



PROFESSIONAL CAREER DEVELOPMENT

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INTRODUCTION

Professional career development offers services and activities which helps organization and people seeking support to move onto a wider range of career transitions. The main aim of the report is to analyse and evaluate the role play with my partner in the classroom activities. A self-reflection review on the role play and reflect the personal development plan which will provided by SWOT analysis and SMART objectives.

MAIN BODY

REFLECTION

It is the process of acknowledging something that is being thought is own way. It assists to provide serious attitudes, thoughts, desires and motivations. It allows to naturally look at the personal feelings, thoughts, actions and emotions. It is the best key of self-awareness and it is the ability and capability to evaluate and witness our own emotional, mental and behavioural processes.

Gibbs reflection model is the framework and it is the best tool for examining experiences and provide it cyclic nature lends itself specifically well to repeated experiences as well as allowing to plan and learn from things that either went well and did not go well. It is the best structure process that is utilized to guide situation and personal analysis and its improvement (Kazemipoor and Keshmiri, 2023). It is the concept that highlights awareness of past experience, one's own knowledge and beliefs. It consists six elements such as description, feelings, experience, analysis, conclusion and action plan.

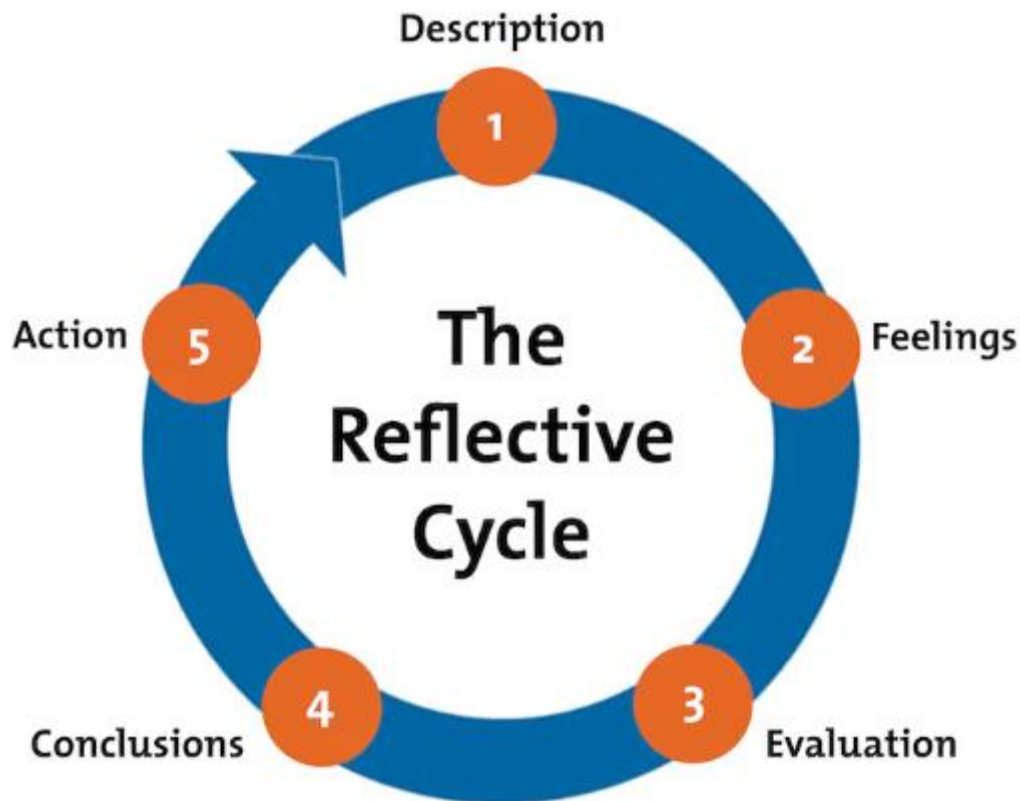


Figure 1 Gibbs reflective model

Description: I was at a job interview which I applied for a restaurant manager position and I was able to get the job in the hospitality business because I have all the skills and responsibilities which are required in the business in order to become successful restaurant manager at the workplace. In the role play, I acted as an interviewer and as an interviewee as well for different positions. In this interview, I spoke about the scenarios whereby I was the interview and my partner was taking the interview for the positions of restaurant manager in the hospitality industry. The first question I got asked was "Are you the right person for us? Why?" I think I am suitable for the position in the business. I also answered the question with courage, confidence and in a very polite manner. I've said also that I work more confidently and work more efficiently under pressure as well as being able to keep everything under control. I am an excellent team worker and hard work and smart work are my natural strengths. All the questions which I was asked by my colleagues within the classroom, have been replied with the right answers. What I will also say is that I reserved a calm behaviour throughout the interview and everything was

natural. The interview finished in 15-20 minutes and I was very satisfied with the feelings the interviewer has shown me.

Feelings: I was satisfied with my performance and the interviewer also seem to be interested in and my skills because I answered well, in a behavioural manner, clear and adequate. It felt that he was allowing me to achieve the personal and professional goals I had before I went to the interview. As an interviewee, I was able to provide an appropriate response without much hesitation. The questioning were quite intensive as the interviewer did not feel that I gave a sufficient response to some of his questions. I was prepared to answer and to provide convincing answers as I showed my strength and provide supportive reasons. I also rehearsed multiple times before the interview just so I can improve my performance and achieve the professional career development in effective and efficient manner.

