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Community

Engagement

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INTRODUCTION

An effective also play role as a leader of the company. This includes ability to encourage, communicate, and to inspire employees in the organization (Eveland and Dunwoody., 2016). To take proper and productive action in their task so company can achieve goals and objective.

This report will be based on reflection on the PC world manger at Amazon. This report will demonstrate the nature and purpose of the reflective practices by using Gibbs model. It will also cover detailed reflation on the personal experience and also will provide reflation on the relationship between relevant theory and experience. In the end of this report will a singed completion from the peers superiors providing the role-play experience.

PART B

Purpose and nature of the reflective practices through model

In my opinion, nature of the reflection Reflation is process of the things responding, under the inflation in the other things, imprints or traces of the things exercising which influence and in the nature of organic , refection is the active process. If we talk about purpose of the reflection then we can say that reflection writing help us to learn from the personal experience we take (Limodio., 2016). Reflection writing help me to make connection between what I have taught in the theory and what I have to do in this kind of practices. We can express our feeling in through the reflection in the short form it is understandable and easy for other to understand my experience I have taken.

Gibbs model is one the best model which help me to understand how to write reflation on the experience. This theory has reflective cycle which bis start with description then Feelings, analysis, conclusion and this will end with the action plan (Cohen., 2017). I have learned this steps to write my experience reflation of the Amazon store where I was working as a Manger PC World. First step is Description and in this I have to give what I have learned from the in working as manager's post on Amazon and I will explain when and where did it happen and who people were involved in the company and who were under my supervision. What was my task and how I used to make strategies for company (Singh, Dhagat and Gharde., 2017). Second step is feelings, it means what employees used to feel for me and what i have felt for them and after I left my job what I used to feel for the company and employees who have work for me.

Next step is evaluation and it includes what good situation and bad situation in the company and how we solve and what was the contribution of the others in the company. Next step is analysis in this I have to write what I have learned from the situation and how this can help me to handle the future situation. Last step is conclusion. Here I will express what I have cover in the reflation and how this all I have been explained. In end, I will write about the action plan and this is final step and this is developed for the future situations or activity and this is also Wise to make a sedulous to discourage me from avoiding the promises.

Detailed reflection on the personal experience with the referencing to the organization

I am working in the Amazon. Inc company which is online and offline company, and they are working for the cloud computing, e-commerce, artificial intelligence and digital distributor etc. I am working as manger in this company and my role is mange all the employees and staff at the offline stores of the Amazon (Centeno and et.al., 2016). My main aim is to provide satisfaction to the customers according to their expectations. We used to give ads on the online and some social media platform, so we can find people who need our product. Technology play impotent role and I have learned that how this technology help to expand business more. We have online stores and huge reputation in the online market. For the offline stores I have provide training to the employees to improve the skills and potential of the customers. This increase employees efficiency and motivate them to9 do work more effectively for the company.

Workers who recessive the coaching help them to perform their job more better. This also provide them what5 are their role in the company store and how they can understand their responsibility towards the customers (López And et.al., 2020). Their confidence also increase, and they performance in the task as well-researched.

Their is different role of each and every stockholder. We used to control all the online transaction and provide customers services. I used to mage all the activity in the workplace. People who was customers executive, talk with the customers on call and understand the problem of the customers and according to the customers query they used to solve and some employees collect the order and accept the order.

Working in this company I have experienced many things about Amazon company, company is one of the biggest e-commerce side, but they also have some weakness and strength. This all I have experienced till now (Liu And et.al., 2018). Strength of this company was they were known one of the best and biggest e-commerce online shopping side, and they are having good reputation in the online market, and they are providing chip and quality product to the customers which is attracting role to buy from online Amazon store. But this online store become very comment and there are many other company who can overtake this company any time, they are providing free shipping g to the customers in some country and this making them suffer from the losses. But then also this is worlds the best online shopping stores which gain the huge reputation and customers locality. Nowadays there are many online sides doing fraud with the role then also Amazon able to gain customers trust and its best experience me which I am taking from this company by working as a Mangers PC world.

Reflation on the relationship between Gibbs theory and experience

Gibbs theory help me a lot to write a relation on the basis of my experience which have gain from the Amazon company. I have learned from this theory I provide description of my role and responsibility in the starting. What I used to do in the company and what my responsibility for the company (Fukumitsu and et.al., 2016). Then I have expressed my feelings for the employees of the company and give explanation about my what I have leans from the other superiors of the company and what other employees have learned from me. I understand what they want and which type of environment they need in the company. I look for the situation and according to the employee's situation I have provided training to the employees and also explained that what was the outcome company get and how this increase employees understating about their task and performance increment.

I have analysed the situation of the company and understand what are the weakness and situation of the company and what I have learned from this I have explained in the above report. There are some weakness and strength of the Amazon company (Altman And et.al., Green Dot Corp, 2016). They are one of the best emerging brand, and they are having huge reputation in the market but in some situation company also have weakness and I have explained that how and what they need to change in the company and how they can overcome from those situations.

