Session is not running

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Welcome

Food & Beverage Operations (BMIH4002)

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Before we begin

As there are quite a few of us here, please ensure that your microphone is muted during all teaching until you are asked a question or there is a group discussion to prevent background noise.

You should attend every class and have a private space to work so that you can concentrate fully on the lesson.

You should not be at work, shopping, driving or caring for children. If you cannot fulfil this criteria you will be removed and marked as absent.

Your camera must be always on during lectures please. - use the Teams university background to protect your privacy.

YOU must join via a laptop or PC/MAC

You will be removed and logged as absent if you fail to adhere to these

This and all sessions will be recorded so that you can watch it again

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Why is this important?

This is a Full Time University course and as such the University definitions of engagement and decorum apply as they would in a physical classroom.

Your Cameras must remain 'On' for the duration of the session in order to ensure equal engagement and for your lecturers to observe your full attendance of the session which is a condition for student loans/maintenance to be authorised.

You should be using a **desktop or laptop device** with a camera, speakers and a microphone so that you will be able to engage in the session on equal footing with your classmates.

You will be asked to share your screen and "present" your work, access documents, engage in writing activities use websites and create presentations which are either difficult or impossible on a phone.

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Obtain a suitable device

- Therefore, we ask you to purchase a laptop if you don't already own one, **by the end of Week 2**.
- Failure to do so within this time period will result in you being reported to the Level Lead in Week 3.
- The University offers bursaries that can provide a suitable device and/or contribute towards connectivity costs if you need some financial help with this.

- Digital Connectivity Bursary Application Form

- **Undergraduate Bursaries**

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Microsoft Teams Refresher

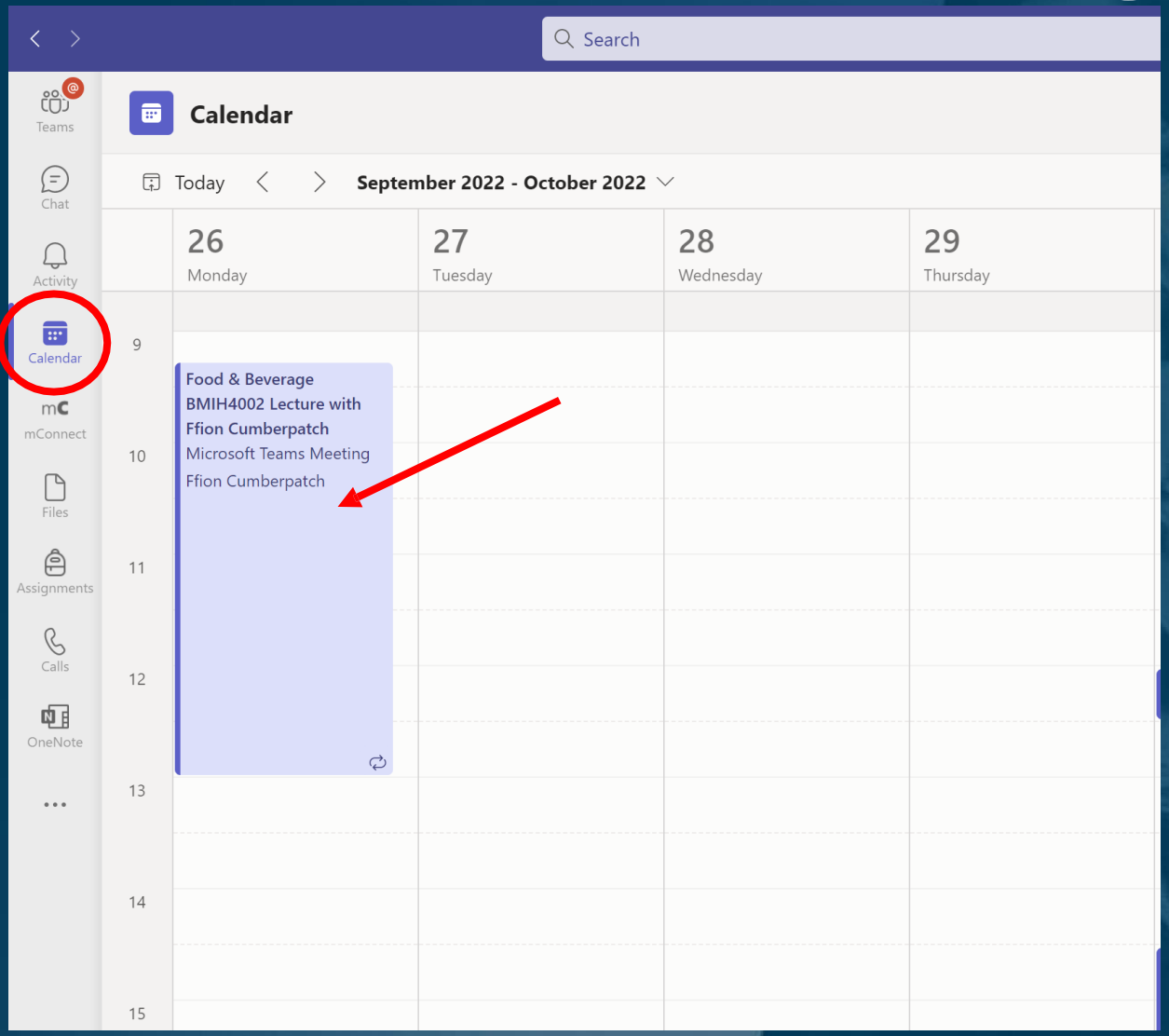
Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

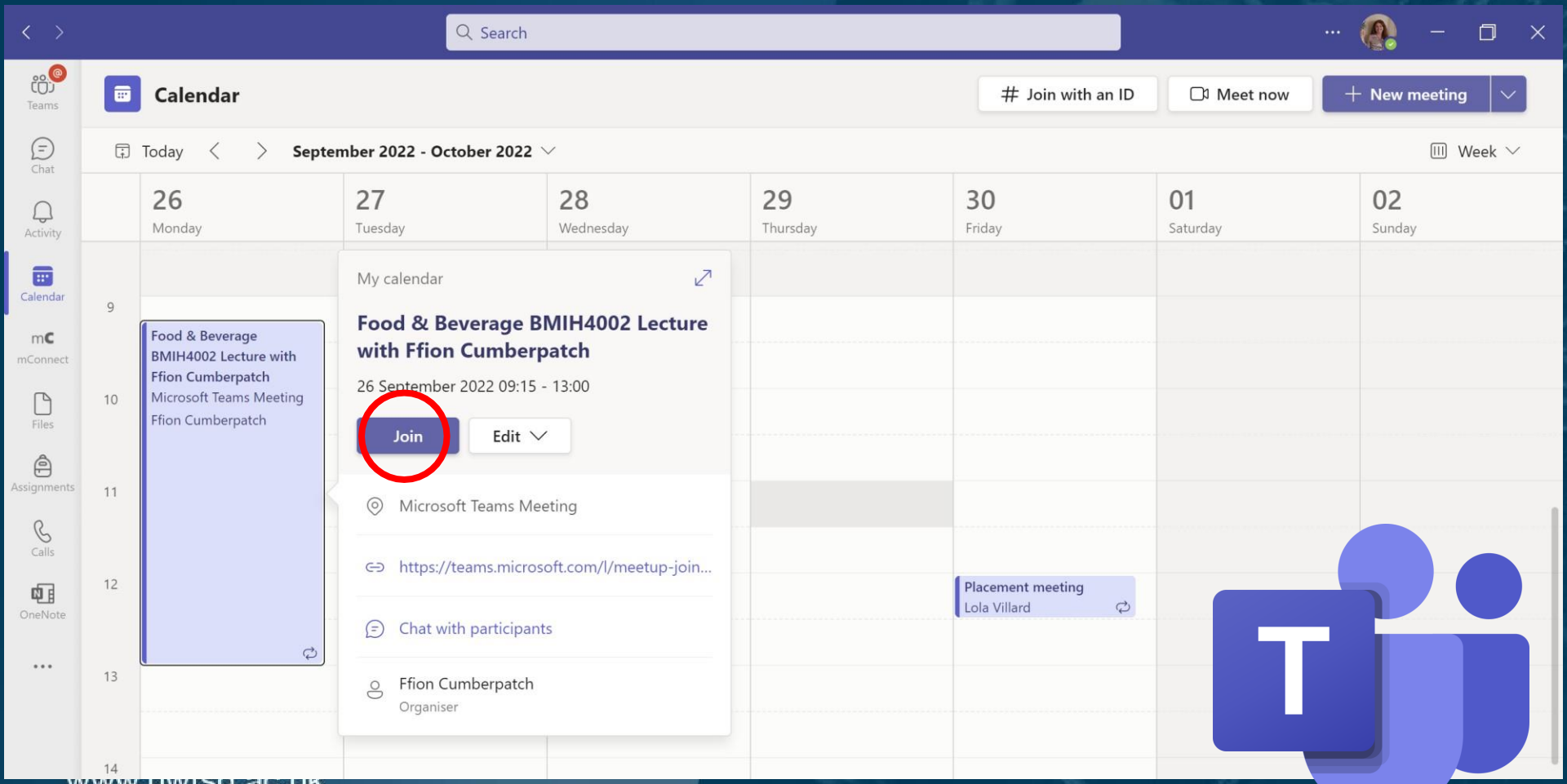
Microsoft Teams Refresher



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

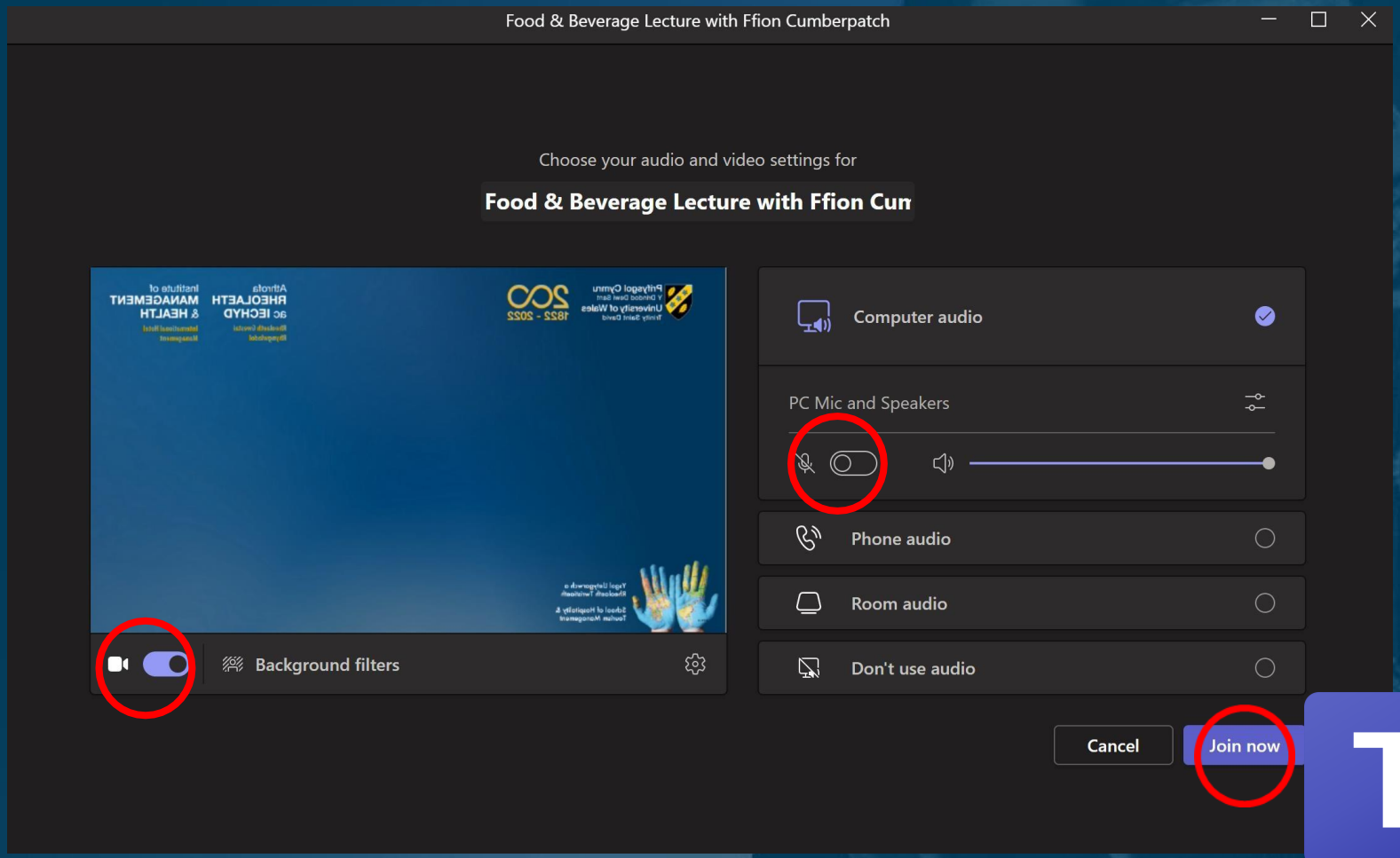
Microsoft Teams Refresher



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Microsoft Teams Refresher

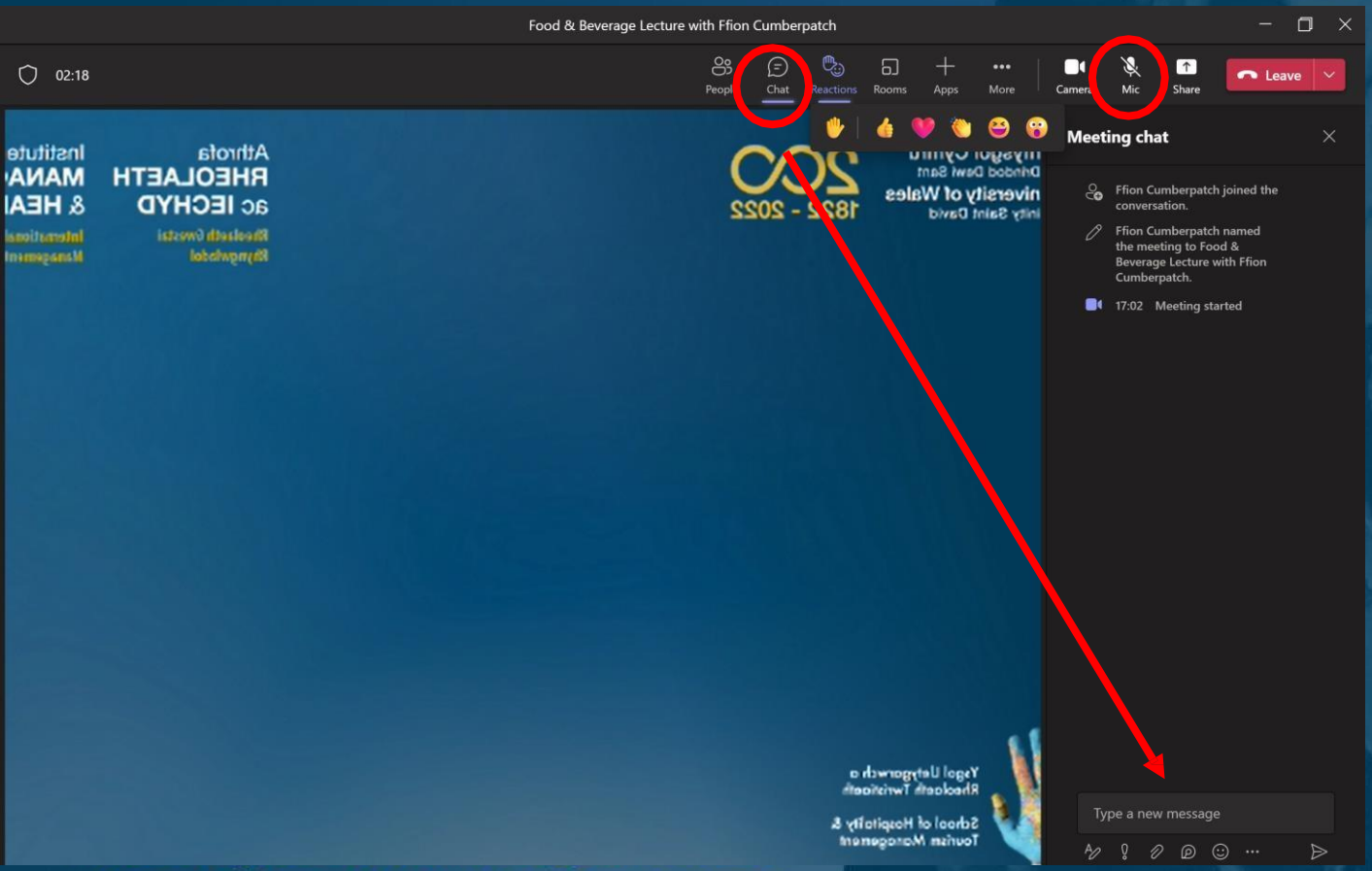


www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Microsoft Teams Refresher

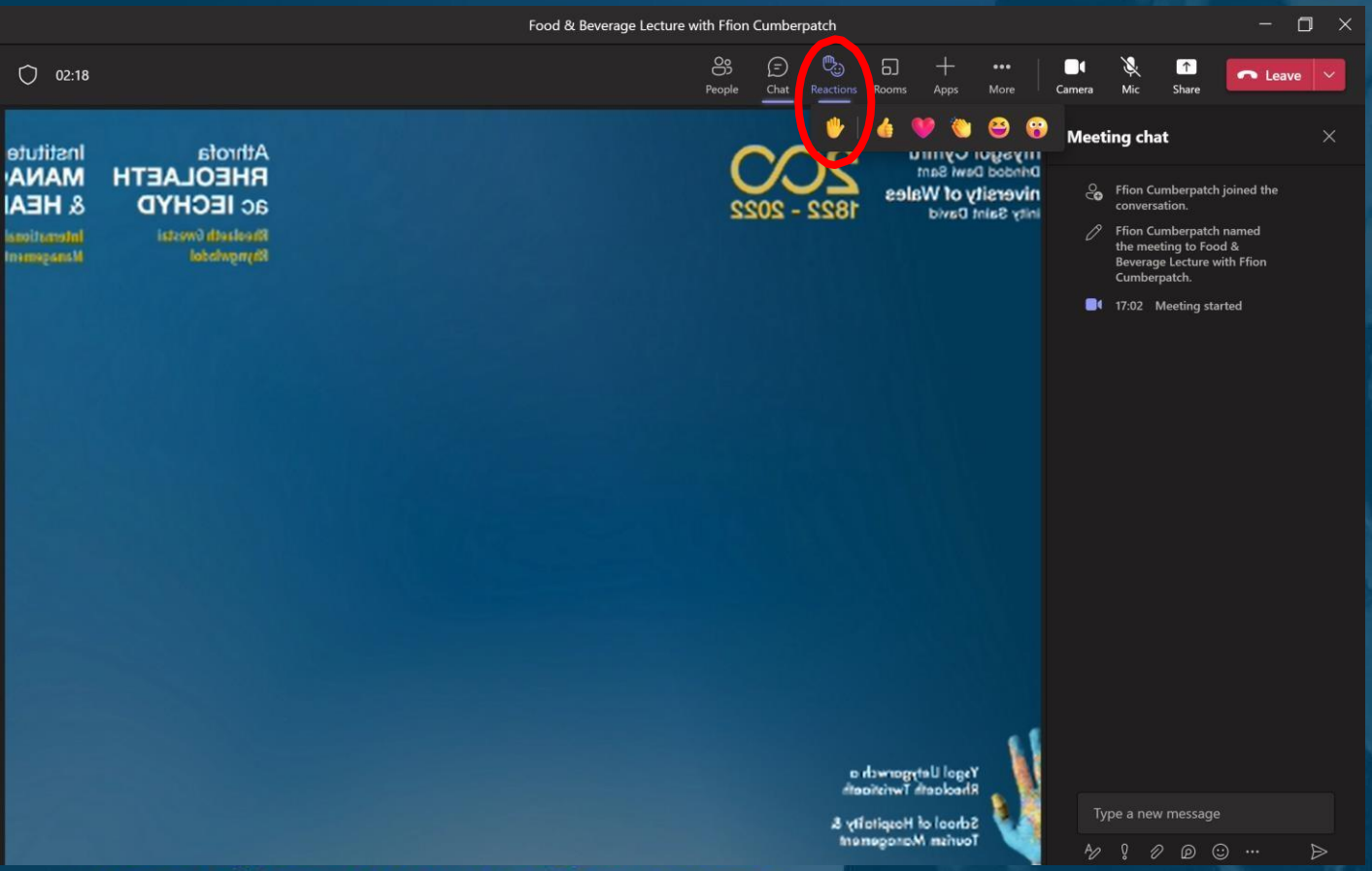


www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Microsoft Teams Refresher

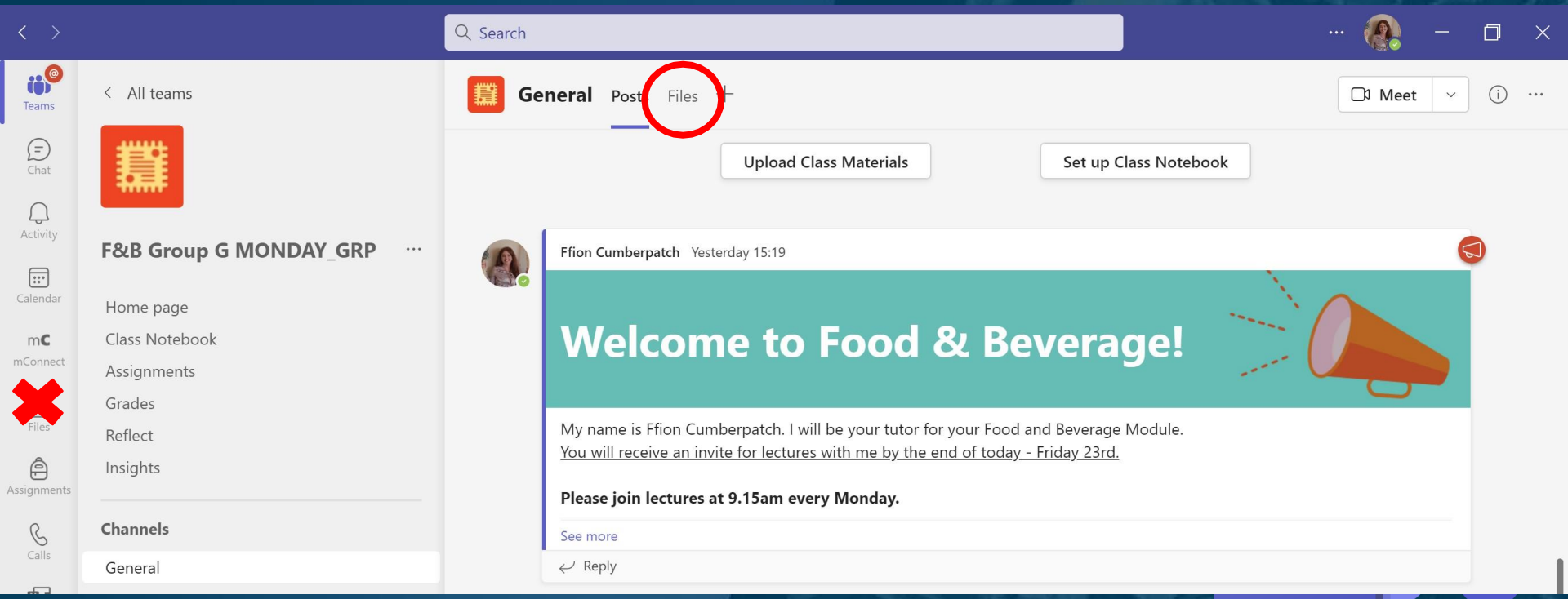


www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Microsoft Teams Refresher



Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Moodle Refresher

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

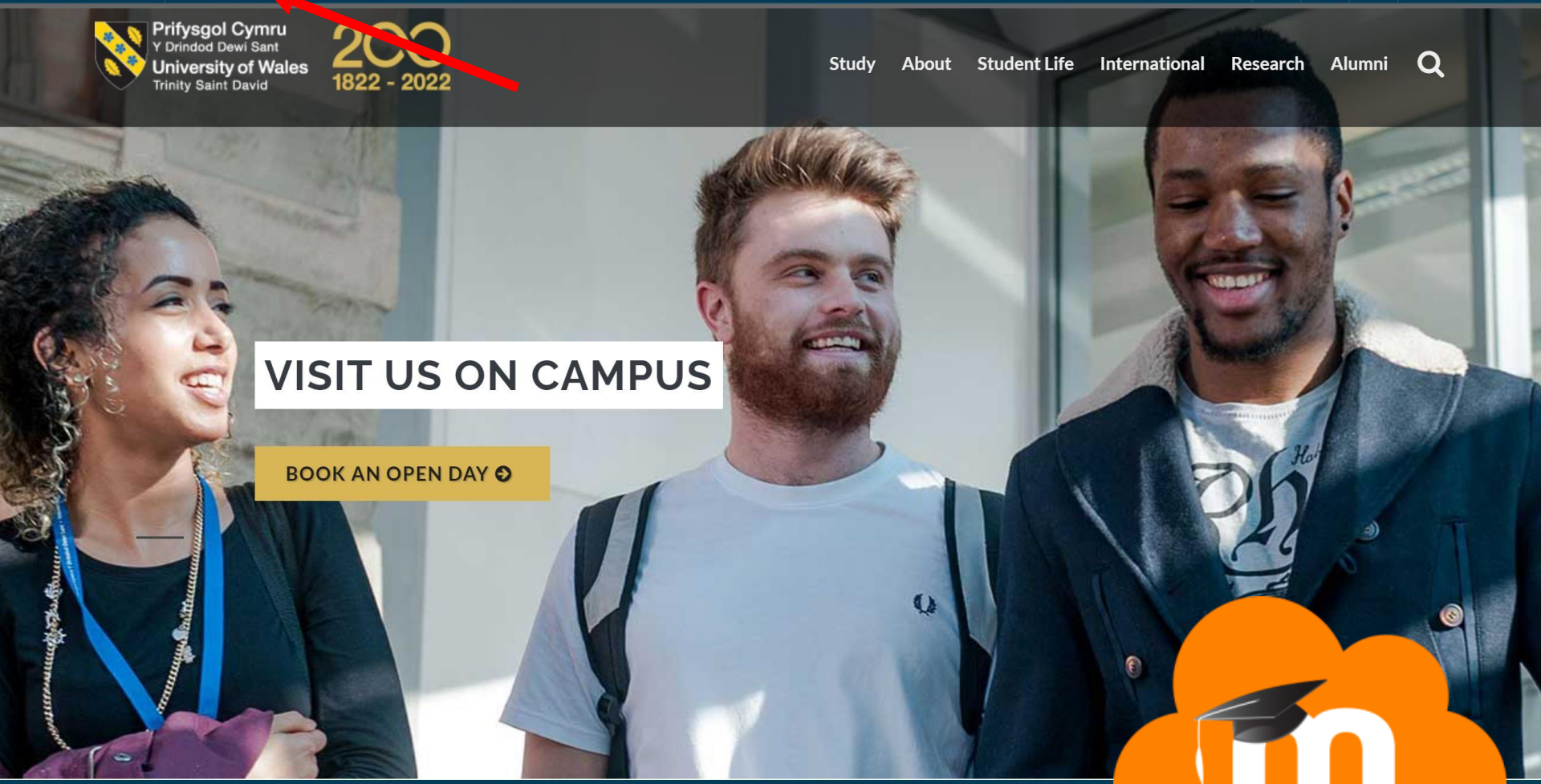
www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Moodle Refresher

News | Quick Links | Cymraeg



www.uwtsd.ac.uk

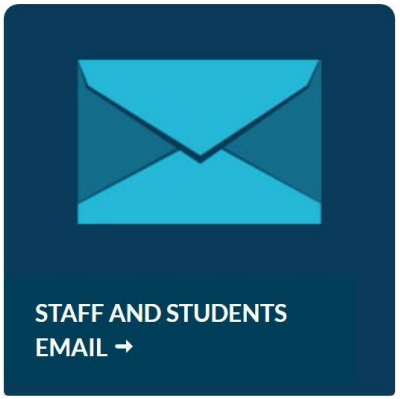
Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

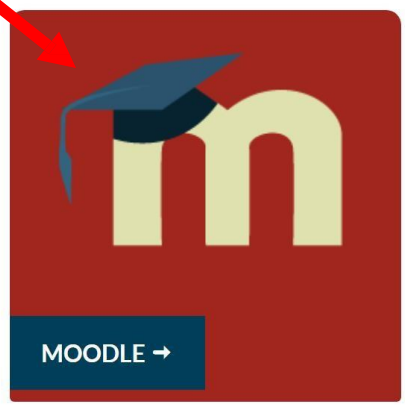
200
1822 - 2022

Moodle Refresher

Quick Links

Access to email, support services, information and resources for UWTSD students and staff made easy.





Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Moodle Refresher

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

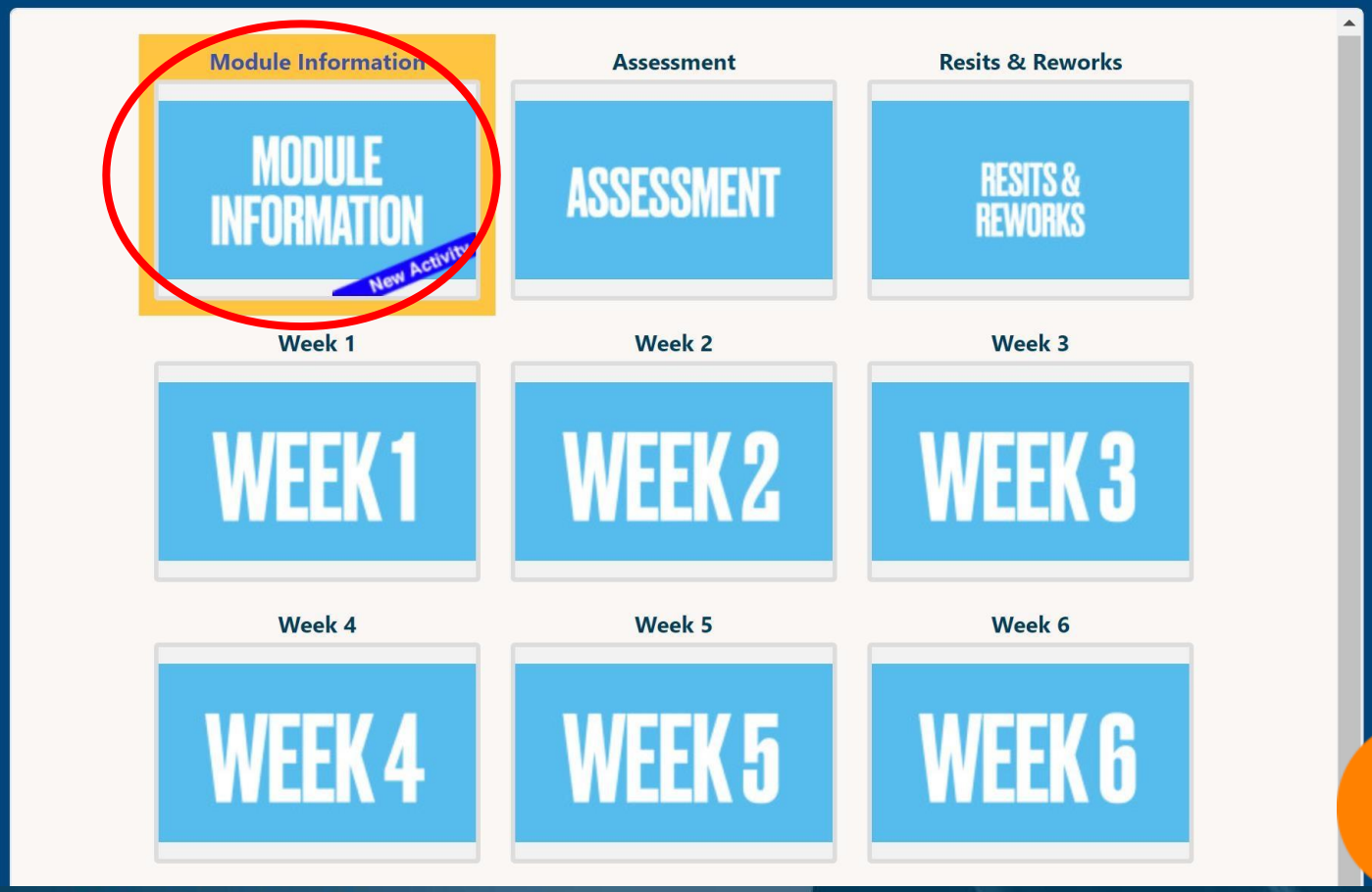
Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Moodle Refresher

Hotel Placement - Food & Beverage Operations (BMIH4002)

