

LCLM4005 Employability and Career Development

Coursework Assignment

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Employability Skills Analysis

1. Comparison of Restaurant Manager and Food & Beverage Manager Job Advertisements

1.1. Introduction

For this assignment task, two job ads in the hospitality industry were looked at. One was for a Restaurant Manager at Westwood Recruitment Solutions in Notting Hill, and the other was for a Food & Beverage Manager at Imperial London Hotels' President Hotel in Bloomsbury. Even though the two jobs are different in size, scale, and level of responsibility, they both need a mix of management, operational, and customer service skills. People who want to be leaders in the hospitality business need these skills. In this field, teamwork, customer satisfaction, and service quality are all closely linked.

1.2. Comparison of the Job Advertisements

The first advert is mostly about running a restaurant and managing the people who work in the front of the house (Westwood Recruitment Solutions, 2026). You need to show that you can lead, communicate clearly, give great customer service, and work well in a fast-paced workplace. The second advert talks about more tasks, but many of the same skills are still at the heart of it (Imperial London Hotels Group, 2026). In more than one location, the Food & Beverage Manager is in charge of all food and drink activities. This includes managing staff, making sure service standards are met, keeping an eye on finances, and making sure customers are happy.

<https://www.westwood-recruitment.com/>

<https://www.imperialhotels.co.uk/>

1.3. Common Skills and Areas of Knowledge

Both adverts list important key skills. First, team management and leadership are crucial. Both companies expect managers to motivate, schedule, develop, and maintain high standards. Exceptional leadership is crucial in the hotel industry, because staff must collaborate, communicate, and be involved to provide exceptional service. All customers want and need good service (Zagar et al., 2026). Both positions demonstrate the importance of listening to customers, providing outstanding service, and ensuring positive experiences. Making clients happy impacts your reputation, customer loyalty, and bottom line in the competitive hospitality business.

Both adverts emphasise communication abilities. Management must communicate properly with guests, staff, and top management. They must also facilitate

departmental communication. Since running a hotel or restaurant is unpredictable, it's important to stay organised and calm under pressure.

Communication Skills

Through university activities, presentations, and group work,

I have developed effective verbal and written communication skills.

These help me communicate professionally with colleagues, managers, and customers.

Teamwork and Collaboration

Working on group projects has improved my ability to collaborate with others, respect different perspectives, share responsibilities, and contribute towards achieving common goals.

1.4. Application of a Key Skill in My Future Role

Leadership is an important skill that I want to use in my future job. As a Floor Manager in Madrid and as a Head Waiter at The Wolseley and Cacciari's, I learned how to lead teams, help coworkers during busy times, and keep up with work standards when things get tough. When I'm in charge of Food and Beverages, I will use these leadership skills to make the workplace a good one, get people more excited about their jobs, and encourage them to keep learning and growing. When it comes to the hospitality industry, a good leadership makes workers more productive, customers happy and helps the business do well overall (Zargar and Farmanesh, 2026).

Time Management and Organisation Managing coursework, deadlines, and part-time employment has strengthened my ability to prioritise tasks, organise my workload, and complete assignments on time.

4. Problem-Solving and Critical Thinking

University assignments have enhanced my ability to analyse situations, evaluate different solutions, and make informed decisions when facing academic and workplace challenges.

2. Self-Assessment Using SWOT Analysis and Evidence of Employability Readiness

Self-assessment is an important procedure to determine the competencies needed to progress in one's profession and to identify opportunities for further growth. A SWOT analysis provides a structured framework to evaluate strengths, weaknesses, opportunities and dangers for future employment in the hospitality business (Mind Tools, 2026).

Strengths

My direct hospitality operations experience is a strength. Over 10 years in restaurant and hospitality in the UK and Spain gave me customer service, team supervision, and operational management. As Head Waiter at The Wolseley and Cacciari's and Floor Manager in Madrid, I learned leadership and how to provide service under duress. My intercultural communication skills are another strength. I can communicate well with guests and coworkers from varied backgrounds in English, Italian, Spanish, and French. Multiple languages are a competitive advantage in London's international hotel industry. Other personal strengths include adaptability and resilience. Hospitality environments include unpredictable demand, operational issues, and time pressures. Working in large restaurants and hotels has taught me to keep calm under pressure, prioritise tasks, and maintain service standards during busy times. Finally, my employability profile emphasises customer service. I have focused on customer needs, complaint resolution, and guest satisfaction. Task 1 found these talents in two job posts (Mind Tools, 2026).

