



PROFESSIONAL CAREER DEVELOPMENT REPORT (TASK2)

BMSW4005_LON

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1- Personal reflection on the role play: Recruitment and Selection, Applying Kolb's (1984) learning cycle

In my role-playing experience as an interviewee, I was able to experience that When I got to my interview I was worried, in a first contact I was reassured that the interviewer asked me how I was and how my way to the place went, he also offered me water, it made me forget my concern about the interview and I was able to think more about what I was going to answer, the interviewer told me about the company and got me a vision of what it would be like to work in this job. I was asked about my work experience, I felt nervous since it was difficult for me to explain my experience as succinctly as possible and at the same time to express that I was qualified for the job. The interviewer was honest with me and praised me for my CV and my cover letter, I felt very good, I felt very familiar. Then he explained to me that he was interested in my experience in hospitality, I felt pride in my experience. I felt overwhelmed when the interviewer asked me to talk about myself, I was able to express myself freely and noticed that the interviewer continued to show interest which made me feel more comfortable. He made me sad when he asked me about my availability since I have family responsibilities and I have to follow a schedule, it was not an obstacle since the interviewer offered me the position and I gladly accepted.

In my experience as an interviewer, my point of view changed radically, I stopped feeling nervous and I began to feel surer of myself, it gave me the feeling that the interview was easier. In a first contact I introduced myself as the hiring manager of the company and I wanted the interviewee to feel comfortable so I asked him about his trip, I quickly wanted to know about it to check if his character fit the position, it was difficult for me Because of the feeling that he did not meet expectations, the interviewee was confident and I could understand his personality. I wanted to move on to the question about his experience, I felt overwhelmed as his answer determined if he was qualified, I was pleased with his experience and wanted to show it to him by nodding. To know his availability I asked him directly, I felt pressure. After verifying that he could adjust to the position I wanted to hire him by offering to start with the training sessions, at the end of the interview I felt pleased and relieved.

Observing the process as an interviewee, I can reflect that when being interviewed your attitude towards the situation largely determines the results you want to obtain, in the interview I was able to observe that when I managed to feel calm at the beginning of the interview, the formation of ideas about my intentions they became clearer. Expressing the work experience before a stranger and getting him to assimilate the information is very complex and requires a lot of preparation, I was able to observe that these situations cause stress and nervousness. When talking about oneself, it is observed how the person must externalize their personality and it is a difficult situation to face. In the interview the nerves and the feeling of being pleased are evident, which leaves the interviewee in a subordinate situation.

Regarding the change of role as interviewer, the situation changes radically, going from a state of nerves to a state of pressure, the responsibility of hiring tries to calm the interviewee and becomes an objective as important as asking the right questions. The expectations about the interviewee make the question about personality very important. The interview is guided by the interviewer, so it is essential to make the interviewee feel comfortable. When asking about the experience, it can be determined that it is one of the key questions since in one of the essential points to hire, the situation is tense for both the interviewer and the interviewee. To finish, delving into the experience, you can see that a positive result of the meeting is satisfactory.

I can theorize that in a job interview the interviewer is in a high position and has power over the situation, while the interviewee is in a lower position and must be clear and concise in their answers. It is necessary that the situation is as tense as possible to have a successful relationship regardless of the results.

In a future job interview, the interviewee must calm my nerves having the ideas practiced, it will be essential to feel comfortable to be able to express myself well. In the case of being an interviewer, I must make the interviewee feel comfortable and be able to successfully answer my questions.

2- Skills and knowledge which contribute toward working effectively.

In my aspiration as a receptionist, I need a series of specific tools and knowledge that are usually required in all the job offers that I have identified, in addition to my experience in job interviews, I can add that the most important are:



Technical skills: as a receptionist it is essential to have skills with email, office, management systems... in short, it is mandatory to be up to date with technology related to administration.

-Communication: it is the most important since a receptionist is in continuous contact with people, either by phone, email or directly. It is essential that you express yourself clearly in addition to having good knowledge of non-verbal communication.

-Resist to stress: pressure is one of the great enemies of my work, a client continually interrupts my work requesting information and the phone does not stop ringing. It is of great importance not to premiere.

-Multitasking: this tool is used continuously since in this job it is normal to answer an email while talking on the phone, for example. It is essential to move from one task to another without problem and leaving the pressure aside.

-Social skills: it is very important since leaving a good impression is essential and it is necessary to know how to establish good relationships with clients and visitors.

