyball, depending also about their chooses.

most of the time my friends keep asking me about their work problems what is my opinion from here we together create some creative ideas and we go through a long discussion.

5. Referencing

Referencing required for 2 full years (with a minimum of 2 references). At least 1 reference should be your current or most recent employer. Please confirm any existing personal / family relationship with existing PRC employees

References (Current or most recent employer)

Name of Referee	Retail services		
Job Title	security officer		
Employers Name	TSS Total Security Services		
Address	The Curve, 18 Hickman Avenue		
Postcode	London E4 9JG		
Telephone Number	02085235533	Ext. Number	
E-Mail Address	on company site Make an Enquiry		
Are you willing for this referee to be approached prior to interview?	Yes ☐ Yes ☐ No ☐		

References

Name of Referee	Retail (Stores) Hourly Paid
Job Title	Checkout Team Leader
Employers Name	Morrisons Supermarkets
Address	1 London Road, Gray's
Postcode	RM17 5XZ

Telephone Number	01375 397770	Ext. Number	
E-Mail Address	on company site Make an Enquiry Help Hub - Morrisons		
Are you willing for this referee to be approached prior to interview?	Yes, Yes ☐ ☐ No		

6. Reason for applying

Please detail below reasons for applying for the position including your skills, experience and attributes.

When I had read job description and conditions first think stormed in my mind that these job requirements describe my employability skills, it describing myself ability and desire because I am so attached for this interesting job.

With skills that I had learned in academic level personally I can confirm that both of my soft skills and hard skills can help my employer to achieve the business target, and I will not stop here I will keep on make additional effort to integrate both my skills and job requirement by myself motivation that reflect a powerful daily energy given my team enthuse to implement almost all our target tasks.

Some of my work skills experiences as an idea of my work ability:

- Taking working tasks responsibility very seriously
- Ready and open for any work discussion that help at least to keep on working rolls and company policy in a high standard
- Experience in a retail environment
- Creative solutions for customers satisfactions
- High and low speaking skills with verbal and nonverbal communications
- Executing my orders from my high managers in an excellent respectful manner
- Ability to focus completely and to understand orders as an active listening
- Helping is my personal target
- Retail field is my everyday job; my salary income and I live from this work by providing high customer service skills in a high standard that is required in your kind company.
- confidential in my internal orders that I will receive from my employer and the senior managers.
- Paying attention to develop a new team spirit that provide high productivity.

Please specify how you meet the criteria for this role.

How I do meet criteria for this job roles as Checkout Team Leader?

Passionate about delivering great customer service because all my daily job tasks are directly with customers face to face delivering customer service that includes many service sections like self-checkout service reception desk customers service which include disabled cars registrations, my everyday communicate at all levels with customer service for many years ago helped me to develop my practical skills that i am providing these skills directly to the customers trying to gain their satisfactions, but these skills cannot be active if I do not communicate with both sides my team and customers these active communications generate my success results, these active communications generate my success results including my effective team development plan that focus on a good results of marking criteria company targets and respecting company policy.

Specifications:

- 1.Related team skills and customers services experience mentioned above in previous employment sections.
2. Ability to explain ideas and following the staff activities (monitoring)
3. patience with accepting win-win results as a first option
4. Self-motivated and following all organization instructors
5. Applying high academic skills and tools of critical thinking and problem solving to achieve best solutions bridges and eliminate any team or customer's conflict
6. Engaging all my knowledge for delivering excellent customer service

7. Declaration

Please complete the following declaration and sign it in the appropriate place below.

I certify that:

- All the information given to me on this form is correct to the best of my knowledge
- All questions relating to me have been accurately and fully answered
- I possess all the qualifications which I claim to hold

Signed:

Date:

Print Name: LOUAY ALSAYED-OMAR

Class activities:

Week 1 15.02.2021

Development of personal/career Vision

It is highly essential for professionals to consider different aspects when aiming to achieve personal or career vision including attainment of knowledge, qualification, and position.

This exercise is requiring you to consider yourself in 5 years (Be realistic here), and answer the questions below:

Question one: where do you see yourself in 5 years? And why?

- after 5 years i see myself as retail manager.
- I have my job experience that is in a practical touch with it (retail store manager)

Question two: Where do you want to live?, Are you restricting yourself to a particular geography/place?

- I would like to live in UK.
- No, I am not restricting myself because the company that I am working with it is an international company.

Question three: Who are you in relation to the below?

Artistic, intellectual, practical, caring, down-to-earth, active, thoughtful, kind.

And how do you think this can affect your career planning?

- I am in relation with practical.
- it affects my daily working planning productivity because we do have daily sales updates.

Question five: How many weekly hours do you see yourself working in 5 years? And why?

- In average of 50 hours.
- the size of works responsibility (company target) request that amount of hours.

Question six: Can you be in leadership position? Or happy to be in a non-leadership/managerial position?

- Yes, I have the ability to be in a leadership position.
- Yes, and also i can be in a managerial position.

Question seven: Do you want to be working from home? Office? Field? Virtual?...and why?

- No, I don't want to work from home, I want to in office working so I can be in touch with people.

Question eight: what type of organization are aiming to work for? Public, private, charitable, or own business.

- The type of organization that I am aiming to work for is private.

Question nine: Are you planning to change career or grow in your own existing career?

- I am planning to change my career.

Question ten: As you are growing in your career: How do you think you can further support your wider community?

- In my job I am covering daily family's needs which leads to a good level of support in my wider community.