Home / My modules / BMIH4002



Holiadur Adborth Modiwl / Module Feedback Questionnaire

Quickmail

- Compose Course Message
- View Drafts
- V... heduled
- ...ssages

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Moodle Refresher

Hotel Placement - Food & Beverage Operations (BMIH4002)

Home / My modules / BMIH4002

Module Information

MODULE INFORMATION
New Activity

Assessment

ASSESSMENT

Resits & Reworks

RESITS & REWORKS

Week 1

WEEK 1

Week 2

WEEK 2

Week 3

WEEK 3

Week 4

WEEK 4

Week 5

WEEK 5

Week 6

WEEK 6

Holiadur Adborth Modiwl / Module Feedback Questionnaire

Quickmail

- Compose Course Message
- View Drafts

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Moodle Refresher

Hotel Placement - Food & Beverage Operations (BMIH4002)

Home / My modules / BMIH4002

Module Information

MODULE INFORMATION
New Activity

Assessment

ASSESSMENT

Resits & Reworks

RESITS & REWORKS

Week 1

WEEK 1

Week 2

WEEK 2

Week 3

WEEK 3

Week 4

WEEK 4

Week 5

WEEK 5

Week 6

WEEK 6

Holiadur Adborth Modiwl / Module Feedback Questionnaire

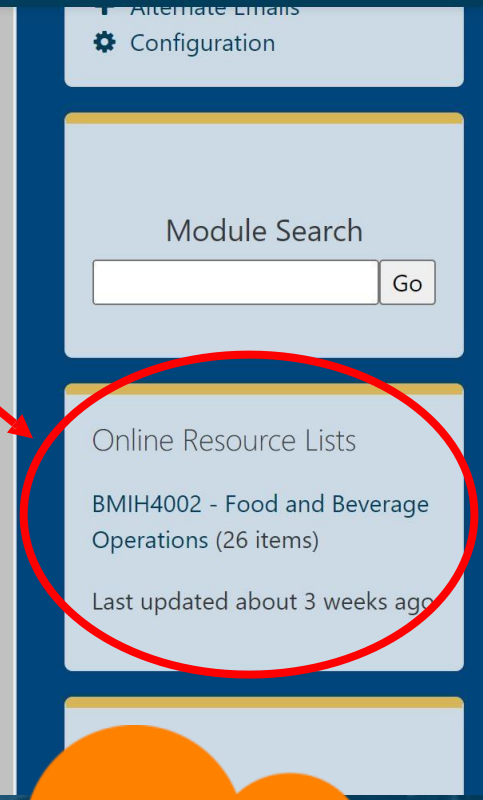
Quickmail

- Compose Course Message
- View Drafts

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Moodle Refresher



Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Utilise the Leganto Reading Lists

BMIH4002 - Food and Beverage Operations

BMIH4002 (2021-50, Semester 2, Semester 3) More info >

Essential reading (7)

Material which is an essential part of the course and students are expected to draw on as a core part of their learning. Must be available from the library and should be available online.

BOOK **Food and beverage service**

Cousins, John., Weekes, Suzanne., 10th edition, London :, Hodder Education Group, 2020., Total Pages 1 online resource (422 p.)

Note: *You can access this resource via the Institute of Hospitality library. Check your Level 4 Teams page for further information.*

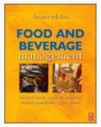
Essential

E-BOOK **Food safety management : a practical guide for the food industry**

Yasmine Motarjemi,Huub Lelieveld, Motarjemi, Yasmine.; Lelieveld, H. L. M., Illustrated edition, Amsterdam :, Academic Press, [2014], Total Pages 1 online resource (xxv, 1166 pages) :

Essential

Check availability >

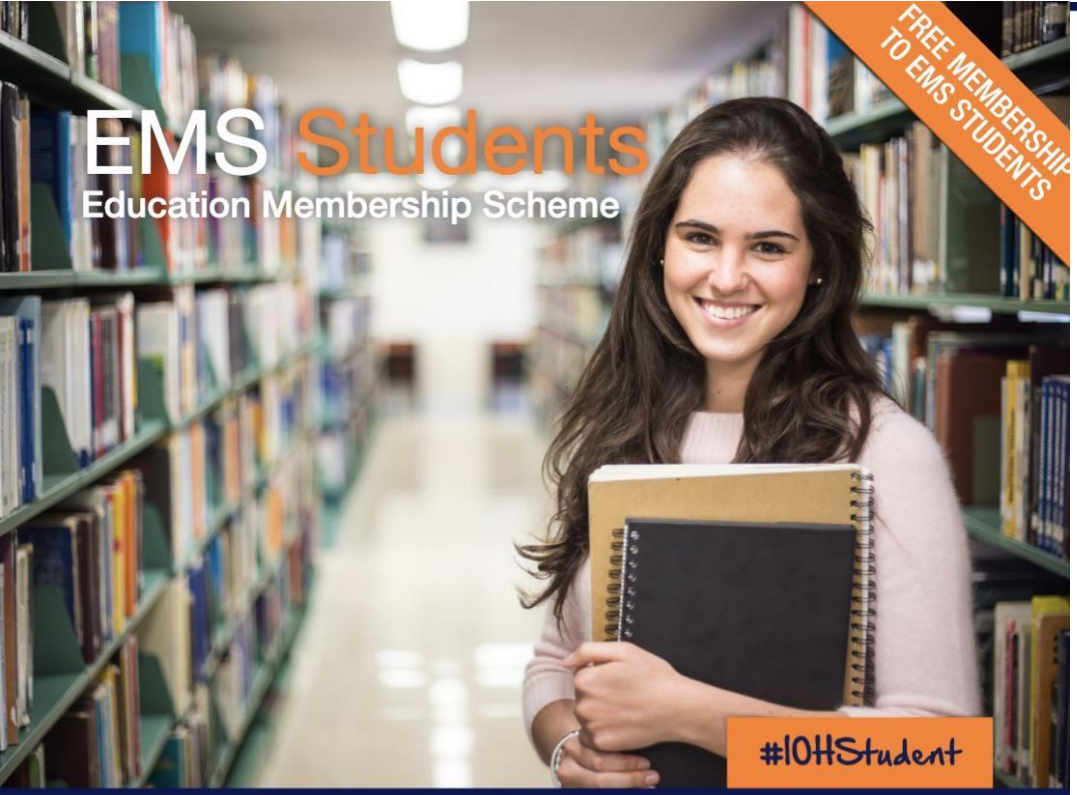


BOOK **Food and beverage management**

Davis, Bernard., Alcott, Peter.; Pantelidis, Ioannis.; Lockwood, Andrew., 4th ed. /, Oxford :, Butterworth-Heinemann, 2008., Total Pages 425 p. :

Essential

Available at Swansea Business Campus Library Main Collection : 647.95068 FOO



Free student membership is available to those studying at University of Wales Trinity Saint David.

The IoH is in partnership with University of Wales Trinity Saint David through our Education Membership Scheme (EMS).

Become a student member and get:

- Affiliate membership status
- Instant crediblity on your CV
- Access to our specialist resources and librarian
- Event invitations and networking opportunities
- Access to our mentoring scheme
- Student discounts on leading retail and leisure brands

To register:
Simply visit www.instituteofhospitality.org/student
Enter username 230098419 and Password commitment

Scan to register

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David
200
1822 - 2022

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

Search IoHConnect on the app store
Download on the App Store
GET IT ON Google Play
@IoH_Online

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Institute of Hospitality

Register now if you have not done so already!

So many useful resources available to you. Take advantage of this incredible offer, whilst you are a Student with us at UWTSD.

Some books on your reading list are available free on their online library.

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Remember there is a variety of support available on the university website:

Wellbeing
Financial
Study Skills

Student Services

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Food & Beverage Operations (BMIH4002)

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Module Learning Outcomes

Upon the successful completion of this module, the student should be able to demonstrate the ability to:

- Undertake efficiently a variety of different positions within food and beverage operations and appreciate the importance of the work based key skills within this area of hotel operation
- Develop food production and food service skill competencies to meet organisational requirements and standards
- Examine issues such as resource allocation, marketing, management styles, culture, health and safety and organisational/industry problems will be addressed.

