



Module Code: BMIH6004

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Administration

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Introduction

This is a reflective log which is associated with a hotel placement scenario. The HR or Human Resource department will be demonstrated where the background of this section and contribution to a hotel's progress will be involved. This definitely has some positive and some negative points that will be disclosed in below. In order to develop the personality as well as experience within the department, setting the objectives and reflecting on them will be carried out. There are different types of models that are used for reflecting on contexts and one of them is Schon. The log will reflect on the skills that are based on work along with technical knowledge. Thus, the discussion will acknowledge the general and common organisational issues within the Human Resource department.

Overview of the department: Human Resource

The human resource managers are one of the crucial groups of people who significantly contribute to the development of a business (Schaller et al., 2025). Therefore, firms that belong to the hospitality industry depend on their workforce behaviour massively as their skills, behaviour, personality, knowledge and more are important to attract and retain the customers. If they are not managed properly, it can lead to worse scenarios where people might hate the business due to negative services.

Reflecting on Personal Development and Experience

I had a placement in a hotel where I used to work in the human resource department and I have learned so much during this time (Farndale et al., 2025). During working I have assessed the overall composition of the department and understood the way it operates and handles people. The main motives and objectives of the company where I have completed my placement period were included in my list of the initial activities. In this company, I have learned a lot about this job and the job roles which differ as per capability of handling employees and company's requirements. I have managed emails, scanned the addresses through applications and so on during my placement in this organisation (Dorta et al., 2025).

Objectives

To improve my IT skills within 4 weeks by getting in contact with the senior managers in human resource department

To enhance my decision-making ability within 2 weeks by getting consulted by the seniors and mates

To develop my time-management skills within 3 weeks by watching videos on YouTube and communicating with my classmates

Significance of expertise in professional improvement and work-based skills

Solve problems and make informed decisions

Managing different projects and negotiating with the situations become so easy for the staff communities of hospitality businesses as soon as they start working on their work-based skills (Bilderback, 2025). These skills are so significant that they make the most proficient decisions for a business. By the development of the work-based skills and knowledge, the employees are capable of analysing circumstances critically. Moreover, the skills can uplift the collaborative and communication nature of the employees.

Satisfy stakeholders

Communicating with the customers, each employee can contribute to cultivating progress in the business by attracting them (Pericleous et al., 2025). Planning and making decisions related to data analysis can help a hospitality worker examine and measure the feedback and reviews of the customers. This way, the true demands, wants and requirements of the stakeholders can be fulfilled by a hotel business. The work-based skills are important to make the employees of a company capable of analysing data in an efficient manner. In addition to this, an employee can be able to resolute conflicts and prevent them from harming the overall performance of the business and disappointing the customers (Delcourt et al., 2025).

Reflection on the Organisational Issues with the Use of Schon's Reflective Model

The Schon's Model provides some spontaneous decision-making strategies to reflect on the strengths and weaknesses of the student as a trainee in the HR department (Neale, 2021). These can be summarised as follows:

Reflection-in-action

I have realised that through my strong communicative skills, I have been successful in establishing relations among the higher officials in the various departments. As per the reflection in action of the Schon's Model, my actions implied how I could gather insights quickly about the HR department (Cairns et al., 2021). The good communicative skills allowed me to work in a more inclusive framework with a multicultural framework. While working in the HR department, I handled emails phone calls and conducted meetings which taught me how to work in an inclusive environment. The organisational skills that I learned throughout my time period as an intern in the hotel helped me to develop my organisational skills which I could reflect on as per the Schon Model. Working in the HR department, I was required to properly keep track of the files of each employee and their work allocations (CHRON, 2025).

Reflection-on-action

I felt that development is required for me as my IT skills need to be improved as I need to be quicker and more efficient regarding software applications. As per the reflections in action strategy of the Schon Model, I could identify this weak area which I need to develop. My performance while working as an intern in the HR department could have been better. Some of the critical decisions taken by me were not rational and led to minor complications that possibly delayed the work process (BBC, 2025). The most common problem that I faced during

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this entire work operation was related to time management as I could reflect on my actions as per the Schon Model. I should improve my schedule to efficiently complete the assigned tasks as I took some excess time in completing some of the tasks in the HR department which caused some delays (Kohler, 2024).

Conclusion

The discussion summarises the key challenges faced by me during the period of my internship program at the hotel reflecting the analysis as per the Schon's Model. Throughout my tenure of being a part of this program, I have recognised various strengths and weaknesses. Some of my areas of weakness like management of time and IT related skill development needs to be developed in order to secure and perform better in the rapidly changing hotel industry. The action plan has been developed and it will further help me improve my skills and attributes.

Action Plans for Achieving Professional Goals

Skills to be developed	Resources needed	Ways to measure	Future implications	Time scale
IT Skills	Online courses, technical books, enrolling in a bootcamp and others.	Through these gears it is expected that my knowledge about IT will develop further to enhance my work efficiency.	Through proper hands-on experiences, my technical skills will develop over time. This will allow me to become more efficient at my future workplace where I will be required to handle more complex files (Bowers et al., 2023).	6 weeks
Decision Making	Making a plan, using a	With the help of the regular	These aids will help me in future	2 weeks

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	timekeeper pad, setting short term goals with sticky notes.	reminders regarding the achievement of the goals, I will be constantly motivated in pushing my limits to accomplish them	decisions and remind me about the priorities and the long-term goals.	
Time Management	A small watch to keep track of time, stopwatch and schedule notebook.	These will allow me to keep record of my work progress and help me in managing the time efficiently.	Time management is crucial and keeping a track of time makes its utilisation in the most efficient way possible.	2 weeks

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