



PROFESSIONAL CAREER
DEVELOPMENT
BMSW4005

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INTRODUCTION

The purpose of this report is to write a reflection about the employment relationship and the employability skills that an employee should have. I would love to use Gibb's Reflective Cycle that essentially it gives a structure for examining an experience. Following the definition given by Yorke in 2004 Employability is: "a set of achievements – skills, understandings, and personal attributes – that makes graduates more likely to gain employment and be successful in their chosen occupations, which benefits themselves, the workforce, the community and the economy." (Yorke, 2004).

In other words, Employability skills mean not only the set of abilities and characteristics that someone should have to be the perfect candidate for the job rule but also the one to use to build a successful career. As an example of Employability Skills that is possible to quote there are: Communication, Team working, Problem Solving, Decision Making, Planning, Self-management, technology, Time management.

Getting a job is never easy and the recruiting phase to pass through that most of the time it will be an interview with an interviewer. On the other side be a recruiter is not easy at all, and the recruitment phase goes through different steps, it also needs different tools to use to establish the criteria that the company is looking for what is more to apply to find the perfect candidate.

I would love also to discuss and reflect about my experience with the role-play exercise done in a class where I simulated to be before a candidate for a job rule and then a recruiter who let me understand better both of the position and the difficulties to deal with and what I learned that could improve in the future my way to apply for a position or as future Pub General Manager my skills as a recruiter.

THE EMPLOYMENT RELATIONSHIP

All the employments relationships in England are regulated by the following legislation that has been created to define and establish the main rights and duties for employers. The

employment relationships are mainly regulated by Acts of Parliament enforced by Courts and Industrial Tribunals.

The first law is **The Health and Safety at Work Act 1974**, is the statute that has been established to deal with and regulated work-related health and safety in the United Kingdom. The purpose behind the Act is securing the health, safety, and wellbeing of employees at work and consequentially protected the employees from risks to wellbeing or security during the shift and in connection with the activities of team members.

The second important law that must be explained is **The Employment Right Act 1996** and basically set out the rights of employees in a harsh situation like dismissal nor unfair dismissal, parental leave, and redundancy. The Act for example determined the main terms between the member of staff and owner must be stated and documented in writing and provide to the employee before the employments begins like a contract or a shorter written statement that will also let the employee knows their statutory employment rights.

As the last law to talk about there is the introduction of the **Equality Act 2010**, which has been established on 1 October 2010. It is essentially an Act created to contrast the discrimination trying to protect workers from unfair treatment and harassment behaviour promoting instead a fair and more equal workplace with a list of values shared by all the team. The Equality Act protects nine categories which are: age, disability, gender reassignment, marriage, or civil partnership (in employment only), pregnancy and maternity, race, religion or belief, sex, sexual orientation.

THE RECRUITMENT PROCESS

The recruitment process is the research of the best candidate with the skills, knowledge, experience, willingness to learn and obviously, the personality to fit the job. Observation and communication are essentials during the recruitment phase to collect feedback that could help to build a clear profile of the candidates. On the other side always try to get ready before a job interview perhaps doing some practice simulation nor do some research about the Company that is offering the job to be acknowledged of the important information.

During my simulation, I had to choose five questions and I picked the different styles of questions like probing questions, behavioural questions, and leading questions. Only one question was open because I felt like that an open question could help the potential candidate to relax reducing the pressure during the interview and let his or her real personality comes out. Nevertheless, never underestimated the risk that a candidate could be evasive and

simulated behaviour and personality so also make very technical and specific inquiries that could help to understand if the candidate has or not the skills and knowledge requested. By the way, there are many other ways, to employ someone but the interview selection process and the trial shift, in hospitality, for example, are the best tools ever to hire someone.

The recruitment process has three stages: first, identify the requirements, the description must be specific and clear with job description and job specification. The second stage is attracting potential members with job advertising. During the application phase provide the candidates with an application form to fill up could be a very important resource. Essentially from the application form, it is possibly creating a **shortlist** of people that will be called for the interview. The interviewer also must be very proactive and try to have a proper conversation not only an exchange of questions and answers with the candidate during the interview. The interviewer should make the interviewee comfortable by offering a drink or making “small talk”.