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

8 Week Teaching Plan

Week	Time	Lecture content – main themes to be covered	Supporting material	Assessment	Assessment submission date
1 W/C 26/09	9AM - 1PM	**Introduction Week** • Introduction to Module • Module Outcomes • 10 Week Teaching Plan • Assignments • What is FOH? • Roles and Responsibilities • Job description, required skills and challenges.	**Presentation** Group introductions and socialisation. Teams & Moodle Refresher Class Activity	**Assignment 1** **Assignment 2** **Assignment 3**	**Friday 28th of October** **18th November 2022** **10AM on the 5th Dec 2022**
2 W/C 03/10	9AM - 1PM	**Food & Beverage Operations** • Food service Industry (Commercial vs Non-Commercial) • Fundamentals of Management • Consumer Needs • F&B Marketing • Recruitment • Training • Quality & Performance	**Presentation** Class Discussion		
3 W/C 10/10	9AM - 1PM	**Restaurant Management** • Licensing Act • Types of Service • Steps of Service • Staff Responsibilities (responsible service of alcohol) • Unique Dining Experiences • Crisis Management	**Presentation** Class Discussion		
4 W/C 17/10	9AM - 1PM	**Menu Engineering** • What is a menu? • When do we need a menu? • Types of restaurant menus • Menu inspiration • DIY Menu • Laws surrounding menus • Allergen Statement • Menu Psychology • Seasonal Menus	**Presentation** Example menus		
5 W/C 24/10		**Reading Week / No Lecture**		**Assignment 1 Student Journal 750 Words**	**Friday 28th of October**
6 W/C 31/10	9AM - 1PM	**Beverages – Wine** • What are Beverages • Coffee • Intro to Wine • Old World vs New World • Sparkling Wines • Wine Labels • Storing and Serving Wine • Wine & Food	**Presentation** Wine Folly Website		
7 W/C 07/11	9AM - 1PM	**Introduction to BOH** • What is Back of House? • Introduction to Kitchen: • The Kitchen Brigade • The Kitchen Layout • Sections of a Kitchen • Personal Hygiene	**Presentation** Kitchen Layout Diagrams		

You can locate this within your Module Handbook on **Moodle**

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Module Assignments & Deadlines

Assignment 1 Student Journal 25%	Assignment 2 Menu Engineering 25%
Deadline: **Friday 20th of October 2023** Drafts accepted until: Wednesday 13th of October	**Deadline:** **Friday 10th of November 2023** Drafts accepted until: Wednesday 03rd of Octorber

Please make a note of these in your **diary** or on your **phone calendar** so you do not forget.

Module Assignments & Deadlines

Assignment -3 (50%)

Multiple choice paper
Thursday 16th November at 2pm

You will be observed via Teams whilst completing the exam and the questions provided to you via Moodle.
The questions will be multiple choice, you will have 1 hour to complete them.

Instructions will be provided from 2PM – 2.15PM. The teams meeting will be locked at 2.15PM, you will not be able to join and complete the exam after that time.

Exam conditions apply: cameras on, you must stay in camera view at all times. No phones permitted. If you are not in the Teams meeting, on camera you will receive 0.

Please make a note of these in your **diary** or on your **phone calendar** so you do not forget.

Assignment Submission

- Assignments must be submitted to Moodle via the **correct** Turnitin portal by the deadlines set.

- If you submit your assignment 7 days late you **will be capped at 40%.** If you submit your assignment more than 7 days late you will receive 0.

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Food & Beverage Operations (BMIH4002)

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Week 1

- Defining Food & Beverage Operations
- Types of Restaurants
- Roles and Responsibilities in Restaurant Operations
- Skills for hospitality
- Assignment 1

Food & Beverage Operations

The food and beverage services sector contributes a great deal to the profits in the hospitality industry. Food and beverage professionals work tirelessly to intensify customers' experience through their service.

Food and Beverage (F&B) Services can be broadly defined as the process of preparing, presenting and serving food and beverages to customers / guests.

Types of Service Operations

- **COMMERCIAL**
- **NON-COMMERCIAL**

Types of Food & Beverage Operations

Full Service

- **Moderate**

Economical foods are prepared to order in a family-friendly, utilitarian setting.

- **Midscale**

These restaurants focuses on casual dining with mainstream dishes and often feature a bar area and serve alcoholic beverages.

- **Upscale**

These restaurants serve superior quality foods with innovative approaches in a relaxed atmosphere and offer higher-end alcoholic beverage menus that include wine, spirits and beer.

- **Fine dining**

These restaurants serve only the finest quality foods, often farm-to-table, are frequently chef-owned, and create unique menu fare that is visually attractive.

Limited Service

- **Fast-food**

These restaurants prepare economical foods, in quantity, by a standardised method that can be dispensed quickly for consumption on the premises or for takeout.

- **Café/snack bar**

These businesses sell coffee drinks and other snack foods and beverages for consumption on the premises or for takeout.

- **Fast-casual**

Food is prepared to order with fresh (or perceived as fresh) ingredients; units serve innovative food suited to more sophisticated tastes, in an upscale interior design.

- **Cafeteria**

Units are primarily engaged in preparing and serving meals for immediate consumption using cafeteria-style or buffet serving equipment such as steam tables, refrigerated areas, display grills and self-service non-alcoholic beverage dispensing equipment.

(Canziani, 2016)

Terminology

www.uwtsd.ac.uk

Man Geni Addysg
Uwch yng Nghymru

Where Higher Education
Began in Wales

FOH: Front of House

The front of the house, also called the FOH, refers to all actions and areas that a customer will be exposed to during their stay at a restaurant, such as the lobby and dining area.

BOH: Back of House

The back of the house, also known as the BOH, encompasses all the behind-the-scenes areas that customers will not see. This acts as the central command centre in a restaurant because it's where the food is prepared, cooked, and plated before making its way to the customer's table.

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David
200
1822 - 2022

Terminology

FOH: Front of House Team

This refers to the team working in the restaurant, serving customers. Employees who work in the front of the house should have excellent hygiene and adopt a professional, welcoming demeanour at all times.

BOH: Back of House Team

Usually referring to those behind the scenes, such as chefs and kitchen porters. All back-of-house staff should wear clean uniforms and aprons while on the job. The back of house also serves as a place for employees and managers to do administrative work.

www.uwtsd.ac.uk

Man Geni Addysg
Uwch yng Nghymru

Where Higher Education
Began in Wales

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Roles in Restaurant Operations

What roles are you currently aware of in Restaurant Operations?

Skills

"A skill is a type of work or activity which requires special training and knowledge." (Collins Dictionary)

A skill is the ability to **perform an action with determined results** often within a given amount of time, energy, or both.

Skills are developed through **life** and **work experiences** and they can also be learned through **study**. There are different types of skills and some may be easier to access for some people than others, based on things like dexterity, physical abilities and intelligence.

What are hard skills?

Skills learned in school or training courses and that bring clearly defined value.

Think of an example

Raise your hand to share your idea

- Uni /college degree
- IT proficiency
- Languages
- Training/industry-specific certifications

(Institute of Hospitality, 2021)

www.uwtsd.ac.uk

Man Geni Addysg
Uwch yng Nghymru

Where Higher Education
Began in Wales

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

What are soft skills?

Talents and abilities you've picked up more organically through past work experiences and interpersonal relationships.

Showing hard skills on a resume is relatively easy, but soft skills are 'show and tell' skills

Think of an example

Raise your hand to share your idea

- Problem-solving
- Ability to work well in groups
- Communication skills
- Strong work ethic
- Time management
- Team leadership

(Institute of Hospitality, 2021)

www.uwtsd.ac.uk

Man Geni Addysg
Uwch yng Nghymru

Where Higher Education
Began in Wales

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Assignment 1: Student Journal

Title: Does the required skill set of a Food & Beverage employee change, based on the type of business and the type of service that is offered?

The main objective of this reflective essay is to compare and contrast a job role in different types of restaurants and to determine whether the required skill set of a Food & Beverage employee changes based on the type of business and the type of service that is offered. You should reflect throughout your assignment, include personal reflections, observations and experiences.

Task:

- Choose two different types of restaurants and choose <u>one</u> job role they both have (or similar).
- Research and evaluate the skills required for a specific job role in the restaurant industry. Compare and contrast the skills required for this job role in your chosen restaurants.
- Provide examples of how the skills required for this specific job role in the restaurant industry might differ based on the type of service that is actually offered. Explain how these differences impact the Food & Beverage employee's skill set and the restaurant operations.

Types of Food & Beverage Operations

Full Service

- **Moderate**

Economical foods are prepared to order in a family-friendly, utilitarian setting.

- **Midscale**

These restaurants focuses on casual dining with mainstream dishes and often feature a bar area and serve alcoholic beverages.