Then I have provided what was the conclusion and what company have handled the situation about customers and how this help company to take growth in the market. In the end I give action plan and promise to stay with this company in every situation (Centeno and et.al., 2016). This I have promise because this company give me good experience and I have make good reputation in this company and employees of the company I have make good relationship with me and they were always there when I need them, and they give their best during the problematic situations of the company.

Example of the key issue encouraged during the role-play activity

In role play activity I get average performance, we can say that it was excellent and good in some but there were some activities I was OK. In the first activity which was based on manger PC it was good and according to the peer's, introduction, presentation and conclusion all are excellent, and they give comment in which they give comment that I have give good performance, my communication skills was in the there activity, and they were impressed with my performance.

Other activity was based on the PC world manger and in this introduction was OK and other two activities such as presentation and conclusion was good according to the peer's (Jareño, Gibaja and Arizkuren., 2019). They give comment that I have presented a role of the PC world managers and I tell them that I was listening to every customer but there was some situation where I was not able to help customers because of this OK and good. Introduction was not that good because it was most impotent part and I have to explain all the role

Next activity was based on the customers' advisor where peer's was expecting better performance from me but it was an average performance. In the other activity I again get feedback on the Manger PC world (Altman And et.al., Green Dot Corp, 2016). It was not that good. I have not that focus on the customers they give me a feedback on the basses on customers problems solution only they like my introduction and almost in every activity introduction was good according to the peer's of the activity. Last activity was good and I get good marks in this activity, but I was quite nervous during the presentation, so they tell me to be relaxed in front of the people which I need understand and next time I will give interview with confidence.

A signed completion from the peer's "superiors and role-play experience"

It was a good experience which I have got from my Peer's. I come to know what I was my mistake in the role-play of the PC world manager. In some activities, I was good such as introduction in my role-play. Most of the problem I have faced in the customer related problem I have not explained my role in the customer's satisfaction. My Peer's tell me that in this section I can do better and you need more improvement in this section. Presentation was good but also feel that I did not give my best in the presentation, I can provide more better presentation by adding some images and diagrams. It will show the better presentation and I can get better marks in this area. In the last activity I get good better marks but in this activity I believe that I can get better marks if I could be more relax and take properly in front of prole. It could be because it was my role play and I have learned this think and next time I will not repeat this thing again. Next time I will be more relax and confident in my presentation.

CONCLUSION

As per the above report was based on reflection on the PC world manger at Amazon. This report has been demonstrated the nature and purpose of the reflective practices by using Gibbs model. It has been also cover detailed reflation on the personal experience and also has been provided reflation on the relationship between relevant theory and experience, this report has been concluded key issue encountered during the role play activities and In the end of this report has been a singed completion from the peers superiors providing the role-play experience.

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APPENDIX

LCBB 4002 Community Engagement Peer Evaluation Role Play Feedback Form

Name of Presenter SEMER SADUL Date 12.12.2019

Activity: Customer adviser Manager PC World

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

Very good performance.
Demonstrate good communication skills,
confidence and good level of problems solved.
Good job, SEMER!

Signed: [Signature]

Date: 12.12.2019

LCBB 4002 Community Engagement Peer Evaluation Role Play Feedback Form

Name of Presenter SEMER SADUL Date 12.12.2019

Activity: Customer adviser Manager PC World

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

Very good performance.
Demonstrate good communication skills,
confidence and good level of problems solved.
Good job, SEMER!

Signed: [Signature]

Date: 12.12.2019

LCBB 4002 Community Engagement Peer Evaluation Role Play Feedback Form

Name of Presenter SEMER SADUL Date 12/12/19

Activity: Customer adviser - Manager PC World

	Poor	OK	Good	Excellent
Introduction (Explanation)		✓		
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)			✓	

Any other comments

SEMER give to us excellent presentation.

Signed: [Signature]

Date: 12/12/19

LCBB 4002 Community Engagement Peer Evaluation Role Play Feedback Form

Name of Presenter SEMER Date 12/12/2019

Activity: Manager, PC World

	Poor	OK	Good	Excellent
Introduction (Explanation)			✓	
Presentation (practical demonstration)		✓		
Conclusion (how well can you carry out the activity?)		✓		

Any other comments

My question was good but presentation could have been better you should have shown more empathy to the customer most importantly you should not have laughed at the customer.

Signed: [Signature]

Date: 12/12/2019

LCBB 4002 Community Engagement Peer Evaluation Role Play Feedback Form

Name of Presenter SEMER SADUL Date 12/12/19

Activity: Manager, PC World

	Poor	OK	Good	Excellent
Introduction (Explanation)				✓
Presentation (practical demonstration)			✓	
Conclusion (how well can you carry out the activity?)			✓	

Any other comments

Good presentation, could be more relaxed talking in front of the people

Signed: [Signature]

Date: 12/12/19