On the other side be ready for an interview requested some training, be able to deal with questions, and reply following some important communication standards. The answer must be clear and not too long, specific but not too detailed otherwise the risk of providing useless information could be elevated. The secret behind how to give a good answer during a job interview is following the **STAR Technique: Prepare yourself** so hear to the question and think about an occasion. **The situation**, explain the occasion that you were in. **Task**, explain the task that you must complete. **Action** describes the specific action you decide to be taken. **Result** talk about the outcome of your effort.

It was funny to exchange the rules, passing by the stress of being there to prove all my skills and knowledge and then switch and pass on the other side, I was able to be more emphatic with my colleague and use my emotional intelligence to help the interviewee to be calmer and more comfortable as it must be a nice chat and not an interrogation. However, I realized that if an interviewer wants to create a difficult situation for the interviewee, he needs just to choose tricky questions. I suppose that everyone who wants to be a recruiter should practice with this kind of simulation because it helps to understand better the difficulty to decide which questions make during an interview and which tools use to recognize a good valuable candidate to fit for the role.

CAREER DEVELOPMENT

Usually, Employers expect from employees that they will be able to demonstrate good time management, present ideas, work safely, attention to details and vice versa the employees expect from the employers likewise honesty and integrity and teamwork. People have different style to learn even at work so when a team member needs to be trained it is very important to recognize which style and tools are more helpful for the task. One of the tools is the **VAK** (Visual, Auditory, and kinaesthetic). Eventually to understand the personality of a candidate it is possible to use the **JOHARI WINDOW**; it's a psychological tool invented by Harry Ingham in 1955 and basically, it helps to understand and train someone under a personal development point of view, improving communication, self-awareness, interpersonal relationship, group dynamics, team development. It can be applied in different situations and environments, and it has an emphasis on "soft skills" like behaviour and empathy. In my case for example, I am very proactive so following the VAK Questionnaire I am a kinaesthetic learner and from my personal Johari Window it's come out that my insecurity side and the fact that I am very emotional are basically the two most important problem that I got at work.

One of the tools that I would like to use to understand my strengths and weaknesses in the SWOT Analysis, in fact, it could lead me through understand important concerns about myself, for example, I am very emotional, and this is a problem when I must deal with difficult customers or rough team members but in the meantime, communications is one of my best skills. The other tool is the Personal Development Plan that is basically, an Agenda to follow to develop a good career. The VARK questionnaire let me understand that I am a very proactive learner and I need to see and do straight away something, so I start to ask myself why and using the Johari Window I understood that the pressure to do not do a task in a perfect way make me feel insecure and therefore I need to see and listen explained how to do something and then do it. Hence, I need to work on myself and be less emotional and insecure.

SWOT ANALYSIS

SWOT Analysis means Strengths, Weaknesses, Opportunities, and Threats. As my strengths, I can consider public speaking, academic skills, time management, willingness to learn, be able to fill up an application form likewise write down a cover letter and good Curriculum Vitae, training people, and the emotional intelligence that helps me to understand people. I am also very organized and pragmatic. My weaknesses are very insecure and emotional, my lack of English words, do not have all the knowledge requested. As my opportunities to develop a good career I can list to improve myself doing online courses, cover the others shift, trying to learn how to do all the tasks in the pub, pushing for teamwork, follows the rules and values

established by the company, and improve the language with a course. As a threat to my future career, I can see my emotional side, the fact I am not very patient, I do not like providing trainers to people unskilled.

PERSONAL DEVELOPMENT PLAN

A personal Development Plan is a very an important resource for creating a good and important career and obviously got different steps to follow if we want to make one. My PDP will be oriented to how to get more knowledge and skills about beers and how to manage a pub. The steps for create a PDP have defined the purpose, identity what you need to develop, look at the chances, formulate an action plan, take on improvement, recording results, review, and estimate. If I would like to develop my plan following those lines guide my PDP will begin a General Manager, improve the knowledge about the economical side and the quality of the products in this case beers, get opportunities like doing online courses, be trained, get more knowledge taking certification about cask ale. Take extra shifts, be reliable for the company, never call in sick and do the upgrading course, learn how to do the beer, then review and evaluate what I have learned and how to apply it to improve my career and my job as a manager.