Evaluation: There are several positive aspects which I reduced in this role play. I didn't face any anxiety issues (sometimes I do) or anything similar to affect my performance and I also believe that it made me even more confident and stronger. Moreover, the role play was quite "easy" and educational. What I also noticed is that my colleagues were caught in the interview which makes me think that everything went as good as it should. At the time, I've realised that interfering with others may affect my performance and answers which I am required to give in a very good way to be able to get the position as a restaurant manager. I evaluated at the time, that I need to improve my personal employee's skills which is one of the most important attributes to get the job. (Shen and et.al., 2023). I need to improve my communication skills because it is important to interact with others and at the same time, communication is vital for someone that deals with a lot of people on a daily basis.

Analysis: In the context of analysis, this condition made me realize that there are lot of things, that could have been done to enhance the experience of the role play. Hence, I feel that me and my partner were meticulously and confident measured the time frame that was given to my team by the lecturer. With this, we accomplish our role play before the time period. I felt that I need to focus on the listening skill because I also faced issues in active listening which is essential as a restaurant manager. I also need to focus on the time management because it is a crucial skill that requires to manage the task and

activities before the deadlines. I analyse that I have several skills which are required for restaurant managers such as customer service, social skills, flexibility, acceptability, etc. All these skills are important for position to achieve their job roles and gain career development. All the skills and the knowledge which contribute towards working more effectively.

Conclusion: As conclusion, I have to make room for improvement in different aspects because it is all about learning and pushing yourself to be as good as you can get.

Action plan: After the reflection on the role play, I manage to make a list of my skills, strengths, weaknesses, etc.

SWOT analysis:

SWOT analysis is a framework used for strategic management and strategic planning in the business. The SWOT analysis is based on my position as a restaurant manager in the catering industry.

Strength: • I believe that I am trustworthy, confident, and courageous which is important to achieve the goals as a restaurant manager. • I felt that I provide better quality services to customers and motivate employees to improve their performance at the workplace in order to deliver better customer experience.	Weaknesses: • I evaluate that I need to improve my communication skills because it is important for transferring information and managing employees at the workplace as a manager. • I also face time management issue and active listening problem which is important at the workplace and manage task in effective and effectual manner. • I may face problem in team work because I am not able to cooperate and collaborate with team sometimes, but that is because of
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	the pressure (restaurant being very busy)
Threats: Inexperienced employees as well as high staff turnover which is important to manage at the workplace for increasing performance of business.	Opportunities: • I have opportunities to improve my skills which is essential for me as a manager in the business. Team work, time management and communication skills are important to improve to be able to achieve and contribute towards working effectively. • Some requirements as a restaurant manager are to provide the best in class services to the customers. I have a great opportunity to improve the customers management because it is essential at the workplace.