-Organization: it is useful to have everything in its place since documents are easily lost and it is vitally important to monitor the data to avoid problems with data protection. If you are well organized, you can find what you are looking for more easily.

-Problem solving it is very necessary to know how to react to the continuous complications since it is the first place to go in search of solutions.

-Reliability: I must carry out my work without fail, be able to be independent and solve any problem.

-Visitor management: registering and controlling all visitors becomes an important part of my work, both for their safety and for that of my company.

-Empathy: I must continually put myself in the situation of others to provide a good solution or resolve their concerns.

3- My personal strengths and areas for further development

My most notable strengths on a psychological level would be my empathy, it is a capacity that stands out in my personality, I am a person who is very sensitive to the needs and problems of others. I can understand the situation by understanding the situation of another person, which facilitates dialogue and helps me overcome the problem. Another trait of my personality that would be a psychological strength would be my emotional intelligence, I can perceive, process, manage and express emotions in a healthy way, I am able to create a positive environment around me.

On the other hand, in a communicative area it would be my capacity for sociability, this strength is decisive in my way of being, it allows me to establish good personal relationships with good connections.

In the area of my character, I can highlight my leadership strength, I can organize my team, I can coordinate it to achieve objectives. Another strength in this area would be my humour indentation, it allows me to adapt to any type of situation in a positive way and helps me prevent the reticence of others towards me.

In the skills area, the strength that I can highlight the most is my great capacity for analytical thinking, it allows me to record, describe, synthesize, and interpret information in addition to finding relationships. It is a very good capacity when making decisions since I have reasoned my criteria.

Regarding the ethical area, I must highlight my ability to be honest, it is a strength that defines me, I am very upright and responsible in any situation. I consider myself transparent in my intentions and I try to be as ethical as possible in my decisions.

4- SWOT ANALYSIS –

<u>SWOT ANALYSIS</u>	
<u>STRENGTHS</u> Integrity Honesty Multitask Responsible	<u>WEAKNESSES</u> Lose motivation, Don't have patience Under staffing
<u>OPPORTUNITIES</u> Promotion Better pay Buy a house	<u>THREATS</u> Don't arrive to objectives Health condition Fail course Lose the job

5- My employment goals and my personal career action plan/development plan

My professional career pathway is:
Reception manager
What are my current strengths?
-Computer Skills, I manage tools like Microsoft Word, Outlook, Excel, Access, Power Point, and usage of Internet Explorer, Mozilla, Accounting3, Rezcontrol, Open Table, social media, and more... -Communication skills I have medium to advanced oral and written, English language and I am multilingual speaking like native, Spanish, Catalan, and Romanian. I am organised in my tasks and responsibilities assigned this help me to work Efficiently and effectively.

What are my achievements and areas of success since the beginning of the module/programme?
Thankful to the module I grow from a job as a Hostess to Front Office Receptionist
In what areas do I need to develop?
My communication skills, leadership ability, confidence, perseverance and motivation.
Why is it important to improve in these areas?
Its important to know how to express yourself in the correct way, lead the team in the same direction it's very difficult thing because you need to be listened and make the team as a unit when every person its very different. I consider myself an intelligent person but my English its not very good and this make my work more difficult and sometimes I feel myself less professional. Our family life its very busy and sometimes it's easier to give up because the result of all the stress drives me in the wrong way and my motivation and perseverance disappear.
Who will help me? What resources will I need?
Time will help me, because our kids will grow up and will be easier, I can take some English classes and try to continue my studies.
What are the constraints/ barriers to achieving these key areas and how I will manage these– e.g. time, resources.
My barrier it's my time and motivation.

What further action do I need to take now? Actions to be taken – things to do, people to see.
Do only part time job, speak with my manager and explain. Apply for studies for next year after approve everything. Start to make some sport what will help my motivation and positivity come back.
Time scale – by when
Will be fantastic from next week. I need to cover some extra shifts

6- My short - medium – long term targets for the development of my own professional career plan

Short-term plan (3 - 6 months)	
Specific	Promote to supervisor
Measurable	He has offered it to me
Agreed	I am qualified
Realistic	There is a vacancy
Time-Bound	1 October 2022

Medium-term plan (1-2 years)	
Specific	Promote to Manager
Measurable	I will have to fight for the position
Agreed	I will have to study
Realistic	I will get ready to get it
Time-Bound	1 October 2024
Long-term plan (2-5 years)	
Specific	I will have my own business
Measurable	Very difficult depending on the labour market
Agreed	I should prepare financially
Realistic	I have a viable future project
Time-Bound	1 October 2025

7- Conclusion

In conclusion, analysing all the parts of this report, I can say that the personal goal is to grow both in the workplace and personally. The most efficient thing is to find out what our strengths are and make the most of them by applying them in our environment. Our strengths, threats, opportunities, and weaknesses give us a realistic view of how we can deal with adversity. Honestly, this work has helped me to focus my future on an active way.