CONCLUSION

In conclusion, I think that if an employee would like to grow up in any industries getting the right knowledge and skills must have a PDP, in the meantime been able to do a SWOT Analysis of any situation. To find a good job it is essential to be able to fill an application form to get the possibility to been short-listed and do the interview. Passed an interview request preparation of how to answer the questions and eventually how to ask questions back. I think that my experience with the simulation of a job interview has been a great experience, in fact, it let me help to practice with important tools like the STAR Techniques. If I want to begin a good General Manager and recruit people, I should use all the knowledge get from this experience.

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APPENDIX

QUESTIONS FOR SIMULATION OF THE INTERVIEW

- Why do you want to work for our no-profit organization?
- What would you do for us? What can you do for us that someone else can't?
- What do you see as being the most difficult task in being a manager for a no-profit organization?
- What is your management style?
- What is your biggest weakness as a manager?

EXTRA QUESTION:

Anything you would like to ask me regarding this job role or the organization?

MY APPLICATION

Private & Confidential

Application for Employment

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

Position Applied For	General Manager in a Pub. Y
How did you learn about this vacancy?	N

1. Personal Details

Title	Miss
Surname	Martina

Previous Name	N		
Forenames	Rossi		
Address	N		
Post Code	N		
Telephone number	N	Mobile No	N
E-mail address	N		
National Insurance Number	N		

1a. Additional Information

Do you hold a full, clean driving license valid in the UK?	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	✓	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.

y

Current or Most Recent Employment

yyyyyyyyyyyyyyyyyy
yy

Y

Employers Name	Youngs Brewery			
	YES, This whole section			
Address	49 Regent's Park Rd, London			
Postcode	NW1 8XD			
Job Title	Team Leader			
Dates of Employment	08.08.2020			
Reason for leaving	I would like to find a job as General Manager in a Restaurant.			
Brief outline of main responsibilities and key duties	• Developed good customer relationships and address customer service needs. • Strong leadership abilities and initiative. • Managed purchasing, inventory, maintenance, and other operational functions. • Developed strategies for better workplace efficiency and goal achievement. • Liaised between managers, customers, and employees. • Serve as acting General Manager (GM) when GM is away. • Excellent verbal communication, and the ability to convey information clearly and effectively.			

	• Excellent delegator and mediator. • Great interpersonal skills and customer service. • Quick decision-making and problem-solving abilities. • Responsible, goal oriented and organized. • Strong attention to detail and ability to multitask. • Great listening skills and able to take direction from individuals in higher-level positions. • Development of workplace policies. • Trained and hired new employees.
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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	N			
Address				
Postcode				
Job Title				
Dates of Employment	From		To	
Reason for leaving			Salary	
Brief outline of main responsibilities and key achievements				

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

Previous Employment				
Employers Name	N			
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 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

NON-QUALIFICATION				
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Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
CERTHE SKILLS FOR THE WORKPLACE	OCT 2021	4		

Professional Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
ELATT COLLEGE	2017 – 2018	English Functional Skills Level 1&2.		

CPD / Training and Development

Brief description / course title	Date Taken
Healthy and Safety Level 2.	2020
Training Champion course	2018

4. Interests and hobbies

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

I am a very active person full of different interests, mainly I do love art, music, and beers in general so everything that it is connected in a way or another to theatre, gigs, literature, and craft beers fest it is extremely fascinating for me.

I also do love spend lots of time with my doggo walking around discovering new parks while I am listening to music and discovering new artists. However, I also got a lazy side who bring me to spend lots of time playing Nintendo Switch and Play-station as a properly nerdy girl or otherwise reading a good book nor Graphic Novel.

My project for the future is begin a general manager in a pub where I can bring some arts and music, because the Pub where I will be manager must have a music venue and good walls to use to put on display street artists through different pop -up galleries.

5. References

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	N		
Job Title			
Employers Name			
Address			
Postcode			
Telephone Number			
E-Mail Address			
Are you willing for this referee to be approached prior to interview?			

References

Name of Referee	N		
Job Title			
Employers Name			
Address			
Postcode			
Telephone Number		Ext. Number	
E-Mail Address			

Are you willing for this referee to be approached prior to interview?	Yes ☐ No ☐
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6. Reason for applying

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