

Assignment 2

By Viktoriya Tancheva

Tutor: Navami Leena

**Student Number:
1814113**

Table of Contents

Introduction.....	2
Explanation and discussion of the concept of reflective practice.....	3
Brief explanation of your role play.....	3
Reflection of the personal experience and learning.....	4
Reflective statement.....	5
Conclusion.....	6
References.....	6

Introduction

In this study there would be the understanding and evaluation of the concept of reflective practice along with the importance of

reflection is to be done. The study will also involve the brief explanation of the role you have been playing. The role play has been done by the store manager of Harrods in evaluating the expiry date of a chocolate. The study is also focusing on the analysis of the Gibbs reflective model and its implementation in the role play done by the store manager of Harrods. The study is also focusing on the receiving of the feedback from the settings where you have been working which indicates that what went well in the role play, what the individual will do differently in the future along with the types of changes the individuals wanted it to implement in the role play for the future sustainability of the individuals.

Explanation and discussion of the concept of reflective practice

The reflection process is highly useful in assessing the strengths as well the weaknesses along with their positive as well the negative attributes in relation to the workplace. The reflective practice helps in providing the opportunity for the building of perception of the own knowledge as well the skills or there has been lack of it to be experienced. It is seen that in order to introduce successful strategy for self-reflection, it is important to understand the fact as well the nature and purpose of the reflective practice. The reflective practice has been very much important for the individuals who need assessing the personal SWOT. The reflective practice has the importance of enhancing the self-awareness which has been the key component of the emotional intelligence. It also helps in developing a better understanding of the others who are involved in any project. The reflective practice can help in developing the creative thinking skills and encourages the active engagement process for the individuals as well. It is widely related with the concept of learning from the experience and the sharing of those experiences with the other so that they can be able to reflect and assess their skills and the knowledge they are having it.

Brief explanation of your role play

My role play in this study would be assessing and evaluating the condition of some of the luxury chocolate to be delivered by Harrods to the customers which has the date of expiry to be over. I play the role of the store manager and supervising the store mainly where I should be looking after the luxury chocolates whose expiry data was over. I would be looking after the details of all the chocolates which are there present in the store of Harrods. I would be tracking of all the luxury chocolates coming inside and getting out from the store of Harrods per day. I would be providing an invoice of all the chocolates by date, its quantity and it's pricing along with the name of the suppliers who have been delivering the luxury chocolates to Harrods.

I would also be looking after the safety and the condition of the luxury chocolates which has done its expiry and it is stored for a long period of time inside the store of the firm. I would also be looking after the working of the employees who are working inside the stores. I would also be maintaining the accounts of the sales of some of the luxury chocolates from the store of Harrods. I would be providing a report to the outlet manager of Harrods about how much volumes and defected products are evaluated and identified in the store like the luxury chocolate with the expiry dates. All these activities are to be done by me in order to ensure the health and safety of the customers who are purchasing the products from Harrods.

Reflection of the personal experience and learning

Reflection on Harrods

Harrods has been the largest British luxury departmental store which has been providing wide range of luxury products in the UK. It is having the potential of improving the performance and the profitability in the UK market as they can compete with the other luxury firms. The organization which is chosen for this study is Harrods. I have found some of the issues on reflective practice within Harrods and it is given below

Positive

Interpersonal Skills

The interpersonal skills for a store manager are very much important for the organization like Harrods as the store manager should be dealing with the complex issues of the customers at times when it is not resolved by the staffs working in the stores of the firm. During the reflective evaluation of Harrods, UK I have found that the staffs who are working in the stores have the transferable interpersonal skills which had helped them to communicate effectively with the customers and enhancing their marketing reach. The interpersonal skills have impacted on their performance as a team during the decision making for the relieving of the short term and the long-term objectives of Harrods.

Leadership

The staffs and the store manager of Harrods UK believes in the model of participative leadership where the decisions are taken ultimately by the store manager but after it is heard from the staffs working in the stores of Harrods. The store manager with the effective leadership to be delivered helps them to get engaged and committed for the betterment of the stores (Farrell 2012). The staffs have been rewarded when they have been able to achieve the sales targets inside the stores of Harrods. The senior management of Harrods has been trying to encourage and motivate the staffs to be able to show up their skills and the knowledge for developing personal and professional relationship with the customers who are coming inside Harrods.

Negative

Change Management

As opined by Gould and Taylor (2017) the change management is one of the most important components for the business organizations. The change management is reflecting upon the decision-making process and the problem-solving approach for the organizational leadership to be found at Harrods stores now. The leaders of Harrods have been highly passionate, committed, motivated but they are not flexible enough to meet with the

organizational changes to be occurred. This will not be able to incorporate them the new technological advances in their production and the marketing strategies which they need it to deliver for the sake of the customers.

Reflective statement

What went well in your role play

In my role play as a store manager I could be able to deal with the issue of the customers when some of the customers have purchased the luxury chocolates delivered by Harrods with the expiry date over. The decision making and the problem-solving process was made flexible and it has favoured me while I am working as a store manager of Harrods. I could be able to communicate very well with my staffs who are working inside the stores. I could be able to make them aware of the negative effects of luxury chocolates with expiry date over and the staffs of how to manage the customers if they look upon it.

What would you do differently in the future?

In the future I would not try to make any chocolates to be there inside the stores of Harrods with the expiry date over. I might be developing an action plan in the future if I must face the similar situations and chalking out the exact planning of dealing with this issue. I might be analysing the market research much elaborately and develop close relationships with the suppliers so that they do not supply any kind of luxury chocolate with expiry date over.

Why you have made the changes?

As a store manager of Harrods, I have made the changes of not keeping the luxury chocolate with expiry data over in the stores in future. I would be tracking of the details of the suppliers and the specific luxury chocolates which are having the expiry date over. I would be managing the customers in the future if there is same case happens. I would be providing effective training and development on the technical aspects of the luxury chocolates.

Conclusion

It is evident that the reflection is the practice which helps in assessing of the own strengths and weaknesses. The Gibbs cycle has been implemented in this study which is useful in assessing the positive and the negative attributes the individuals might be having it. It is concluded that the role play of store manager of Harrods has been understood from this study.

References

Gould, N. and Taylor, I., 2017 *Reflective learning for social work: research, theory and practice*. Routledge.

Johnston, C., 2017 Reflective practice. *Teaching Business & Economics*, 21(1), pp.19-21.

Knott, C. and Scragg, T. eds., 2016 *Reflective practice in social work*. Learning Matters.

Moon, J.A., 2013 *A handbook of reflective and experiential learning: Theory and practice*. Routledge.

Farrell, T.S., 2012 Reflecting on reflective practice:(Re) visiting Dewey and Schön. *Tesol Journal*, 3(1), pp.7-16.

Moon, J.A., 2013 *Reflection in learning and professional development: Theory and practice*. Routledge.

Bradbury, H., Frost, N., Kilminster, S. and Zukas, M. eds., 2012 *Beyond reflective practice: New approaches to professional lifelong learning*. Routledge.

Mann, S. and Walsh, S., 2013 RP or 'RIP': A critical perspective on reflective practice. *Applied Linguistics Review*, 4(2), pp.291-315.

Lillya
Mikaylova

LCBB 4002 Community Engagement
Peer Evaluation Role Play Feedback Form

Victoria
Name of PresenterDate

Store manager
Activity:

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

Introduction was very good.
Excellent presentation
- sold the problem
professional.

Any other comments

Signed:

Date:

ID / Y

Name of Presenter

Date

Activity:

manager - Harrods

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

Any other comments

Perfect presentation.
the role very well.

Signe

d. 

Date: