



**Programme: Certificate of Higher Education in Employability Skills**

**Module: Professional Career Development**

**Module code: BMSW4012**

**Creara Penina Cirpaci**

**2308292**

**Part 2: 10 minutes interview practical task with supporting documents**

**Part-1**

**Job description**

Job application task

**Job role:** Operations Manager

**Type:** Permanent

**Pay:** £42.500/year + bonus package

**Benefits:**

- Flexible schedule
- Retirement savings matching
- Company vehicle
- Free on-site parking
- Health & wellbeing programme
- Ongoing training & development

**Description:** The Operations Manager will be responsible for overseeing and optimizing daily operations within ISC's core departments. This role will focus on ensuring operational processes meet quality standards, deadlines, and efficiency goals. Working directly with senior management, the Operations Manager will play a vital role in identifying areas for improvement, managing departmental resources, and mentoring staff to drive performance.

**Candidate profile:**

- Ø Bachelor's degree in Business Administration, Operations Management, or a related field
- Ø 5+ years of experience in operations or a similar management role
- Ø Proficiency in project management tools and data analysis software
- Ø Strong leadership and interpersonal skills
- Ø Proven ability to drive process improvements and manage operational metrics

Cover letter

**Penina Cirpaci**

07480 846332

Cirpacicreatea6@gmail.com

Swansea, United Kingdom

[25.06.2025]

To Hiring Manager (ISC)

This letter is to show my interest in any vacancy that fits me in your organisation as operations manager position. I am already at the University of Wales Trinity Saint David in Swansea and would not like to finish my education without being able to join a vibrant team with the power to give me energy, dedication, and experience.

During the last two years, I have undergone experience in Halo Foods to develop great communication, teamwork, and time management skills. The position has taught me to be efficient in a busy working environment, health and safety precautions and to have a good work ethic. Being independent and as a member of a group, I always aim to give my best.

Being a student is not new to me, and I have learnt to cope with deadlines and responsibilities, so I have well-developed organisational skills. I am a hardworking, eager learner, and never refuse to accept a new challenge. In my opinion, I can provide good cheer and assistive output to your organisation.

I would be happy to discuss more with you, on what I can bring to your team. I would like to thank you for taking my application into consideration.

Sincerely,

Penina Cirpaci

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>Personal information</b>      | <p><b>Penina Cirpaci</b></p> <p><b>07480 846332</b></p> <p>cirpacificreata6@gmail.com</p> <p>Swansea, UK</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Personal Profile</b>          | <p>An ambitious and reliable student who is studying at the University of Wales Trinity Saint David in Swansea and has had two years of field experience working in Halo Foods. Plenty of good communication, teamwork and time management abilities, being proactive and a flexible worker.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Education</b>                 | <p>University of Wales Trinity Saint David- Swansea</p> <p>Higher education on employability skill</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Work Experience</b>           | <p>Halo Foods Production Assistant (2023 2025)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Role and responsibilities</b> | <ul style="list-style-type: none"> <li>• The position of the Operations Manager is of utmost interest to me as it fits accurately to my career objectives and experience. I played a team management role, process improvement, and result delivery under pressure, I feel that I will be of value in the expected role. I find the chance to lead the enhancement of operations, cooperate with the top management and lead performance at the core departments of ISC. Empowering decision-making at a strategic level, training employees and streamlining work processes are the reasons why I am specifically inspired. The working environment of flexible work, emphasis on continued training, and the benefits bundle displays are positive and advance working culture, which I would be delighted to join.</li> <li>•</li> </ul> |
| <b>Skills</b>                    | <ul style="list-style-type: none"> <li>• Good Collaboration skill</li> <li>• Strong Communication ability</li> <li>• Higher Dependability</li> <li>• Efficiency in managing time</li> <li>• Adaptability skill</li> <li>• Technological skill</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



## Part-2

**Question:** *Why are you interested in this role?*

**Answer:** Hey, I am Penina Cirpaci and thank you for allowing me to introduce myself. I have worked for more than 2 years in the food production industry. The position of the Operations Manager is of utmost interest to me as it fits accurately to my career objectives and experience. I played a team management role, process improvement, and result delivery under pressure, I feel that I will be of value in the expected role. I find the chance to lead the enhancement of operations, cooperate with the top management and lead performance at the core departments of ISC. Empowering decision-making at a strategic level, training employees and streamlining work processes are the reasons why I am specifically inspired. The working environment of flexible work, emphasis on continued training, and the benefits bundle displays are positive and advance working culture, which I would be delighted to join.