- **Upscale**

These restaurants serve superior quality foods with innovative approaches in a relaxed atmosphere and offer higher-end alcoholic beverage menus that include wine, spirits and beer.

- **Fine dining**

These restaurants serve only the finest quality foods, often farm-to-table, are frequently chef-owned, and create unique menu fare that is visually attractive.

Limited Service

- **Fast-food**

These restaurants prepare economical foods, in quantity, by a standardised method that can be dispensed quickly for consumption on the premises or for takeout.

- **Café/snack bar**

These businesses sell coffee drinks and other snack foods and beverages for consumption on the premises or for takeout.

- **Fast-casual**

Food is prepared to order with fresh (or perceived as fresh) ingredients; units serve innovative food suited to more sophisticated tastes, in an upscale interior design.

- **Cafeteria**

Units are primarily engaged in preparing and serving meals for immediate consumption using cafeteria-style or buffet serving equipment such as steam tables, refrigerated areas, display grills and self-service non-alcoholic beverage dispensing equipment.

(Canziani, 2016)

Assignment 1: Student Journal

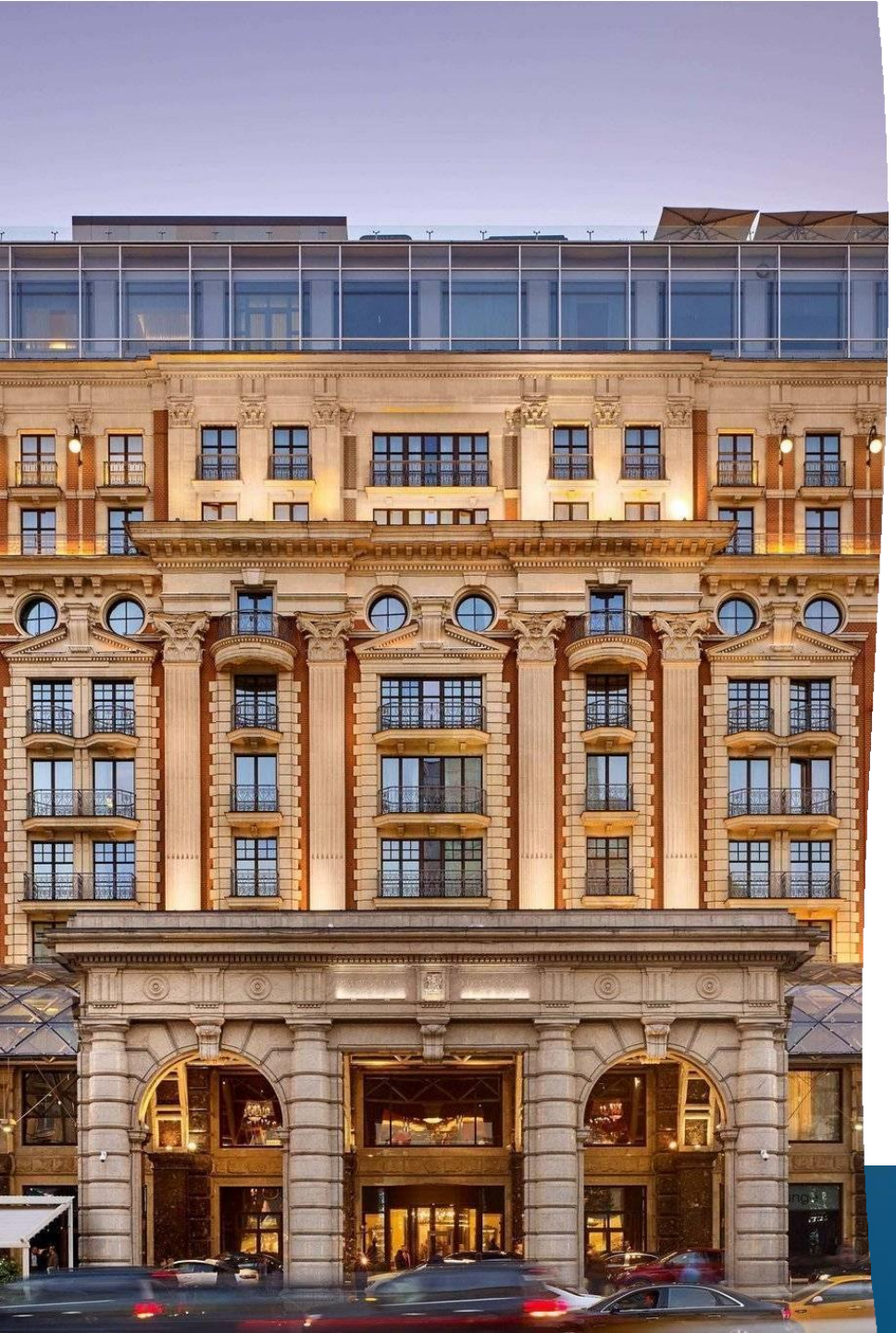
You must reference your work accordingly, by providing both in-text citations and a reference list containing a minimum of 8 references at the end, which must follow IHM's UWTSD Harvard Referencing Guide (this can also be located on Moodle, under the Module Information tile).

Microsoft Word settings

Please use:

- Arial Font 12
- Justify Text
- 1.5 line spacing

Wordcount: 750 words + - 10%. You must display your wordcount on your cover page.



Case Study

THE RITZ-CARLTON®

The Ritz-Carlton Hotel Company is a luxury hotel chain known for its high levels of service and attention to detail. The company places a strong emphasis on food and beverage operations, recognizing that dining experiences are an integral part of the overall guest experience.

To ensure the success of its food and beverage operations, The Ritz-Carlton employs a team of skilled professionals, including executive chefs, sommeliers, and restaurant managers. These individuals bring a wealth of culinary expertise and management skills to their roles, ensuring that the food and beverage offerings at each property meet the company's high standards.

Another example of The Ritz-Carlton's focus on food and beverage skills is the company's "Sommelier Series" program. This initiative brings together sommeliers from different Ritz-Carlton properties to share their expertise in wine pairing and tasting. Through this program, sommeliers are able to expand their knowledge and skills, which in turn enhances the dining experiences for guests.

Click here

Click here

Reference List

Canziani, B.F. *et al*. (2016) 'Classifying restaurants to improve usability of restaurant research', International journal of contemporary hospitality management, 28(7), pp. 1467–1483.

National Restaurant Association. (N.D.). History of Restaurants. Available at: https://www.restaurant.org/articles/news/history-of-restaurants (Accessed on 24th of March 2023)

Brunner, B. (2017, October 16). The History of American Restaurants. Eater. Available at: https://www.eater.com/2017/10/16/16481834/history-of-american-restaurants (Accessed on 24th of March 2023)

National Restaurant Association. (n.d.). Restaurant industry timeline. Retrieved March 24, 2023, from https://www.restaurant.org/research/timeline

Trotter, J. F. (2020, August 20). How COVID-19 Is Impacting The Restaurant Industry And What To Expect In The Future. Forbes. https://www.forbes.com/sites/jimtrotter/2020/08/20/how-covid-19-is-impacting-the-restaurant-industry-and-what- to-expect-in-the-future/?sh=1e642c53795d

Institute of Hospitality (2022) *Hard skills and soft skills – what's the difference?* Available at: https://www.instituteofhospitality.org/professional-development/hard-and-soft-skills-whats-the-difference/ (Accessed on 20th of September 2022)

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Ffion Cumberpatch
f.cumberpatch@uwtsd.ac.uk

Office Hours

Monday to Friday
8.30am – 5pm

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Reflective Writing

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

www.uwtsd.ac.uk

What is Reflection?

When we reflect, we consider deeply something that we might not otherwise have given much thought to. This helps us to learn.

Reflection is concerned with consciously looking at and thinking about our experiences, actions, feelings, and responses, and then interpreting or analysing them in order to **learn** from them. Typically, we do this by asking ourselves questions about what we did, how we did it, and what we learnt from doing it.