Weaknesses

One of my main weaknesses is that I have a lot of operational experience, but not much financial management responsibility. Senior management jobs such as the Food and Beverage Manager need to know about budgeting, forecasting, cost control and financial reporting. I have some operational awareness of these processes, but I know I need to improve my financial management skills if I want to get into higher managerial roles.

The second area of development is recruitment and human resource management. I have experience in support and training colleagues but minimal direct engagement in recruitment, onboarding processes and formal performance management systems. Gaining skills in these areas will help to prepare me better to take senior leadership responsibilities.

I have a lot of practical experience but am still working on my Business Skills for the Workplace degree. Academic development is still a must in developing my strategic understanding of business operation and management theory (Mind Tools, 2026).

Opportunities

The hospitality business in London is a place where career growth is possible for those with operational experience and a solid reputation in customer service. There are good opportunities for promotion to supervisory and managerial roles as the demand for competent managers in hotels and restaurants grows. I am currently studying Business Skills for the Workplace, which allows me to combine my operational experience with my knowledge of strategic management. Modules in finance, human resource management and organisational behaviour will help me to progress into senior management positions. Professional qualifications are also good development prospects. My previous training in wine-tasting, cocktail preparation and culinary arts has already improved my knowledge of the sector, and further training in financial management, revenue management and leadership may strengthen my employability profile. University, industry events and professional associations can also provide networking opportunities which can aid future career growth through access to mentors, recruitment possibilities and industry insights (Mind Tools, 2026).

Threats

One issue could be the very competitive nature of the London hospitality business. Competition for senior roles is intensified by the fact that most applicants for management positions have considerable experience and formal managerial qualifications.

The hotel business also faces problems from economic instability and changes in consumer expenditure. External variables such as inflation, shortages of labour and changing patterns of tourism might affect corporate success and recruitment activities. The rapid evolution of technology used in hospitality operations poses another hazard. Digital reservation systems, revenue management software and data-driven decision making are becoming increasingly important. Development of technological competencies may be insufficient and may result in lower competitiveness in future job markets (Mind Tools, 2026).

2.1 Evidence of Readiness for Employability and Personal Advancement

There are a few parts of my educational and professional experience that prove my ability to work and develop in my job in the future. Most importantly, my experience working for major hospitality businesses such as The Wolseley has exposed me to incredibly high service standards and professional expectations. This experience has allowed me to develop my abilities to perform well under pressure and deliver exceptional customer service. Second, my advancement from waiter positions to Head Waiter and Floor Manager positions shows increased responsibility and leadership abilities. The experiences demonstrate professional improvement and readiness for the next step into managerial positions. My Business Skills for the Workplace degree is also a reflection of my commitment to ongoing professional development (Dacre Pool and Sewell, 2007). The study and practical industry experience combination helps me to apply the management theories to real situations in the workplace and reinforce my strategic grasp of hospitality operations. Finally, feedback from bosses and coworkers throughout my career has consistently recognised my professionalism, teamwork, communication skills, and dependability. These qualities improve my employability profile and are aligned to my long-term goal to move to senior Food and Beverage management within the hotel business.

3. Employment Goals and Personal Development Plan

SWOT analysis indicated financial, human resource, and strategic leadership skills for improvement (Mind Tools, 2026). Based on these findings, I have set short-term and long-term work goals to complement my hospitality career goals. An Assistant Food and Beverage Manager or Restaurant Manager position in a hotel or restaurant is my short-term career ambition. This goal would allow me to transition from operational to managerial roles like staff scheduling, stock control, budgeting, and performance management. Experience in these roles will help me bridge front-line operations and top management. My career ambition is to manage food and beverage for an international hotel chain. This work allows me to contribute to business success and organisational growth while combining my passion for hospitality, customer service, and team leadership (Zargar and Farmanesh, 2026). I want to become an Operations Manager or Hotel Manager. My Personal Development Plan addresses my SWOT analysis weaknesses to reach these goals. First, I want to take budgeting, forecasting, and cost control courses in the next year to strengthen my financial management skills. My progress will be monitored by training completion and workplace financial reporting. Second, I want to participate in staff training, onboarding, and scheduling for one to two years to get recruitment and employee development expertise. Taking on more management roles and supervisor comments will assess progress. I'll finish my Business Skills for the Workplace degree to learn about organisational behaviour, leadership, and business strategy (Dacre Pool and Sewell, 2007). My development will be measured by academic performance, module results, and workplace application of theoretical concepts. This Personal Development Plan will help me go from operational to senior management roles in hospitality and achieve my career goals.

References:

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