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MOODLE
(Access 02/09/22) (Access 04/09/22)(Access 06/09/22)

Appendix A - The questions asked as interviewer in the role play (A1)

-Good morning

-Good morning, Sandra, right?

-Yes, Sandra

-Nice to meet you Sandra, how are you doing today.

-I am well thank you.

-Please have a sit.

-Thank you.

-How was your journey?

-Was fine, thank you, I am living 30 minutes away by train.

-Wow, that's fantastic, do you want some water?

-Yes please, I appreciate thank you.

-You are welcome.

OK Sandra, I will explain you about our company, we open our door in 1984 with one hotel, todays day we have 35 hotels around United Kingdom, 7 of them here in London.

-That it's amazing.

-Tel me about your experience Sandra?

-... .. I am telling about my experience....

- I will be honest with you, I really liked your cv and cover letter, also your presence here, face to face, it's really important for us your hospitality experience in relation , customer service and we really admire that you are student also.

-Thank you.

-How you describe yourself.

-(I describe myself)

-Can you let us know what availability you have.

-I am flexible, to be honest I can do a full-time job, but if it's a little bit less, like 4 days working and 3 off will be perfect for my life and studies, but I am open to speak and try to see how I can be useful as well.

-That's sounds good Sandra, so we are happy to offer you a full-time job, for the moment with 2 days off but after August we can accommodate and give you 3 days off. If you pass the probatory period after 3 months will be a fix contract, and now after a month you will have a 25 % dto in all our hotels and restaurants.

-So, would you like to start with us?

-Yes, of course.

-Can you start from Monday?

-Yes, I can, will be amazing. Thank you very much

- Appendix B - Application Form completed as applicant for the role play

Job application form

Application for – Front Office Receptionist

Your details

Name: Sandra Tirala

Education and training

Please give details:

1. CEIP Escola Sant Esteve Caldes de Malavella
2. SES Caldes de Malavella
3. INS Baix Empordà
4. University of Wales Trinity Saint Davids

Qualifications

Please give details:

1. Primary Education
2. GCSE Hight School
3. VET Vocational Educational and Training Administrative Management
4. Cert. LEVEL 4 Skills for the Workplace

Employment history

Your current or most recent employer

Name of employer: **Restaurant 'La Lola'**

Job title: **Hostess Receptionist**

Length of time with employer: **6 months**

Reason for leaving: **Work life balance**

Duties:

- Welcome guest to the restaurant
- Provide accurate wait time
- Manage reservations
- Escort guest to assigned dining areas
- Provide Menus and announce Waiter/Waitress name
- Greet customers upon their departure
- Coordinate with wait staff about available seating options
- Maintain a clean reception area
- Cater to guest who require extra attention
- Answering income calls and emails.
- Assists wait staff as needed.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

- Customer service skills
- Work under pressure
- Attention to detail
- Excellent verbal and communication skills
- A desire to help people
- Active listening skills
- Good memory
- Time management
- Safety food standards
- Digital skills

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I applied for this job because it's a good opportunity for me to grow in my carrier and developing certain skills.

I feel especially motivated to work in a renowned and prestigious company like 'Fabios'. I have finished my studies to be an Administrative Assistant and I am currently studying for a carrier in Business and Management.

During my work experience I have been able to acquire knowledge in customer service I have prepared budgets, issued invoices, ordering, and classifying documents, answering income calls and emails and managed the company's agenda through Outlook.

My first job was in hospitality with 16 years old, right now I can say that I have near to 10 years' experience in hospitality, doing jobs like runner, waitress, bartender, barista, hostess.

I have computer skills; I must say that it's very easy to me learn how it works.

Right to work in the UK

Do you need a work permit to work in the UK? **No**

References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

FLAVIO: 0789493933

DANA: 0991896767

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: **Sandra Tirala**

Signature: *- Sandra -*

Date: **17/07/2022**