Personal development plan:

PDP is the ongoing procedure that drives to improve the skills, knowledge and experiences that helps me to achieve the goals and objectives. It is the method of concentrating on my goals into actionable steps which assist to keep track of personal development.

Tasks	Specific	Measureable	Achievable	Relevant	Timely
Team work	I need to improve my team work skills because it's important	Yes, it is measurable	I will participate in the team work and cooperate	It helps to achieve the business goals and objectives	2 weeks

	for restaurant manager to accomplish the business goals and objectives (Ronkainen and et.al., 2023).		with people as well as participate in the workshops to assist to build y team work skills and awareness of the hospitality industry.	in the future.	
Communications	Effective communication is important for manager in business in order to interact with people.	Yes, it is achievable and measurable	I will interact with my family and colleagues to improve my conversation and interaction with people.	It will assist me to interact with employees in the business in a more appropriate manner. It allows me to coordinate with people and achieve the goals and objectives.	1 week

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Recruitment and selection

Recruitment and selection both are related with reach others to the hiring process. Selection is the process of choosing the candidates from the shortlisted ones, while recruitments is the activity which entails searching for participants.

Recruitment is the process of searching and hiring applicants for a job role is refer as the recruitment. It is the procedure of searching, hiring, screening as well as eventual on boarding qualified job candidate's. It consists the actively seeking out and advertising to obtaining the potential candidates their interest in the position (Lee and Mao, 2023). It allows people to apply for a vacancy place and it is the first task towards the hiring process. There is no contractual relation in the recruitment process of candidates. It is the important activities which required to adopted by every business for achieving their goals and objectives. Employees are asset for business so, there are need to hiring staff for running business in smooth manner. It is the straight forwards and advance in the technology. It is the important part of human resources management and guided by the hiring manager in the business.

The recruitment process consists the interviewer and interviewee for the better recruitment process. Furthermore, a poor recruitment can lead in unfilled jobs and loss of revenue meanwhile successful recruitment process bring in the best candidates on a timely basis. It also ensures that a company able to continue to over forward (Putra, Harahap and Halim, 2023). Company must ensure that employees have the skills and talents which fulfil the vacant seat at the workplace. Recruitment process consist the five stages such as recruitment planning, strategy development, searching, screening and evaluation and control. It mainly focusses on the prepare job description for the vacant position, screening and shortlisting candidates, conduct interview, make the offer and on board the new staff.

Selection is the procedure of selecting suitable candidates from the shortlisted applicants is known as the selection. It is the activity of choosing the suitable candidates from shortlist. It is the best activity to reduce the employees pool until find the best candidate. The selection process consists the reviewing application, resumes, take

candidate interviews and then making a final decision. It is the essential part of the human resources management because, it permits businesses to choose the best applicants for the job. It consists the several types of interviews selection that can be used in the human resources (Sani, Ibrahim and Karim, 2023). One of the most common type of selection process is one to one interview. In this interviewer meet the job candidates one to one to ask questions and also assess their high qualifications. Group interview is the another type of interview where a candidate meets with a panel of interviewers to elaborate their qualification as well as compete for the job. There are telephone interview and video interview where the candidate and interviewer meet over the internet and phone to discuss the job description and access the applicant qualifications.

CONCLUSION

From the above discussion, the report has been concluded that professional development is the process of concentrating learning activities toward preferred career outcomes. It combines the personal development with career development. The report elaborated the recruitment and selection as well as reflection on the role play and career development.

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