**Question:** *What do you know about our company?*

In this way, to the best of my research, ISC seems like a volatile organisation that concentrates on the provision of quality services within various departments of core operations. The firm believes in operational excellence, continuous improvement and development of employees. Its vision to achieve quality standards, efficiency expectations and to satisfy the clients appeal close to my professional beliefs. ISC appears to be organized as a collaborative structure that includes cross functional coordination and it is clear that ISC has built in leadership and accountability. I know that the company embraces a large workforce and values well being, innovation and performance. Such priorities are reflected in the benefits provided to it, management of health programmes, retirement savings, and continuing training. I would be excited at being part of a firm that does not just give out excellent operations but is also oriented to investing in its employees and further growth.

**Question:** *What is your typical way of dealing with conflict?*

**Answer:** I have different strategies to deal with conflict, especially in the fast-paced and higher-pressure food production environment. I used to apply strategies to find out all common causes for which the problems generally occurred like miscommunication, role-related ambiguity, food safety regarding issues, supply chain delta as well as cultural differentiation. To deal with all these problems, I focused on an open communication method where all members of the team feel comfortable sharing their viewpoints and

conducting meetings to gather feedback. Additionally, a clear description of the job role protocol and safe guidelines are necessary to avoid any kind of misunderstanding. To manage the internal conflict in the food production sector, I used to stay calm and listen to everyone's point of view instead of arguing with them. The real-time training of the staff and diversity, inclusion and equality practices can be effective in dealing with any kind of challenging situation in the workplace premises.

***Q: What makes you a good candidate for this job?***

Everyone has some strengths and shortcomings, and no employees are present who can do everything and have all skills. I also have some strength to match your job role, but I am not an error-free human. However, I have a strong sense of dedication and having willingness to do my best can make me one of the best employees of your organisation. Additionally, a strong sense of adaptability, accepting challenging situations and changing myself based on the condition are other powerful skills which can make me unique. Today handling technology is the most essential requirement of the food handling industry and I am developing this skill in the fast-paced technological world. I can make mistakes; whichever never happens repetitively.

***Q: What is your greatest achievement in your professional or personal life?***

I would say that one of my best accomplishments was the ability to combine a full-time course at the University of Wales Trinity Saint David with two years of employment at Halo Foods. The experience of juggling studies and work taught me eminent lessons on time management, dedication and resilience. I was able to balance my grades and always delivered to the expectations at work proving to be able to handle the pressure on both occasions.

***Q: Give me an example of when you showed initiative and took the lead.***

At one moment when I was in Halo Foods, there was a situation when one of the team leaders was absent, without giving any prior notice when in full swing of production. When I noticed the team was unsure, I came to assist in the coordination of the tasks. I made sure that the team members knew what was expected of them and allowed communication among various sections. I was able to direct the group which was not exactly a formal position of a leader, but there was the production target which we met. My effort ensured that there was productivity in the team and team spirit.

***Q: Tell me about a time when you had to go above and beyond the call of duty to get a job done.***

One day we were low on staff towards the end of our shift, and a big, last order was placed. When everyone had sedately left I offered to stay and help the other team. I also played several roles such as the part of an assistant packer, quality inspector, and loader all the time ensuring that the team was motivated. With this, we were able to finish the order on time, and the management herself expressed appreciation for how dedicated I was. This taught me more about teamwork, leadership and being committed even when things get out of hand. I am proud to be a person who is interested in doing more than required and to whom other people can look.

