

Assessment No₂

Community Engagement-LCBB4002

UWTSD-august 2019

Buisness Management

Forosigan Loredana Sorina-1816249

Lecturer Christopher Mafuva

Role play

Concept of reflective practice

Reflective practice is a way of studying one's own experiences in order to improve the way you work.

The act of reflection is a beneficial way of increasing confidence and becoming more qualified and productive in what we do.

Reflective practice is beneficial in increasing self-awareness by developing a better understanding of others, while also helping to develop creative thinking that leads to active involvement in the work process.

Types of reflection

1. **Descriptive** defines the problem on which it is reflected.

Example: What's going on? Who does it work for? How do I feel? What don't I understand?

2. **Comparative** restructuring of the problem over the brain is reflected in several perspectives, alternatives, research.

Example: How do others see me?

3. **Criticism** - the renewal of the perspective based on the implications that the problem on which it was reflected generated.

Based on the concept of reflective practice, a play role was developed between a manager of Cafe 1001 and an organizing client during an IT presentation, in order to organize an event.

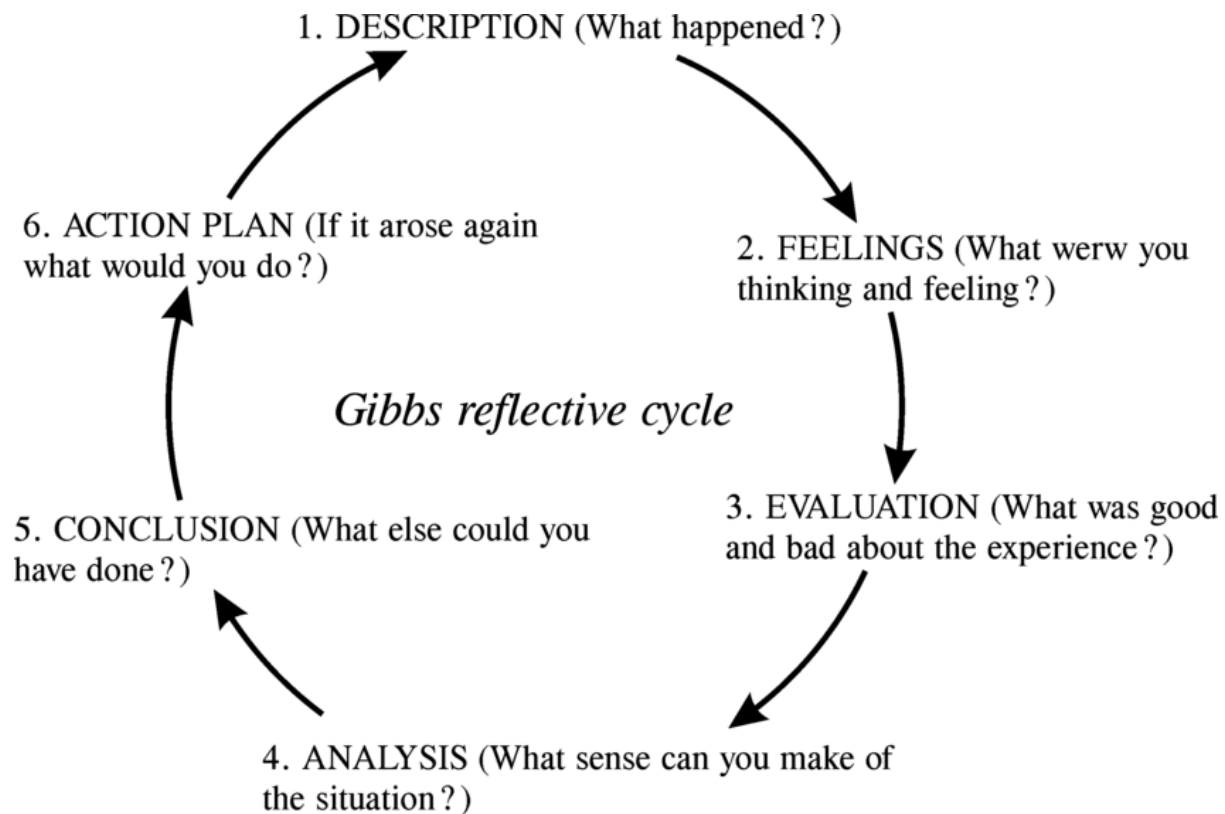
Based on the discussion it is found that all the action takes place in the cafe Cafe 1001 where the manager Loredana and the client Daniela lay the groundwork for a collaboration in order to order some pastry and beverage products for the presentation of IT.

The details regarding the location, the given time, the number of persons, the desired assortments and how the entire event is to proceed are established, following which the offer is established.

The event will take place in the immediate vicinity of the cafe on June 5, Friday in Brick Lane Old Truman where about 100 people will be invited and will need 100 coffees, 50 teas 30 bottles of plain water, 20 croissants, 20 role sausage as well as a cake mix all ready for 12am.

Following the details discussed, the offer was made to the manager being worth 700 pounds, the favorable offer to the client who accepted the collaboration. In the end, everything went according to plan, thus both sides being favored.

Based on the collaboration, the client appreciated the punctuality, the seriousness and the quality of the offered products, thanking him and keeping the connection for future events.



Gibbs reflective cycle (Gibbs, 1988)

Following the model of Gibbs's reflective scheme, the role model was developed. During the discussion regarding the planning of the IT presentation event between me the manager Loredana and the client Daniela I laid the terms of favorable terms for both parties.

During the discussion, inevitably all my attention was focused on the client's need, considering getting an offer suited to his requirements.

As a result of this experience I can say that I managed to cope with the situation, because Daniela was very satisfied with the services offered, this giving me soul satisfaction.

In the future I will try to opt for more events of this kind, because we are noted by

the position of the cafe, the quality products we offer, promptness and seriousness towards the client's needs.

Following the good collaboration, in the future I will consider giving them a greater attention and at the same time the possibility of a wider range of products at a favorable price.

Reference

Schon, D. (1983) *The Reflective Practitioner*. Jossey Bass, San Francisco

Kolb, D. (1984) *Experiential Learning as the Science of Learning and Development*. Prentice Hall, New Jersey

https://www.researchgate.net/figure/Gibbs-reflective-cycle-Gibbs-1988_fig1_281318373

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter FOROSIGAN LORENDA Date 12.08.2019

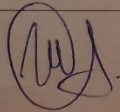
Activity: Manager at Café 1001

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

Professional manager, Good understanding
of the job, very well prepared role
play presentation

Signed:



Date:

12.08.2019

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter TOROSIGAN LOREDANA Date 12.08.2019

Activity: MANAGER OF CAFE 100%

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

Very good presentation, a very good approach to the problem! Practical professional and responsible. A leader with a lot of team spirit and experience. Very good.

Signed: [Signature]

Date: 12.08.2019

VOLODIA VASILE CRAU

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter

Date 12.08.19

Loredana Forosigiah

Activity:

Manager at cafe 1001

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

Very good presentation, as a ~~manager~~
manager she did well.

Signed:



Date:

 12.08.19

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Name of Presenter *Forosiga N
Loredana*

Date *12.08.2019*

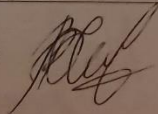
Activity: *Manager at Cafe 1001*

	Poor	OK	Good	Excellent
Introduction (Explanation)			✓	
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

*Good present the pole, problem and good solving
the problem. Good communication with
customer. Well done!*

Signed:



Date:

12.08.2019