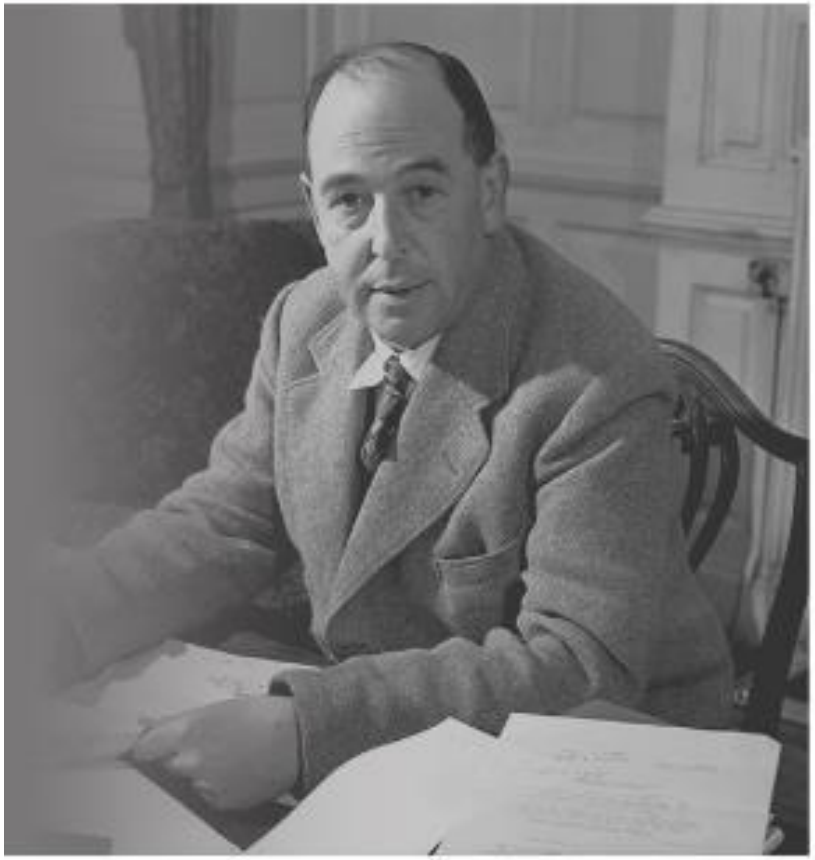
The key to reflecting is spotting the patterns and links in thoughts that emerge as a result of your experiences in life and in learning.

Becoming Reflective

We are all learning everyday through experience, trial and error and reflecting on how we could improve our performance.

The skills associated with stepping back and pausing to look, listen, and reflect is part of the critical thinking process, as reflecting requires you to **‘unpack experiences**. Through this process you will probably identify things you would not otherwise notice.

“Isn’t it funny that day by day, nothing changes, but when we look back, everything is different.” CS Lewis.



Reflective Practice

Reflective practice is the ability to reflect on your actions in order to engage in a process of continuous learning.

It can:

- help you identify your strengths and weaknesses
- help you identify personal and professional goals.
- help you challenge assumptions and become more creative.

(Cottrell, 2019)

Learning Through Reflection

Reflecting on academic or professional practice through questioning makes your personal beliefs, expectations, and biases more evident to you. Understanding yourself helps you to be more successful in your studies. You become aware of the automatic or uncritical assumptions you make as a result of your world view.

- What did I do?
- How did I do it?
- What did I learn?

(Cottrell, 2019)

Reflective Writing

Writing reflectively involves analysing an experience, writing about how it has impacted you and what you plan to do with what you have learned from the experience. It is used in educational and professional contexts.

Writing reflectively can help you gain a deeper understanding of what has happened as writing something down often helps you to think things through.

(McMillan and Weyers, 2021)

Reflective Writing – first person

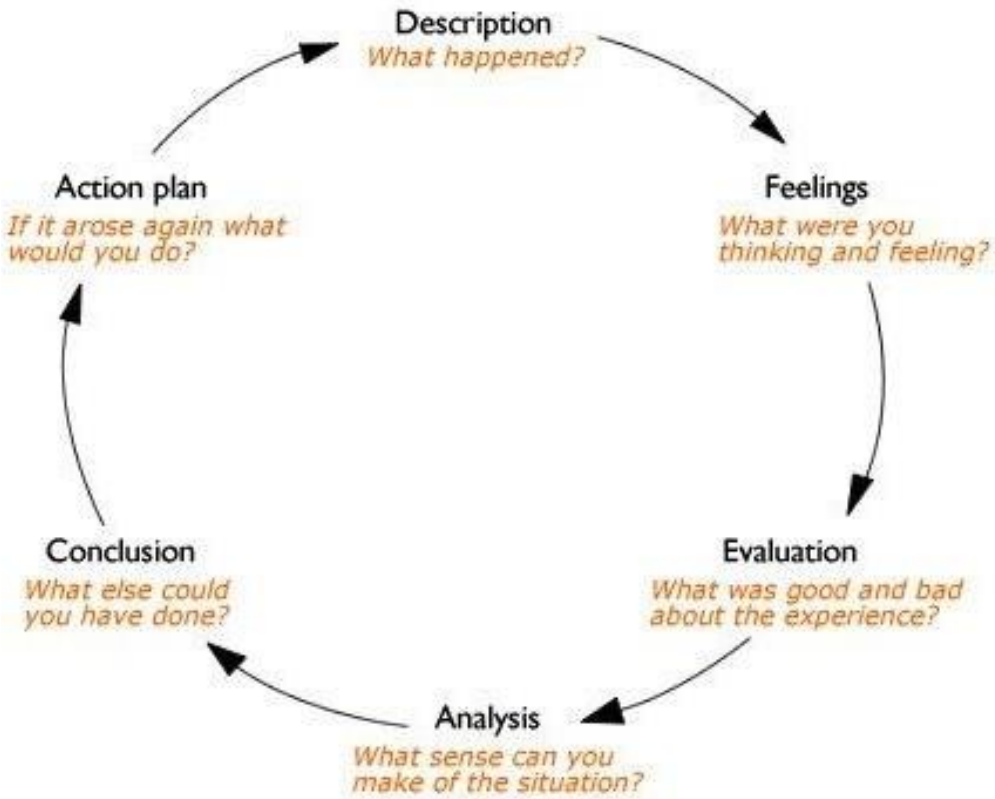
A reflective essay is written in the **first person.** This means using terms such as ‘I’ and ‘we’ as they are more suitable for this type of assignment because you are reflecting on your own views and feelings on a particular subject.

The goal of a reflective essay is not just to establish what was learnt, but to discuss the personal experiences and findings resulting from this.

It can be helpful to use a reflective model or framework to think through the different phases of an experience or activity.

(McMillan and Weyers, 2021)

Gibbs' Reflective Cycle:



Gibb's Reflective Cycle

- Step 1 – **Description:** This should be a brief description of the experience or event to set the scene and give context.
- Step 2 – **Feelings:** Consider what you were thinking and how you felt before the experience. How did you feel during the experience? How did you feel after the experience? This is another short descriptive step, rather than being analytical. Description Feeling Analysis Evaluation Conclusion Action Plan
- Step 3 – **Evaluation:** Evaluation looks objectively at both positive and negative aspects of the experience. Describe key elements that went particularly well. Was there anything that did not go well or did not work? If appropriate, you can include what others did or did not do well.

Gibb's Reflective Cycle

- **Step 4 – Analysis:** Analysis attempts to explain why the experience was positive or negative and should form the largest section of your reflection. Take into account points made in the previous steps and identify any factors which helped you e.g. previous experiences, carrying out research or consulting with others. Consider your role in the experience and how you contributed to the success of this experience? If things did not go to plan, why do you think this was e.g. lack of preparation or external factors beyond your control?

- **Step 5 – Conclusion:** Focus on what you have learned. Are there any skills you developed as a result of the experience? If so, how would you apply them in future experiences or situations? Are there areas of knowledge or particular skills you now need to develop? Is there anything you would do differently in the future? Try to give specific examples.

- **Step 6 – Action Plan:** What specific actions can you now take to build on your knowledge or skills? You could include any training that would benefit you (formal or otherwise), as well as identifying sources of information or support (people or resources).

References

Cottrell, S. (2019) The Study Skills Handbook. Fifth edition. London: Macmillan International Higher Education/Red Globe Press.

Jasper, M. (2013). *Beginning Reflective Practice*. Andover: Cengage Learning.

McMillan, K, & Weyers, J (2021) *The Study Skills Book.* Harlow*:* Pearson Education Limited.

Microsoft Office (N.D) Download Microsoft Teams. Available at: https://www.microsoft.com/en-ww/microsoft-teams/download-app (Accessed on 20th September 2022)

University of Wales Trinity Saint David (N.D) *Quick Links.* Available at: https://www.uwtsd.ac.uk/quick-links/ (Accessed on 20th September 2022)