



PRIFYSGOL CYMRU
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

Professional Career Development BMSW4005

MODULE LECTURER'S NAME: Hossein Shokri

STUDENT NAME: Natalia Castano Martinez

STUDENT IDENTITY NUMBER: 1917106

Introduction

On this report I will be writing about my personal reflection on the interview role play which was one of our tasks in the last term. Also, I will be writing about my career development and I will be analysing all my skills and knowledge that I have obtained throughout the years of studying and experiences at previous jobs and also, I will write about my personal plan and future goals.

Interview Role Play Reflection

In my interview role play I was applying for the manager position in a Tesco store, I have chosen this role because I have been working in Tesco for four years now and I think it is a good company in retail to develop my career, and I consider I have obtained a lot of experience although I know there are many steps to get through and it takes time to get the experience needed for this important role in a company. I have always been interested in this kind of business because I want to obtain more experience in the retail sector because I think there are many successful businesses where I can work even if it is not in Tesco as I mentioned before.

Making a reflection about the interview I think there were some challenging questions, we wanted to go further and ask some specific question in relation with the position we were applying for. For example I had to explain my leadership style that is very important when you are in a manager position, how to deliver negative feedback that I think it is also important the way how we communicate with others when we want to say something that may not be pleasant for them and these type of question that made me imagine being in that position, of course I know I am not prepared for being a manager yet and I have to work a lot and gain a lot of experience to get to that position but making this role interview made myself more conscious of what I have to become and how hard I have to work to become a manager.

Feedback

After finishing this interview role play the lecturer gave me his feedback.

First of all he made some challenging questions that were related to the manager position and he gave us some different scenarios to test our knowledge and our decision making strategies about this role.

For example one of the questions was how I would cut the expenses of the company, and I know because my experience in supermarket there is a lot of waste everyday so I in my knowledge one point would be to train better the employees to avoid this massive waste everyday because sometimes it is due to a poor rotation because of a poor training of staff and supervision, and another question was how I would motivate my team, and I think a leader always needs to be an example for their team and I think the way of motivating to give their best is always supporting and doing our best as a leader when possible.

To be honest I found them a bit hard to answer and It was difficult to find a correct answer because I never been in the position of being manager. After this the lecture was clear in how we have to be prepared for any kind of question in an interview and we should study more the position we are applying for in a real interview in the future. Also we should be prepare for questions related to the company we are willing to work for so this way the interviewer sees the interest we have in the company and also that we really know what the company is doing and what are their goals and philosophy.

With this role play I have learned the importance of being well prepare for an interview that it is important to give them a good impression but also it is important to show them that you are really interested in working with the company.

Career Development

When I finished my compulsory studies one of the options for me for a career was working in business sector so after finishing, I studied for two years administrative management in Spain where I learned subjects like accounting, managing and storing data, and RR.HH. That is basically all the tasks that an administrative in a company can do. After coming to the UK, I knew I wanted to carry on studying something related to business, so I study in college level 1 and level 2 in Business Admin, this way I have gained more skills in admin and in English. Now that I am studying to get a certificated in higher education, I know I have more possibilities to develop my career and to get a better job, after finishing this course I would like to study business management to gain more knowledge and skills and also to get my certificated that will help me to get a better job in the future.

Skills and Knowledge

Through the years I have obtained hard and soft skills that I have been learning in the workplace. When I was eighteen, I got my first job in a restaurant, where I learned how to use a retail EPOS system that is where waitresses make the customers' orders, and also as the place was too busy at time I had to learned to be quick, effective and to be multitasking, I think these soft skills has helped me to work under pressure in my previous jobs.

After this job I got a job in KFC in Spain and in this company, I learned the importance of the proper food handle and because of this I have obtained my certificated in food handling, also the company gives so much importance at customer services, so I have learned how to serve customers to give a good impression of the company, always smiling and giving a good experience.

In my current workplace I have been working for four years, which gives me a lot of experience in customer service, also I have learned some hard skills such as, how to use a (Personal Digital

Assistant) I learned how check in the deliveries of others providers, I learned how check in and return newspaper, I labelled items that are soon to expire, I change labels and I know how to control low and over stock.

Also as I mentioned before I have focused my studies in business so I have obtained some knowledge related to this subject, for example I know the basic of Microsoft (Excel, Word and PowerPoint) and how to use these apps for a business purposes, I know how to write letters, CV and emails, and handle personal data and information between the company.

Personal strengths and weaknesses

Personal strengths

- Effective multitasker: As I have worked in busy places, I have to develop multitasking skills, I know how to prioritize my task and I focused in the most important task while I can do something else.
- Quick learner: I think I learn very quick anything that other colleagues or superior teach me when it comes to mechanics and repetitive system.
- Good listener: I am good at listening other people when they have a problem I consider I am trustworthy so people have confidence to talk to me and also I listen to detail when the superiors give me instructions.
- Hardworking: I always like doing my tasks properly when I am at work I always give my best when is possible and I am always willing to help others when need some help.

Weaknesses

- Verbal communication skill: I always find difficult to talk to people sometimes when I need help or when I need a favour and even sometimes when I do not have confidence with people, I find hard to carry on a conversation, I think communication skill is very important in any job, so I think this is an area where I have to improve.
- Lack of confidence: I know for experience that you have to be confident when talking with others and more if you want to give instructions, I was given the opportunity to be a team leader and I was in the process to get to this position in my current job but I felt I was not good enough for this reason I find hard to give instructions and to correct mistakes that others done.
- Managing stress: In every job there are always moments of a lot of stress because something is not going to plan and, in this situations,, I feel anxious and I know it is important to manage this kind of emotions to have a healthy environment at work.

Employment Goals

My employment goals in short term is to become a team leader in my store, previous this pandemic I thought about getting another job but I have learned that in these times other businesses are having problems with their company to the point of closing down and leaving people without job so I thought develop my career in Tesco is a good option in the few next years as I mentioned before I was given the possibility to be team leader where I work but because of a lack of skills I quit because I felt I was not ready to handle so much pressure and responsibility so to get this I have to work more in my weaknesses.

My employment goal in long term is after getting the experience being a team leader I can go a step forward to apply for a manager position in any retail store where I can get all experience and knowledge to run a business meanwhile save money to run my own clothing brand business.

S.M.A.R.T GOAL

Specific (Being a manager in a Tesco Express store)

Measurable (After having experience as team leader and getting a certificate in business management)

Achievable (I was offered to be team leader and I am studying higher education to study business management)

Relevant (I will gain knowledge and skills to run my own business in the future)

Time- Bound (The course last about 3 years meanwhile I can work as team leader)

Personal action plan

To accomplish my goals I have to work more in my weaknesses for this I could take some small courses to gain confidence and to learn how to manage people, after taking this course and feel confident I can be working as team leader in my current job and meanwhile I carry on with my studies in business management which will give me the knowledge and the skills to manage the store and after having this experience and having the opportunity of a good job where I can save money my long term goal is to open my own store of clothing.

Conclusion

As conclusion on this report where I have a reflection about my future career and I employment development, knowing how be prepared for an interview is really important to have more possibilities to get a job. As well it is important to know what our strengths and it are is important to identify those areas where we need to improve to accomplish our short term and long term goal.