Question eleven: How do you want to spend your time beyond your professional engagement? Such as certain hobbies or commitments.

- I would like to spend my time beyond your professional engagement in charity commitments.

Question twelve: What sort of academic or professional qualifications do you want to achieve? And how this will help you to progress in your career?

- higher level in business administrations,
- without this qualification I cannot achieve any progress in my career, but after that I can start to do my activity in a legal manner.

Based on the answers above: What is your vision in relation to your own personal/professional aspects?

- My personal vision will have 50% achievement when i will be graduated and last 50% depend on my personal employability skills.

Task 1

A-Role play as interviewer. (Louay ask Mohammad)

B-Role play as interviewee. (Mohammad ask Louay)

A-Role play as interviewer: (Louay ask Mohammad)

Company name: Electronic land

Position Applied for: Manger

Briefing from interviewer 1-minute

Good day for your Mr. Mohammad

Thank you so much for applying to our company Electronic land, my name is Louay and I will be your interviewer today.

what I would like to mention before starting this interview that I had requested for the human resources your CV. so I could have the possibility to clarify some issues belongs to this job such as your high knowledge and your ability to match this opportunity.

5 key questions in relation to the role selected

1-What's your management style?

Answer

As I would like to think, a decent supervisor gives great, clear heading, and is consistently accessible to give assistance and guidance – however doesn't dominate. I like to think this style best depicts how I get things done. I likewise believe it's critical to guarantee partners get the opportunity to arrive at their maximum capacity. For instance, I hold occasional gatherings to examine the profession objectives of every individual from the group. Once in a while they're not even sure the thing they're focusing on, so it's an incredible method to give guidance and improve worker assurance

2-Tell me about a time you had to deal with a difficult employee

Answer

I believe recall that assurance can now and again cause issues – regardless of whether the individual has good intentions. For instance, I once oversaw somebody who continually met their objectives – however their cooperation ethic was misguided. Although they seemed fruitful, it turned out they were taking leads from partners. So, I plunked down with them to make them mindful of the results, and focused on the significance of our group targets, instead of attempting to neutralize one another. In addition to the fact that they turned things around, they likewise recaptured the admiration of the group

3-What strategies do you use to motivate a team?

Answer

My fundamental techniques are based around perceiving associates' accomplishments, giving steady input, and giving setting to their work – however the ones I use most relies upon the worker. For instance, the individuals who are most objective orientated will in general react best to understanding the effect of their work, and associates that are failing to meet expectations are best propelled when given set territories to chip away at and improve

4-What has been your biggest success so far in your career?

Answer

My greatest achievement so far needs to be last year's dispatch of our new scope of lunch rooms – which was the first historically speaking wellbeing bite to sell 1,000,000 units in the UK in less than a year. Subsequent to handling the UK appropriation bargain, I was given three months to acquire footing or they'd reassess. This wasn't simple, yet through speaking with many suppliers, I figured out how to construct sufficient scaffolds to make the item take off. We even figured out how to make a respectable benefit helping transform a longshot item into an easily recognized name

5-Describe a time when you led by example

Answer

In my last job, we had a drive to sell charity raffle tickets. The team were really on board with the cause, and we had a friendly rivalry going with other stores in the area – so the pressure was on. The problem was customers just didn't seem interested. So, I took things into my own hands and tried different types of wording as well as a few persuasion tactics. After a few hours, I'd managed to sell X amount raffle tickets – and after I explained the new approach, the team went on to sell a combined X amount that weekend – making us number one in the area

thank you so much for answers, do you have any question?

B-Role play as interviewee. (Mohammad ask Louay)

Company name: Morrisons Supermarkets

Position Applied for: Checkout Team Leader

Briefing from interviewer to listen 1-minute

Mohammad writes has his brief summary for 1 minute

5 key questions in relation to the role selected

1-

Question

-What was your personal reasons to apply for this job position as Checkout Team Leader in Morrisons Supermarkets jobs?

Answer

Personally, I have many reasons to apply for this position:

- My last position as a security officer allowed me to worked under your manager's staff orders and every day my vision become clear about this position responsibilities.

- Workplace environments attracted me personally because it has a lot of activity which I find myself that I can help in this part as a Checkout Team Leader.

2-

Question

-Do you think that you're special and different from the other candidates which that had applied to this job position?

Answer

No, I do not think that I am special and different from the other candidates those who applied for this job position but my advantage is my previous knowledge that will help me to understand job requests and how to achieve the company goals in a professional academic manner also I am one of a team Members.

3-

Question

- What are your strength and weakness practically in our company standards?

Answer

Practically your company has an international level that I personally have my clear vision about it even though i will explain my strength and weakness in following structure:

Strength:

- Specialism and Knowledge in the main role
- Assertive management characters with company policy to ensure safety for my team members and the customers services are interacting together without any internal conflicts

- Leadership with academic tools and problem-solving skills
- Time management
- High communication skills with both staff and customers

Weakness:

- Unmotivated staff which take from me some time to resolve it
- when staff does not accept credibility and trust in the responsibility and don't listing it can cost me additional time and another meeting
- Self checking out system that include scanning which customers some time doesn't know and doesn't respect exactly where is the scanned item bags area.

4-

Question

- How many years you would like to work for us?

Answer

- I would to work in a very a long time as much as I have stability in my work to provide wide-ranging of services achieving job targets in a high quality.

5-

Question

- In one sentence describe how success can be achieved?

Answer

- Success can be achieved by synergy with all staff efforts.