

What job I want

I would like to be a Bilingual Flight attendant at an airport. I have been longing to apply for this job for a while as I enjoy above the ground jobs. They are not normal jobs so that is why I like it. I enjoy the thought of getting paid and traveling to places like my home country, Romania. I will get to meet new people on every flight I go on and get to see people smile every time we land safely. This job may also open up and enable me to climb the career ladder. For example I could start from a regular, small cabin crew member to an instructor to a large and popular crew member.

This job also comes with the advantage of choosing your own time and days to fly, these flexible hours are very helpful to any person. This aviation job requires you to learn first aid, this could come in handy when in danger by yourself. Being a flight attendant in general is a simple job unlike many others. Many jobs require a lot of labour, this job on the other hand, requires only a few skills and activity. Despite the fact that I have to be on my feet a lot of the time, all I really need to do is speak into a speaker in English and another language, serve passengers food and make them feel welcome. Hotels are supplied to flight attendants to leisure in and spend their free time, so no more stress will be on me to find one by myself.

Next, the uniforms are quite neat. Airlines expect most of their flight attendants. Looking their best is a necessity at all times and acting correctly towards passengers and crew is also crucial. In addition, I would like to apply for this job as I would like to socialise with different people for a change. Making new friends always intrigues me.

The website used for inspiration on this question is:

<https://www.baatraining.com/top-10-reasons-to-become-a-flight-attendant/>



UNIVERSITY OF WALES
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Academic and Employability Skills (ACE) – term 1
BMSW4001

In-class exercise 1: Paraphrasing

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with you Task 1 (part of the Assignment for this module).

Student Name: Monika Paoal

Student ID: 18146 21

Ex.1

Write a paraphrase of the following passage

Mike Erwin never envisioned himself as a social entrepreneur or activist. While he was no stranger to leadership positions, his primary experience had been in large, structured organisations. He thrived in the highly regimented program offered by the school. Later, Erwin excelled in his assignments in the Army, winning multiple awards and medals. However, the founding and growth of Team RWB had none of the characteristics of his previous endeavours. Erwin's enthusiasm and the organisation's mission caught on rapidly and Team RWB attracted media attention disproportionate to its size. Very quickly, the organisation grew beyond anything that Erwin had anticipated. Without any intention to do so, Erwin accidentally became an entrepreneur.

MIKE ERWIN he won lots of awards and medals,
and ~~being~~ doing great on his assignments in the Army.

ERWIN he didn't see himself as a social entrepreneur
or a activist but he soon found himself becoming an
~~an~~ entrepreneur.

~~the fact is~~ The fact is he started an organisation called TEAM RWB
and Erwin's enthusiasm helped his organisation progress.

His ~~team~~ TEAM RWB attracted media attention and
grew rapidly and he accidentally became an entrepreneur.

*fair effort but misses out some
important information.*

Lecturer's signature: _____

Date: _____

Ex.2. Decide whether the paraphrased passages are acceptable or unacceptable by circling the correct answer and briefly explain why.

Original Source: A key factor in explaining the sad state of American education can be found in overbureaucratization, which is seen in the compulsion to consolidate our public schools into massive factories and to increase to mammoth size our universities even in underpopulated states. The problem with bureaucracies is that they have to work hard and long to keep from substituting self-serving survival and growth for their original primary objective. Few succeed. Bureaucracies have no soul, no memory, and no conscience. If there is a single stumbling block on the road to the future, it is the bureaucracy as we know it.

Edward T. Hall, *Beyond Culture*, Anchor Publishing, 1977, p. 219

Paraphrase 1 - acceptable / unacceptable

Reason: Does not mention all the key points and does not use complex text. **No**

American education is overly bureaucratic. This is manifest in the increasing size of educational institutions, even in small states. Bureaucracies are bad because they tend to work to promote their own survival and growth rather than that of the institution, as was their initial objective. Most bureaucracies fail because they have a conscience or a soul. I believe that bureaucracies are the biggest stumbling block on the road to the educational future.

Paraphrase 2 - acceptable / unacceptable

Reason: Mention many points from the original paragraph. **No**

Bureaucratization has proved to be a major stumbling block on the road to our educational future. American institutions have become factories that are more conducive to the growth of bureaucratic procedures than to the growth of the students who attend them. Bureaucracies have to work long and hard to keep from promoting their own survival rather than the educational goals that were their primary objective.

Paraphrase 3 - acceptable / unacceptable

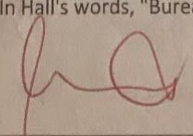
Reason: HAS a source from the original paragraph and use complex text **No**

Bureaucratization has proved to be a major stumbling block on the road to our educational future. American institutions have become factories that are more conducive to the growth of bureaucratic procedures than to the growth of the students who attend them. This means that, as Edward T. Hall says in his book, *Beyond Culture*, today's educational institutions "have no soul, no memory, and no conscience".

Paraphrase 4 - acceptable / unacceptable

Reason: because it is too long and more detailed than original which is not the point of paraphrasing then why is it acceptable? **No**

In his book, *Beyond Culture*, Edward T. Hall discusses the problems posed by the increasing bureaucratization of American educational institutions. Hall maintains that overbureaucratization is one of the key factors governing the state of education in America today. He points to the tendency of bureaucracies to promote their own growth and survival first and foremost, and observes that few overcome that tendency. He believes that this is responsible for the fact that many public schools bear a closer resemblance to factories than to educational institutions. In Hall's words, "Bureaucracies have no soul, no memory, and no conscience."

Lecturer's signature: 

Date: 21/7/19

What skills do I need

Skills needed to be employed are: knowing a different language, having at least 2 years of experience working with customers (for instance restaurants, supermarkets), strong communication skills (especially verbal), good interpersonal skills, active listening, great time management, ability to work in a team with new people, assertiveness and conflict resolution skills.

Employees need to obviously have some form of experience, in this case 1 or 2 years of customer experience. This is one of the most important skills as a flight attendants whole job revolves around pleasing customers and making them feel comfortable. "it's the airline employees that set the experience apart".-<https://www.careeraddict.com/cabin-crew-skills> Strong communication skills are needed as effective communicators are very useful in this career. Cabin crew members must have this skill as they must advise passengers on how to evacuate in cases of emergencies. Flight attendants must keep their passengers and team members calm and must relay information to them effectively.

Class GROUP 2

Name: Monica Pascal

Paraphrasing Exercises
adapted from <http://web.jjay.cuny.edu/~est/paraphrasing1.htm>

Which sentences are closest in meaning to the five sentences below?

- 25% of adolescents who have one baby have a second baby within two years of the first baby's birth.
 - 25% of babies are born to mothers who are adolescents.
 - One out of four adolescent mothers has another baby before the first baby reaches his second birthday. *teacher said*
 - A quarter of adolescent mothers gives birth when their first born is two. *- Monica guess*
 - 25% of adolescent mothers become pregnant again when their first babies are two years old.
- It has been reported that the richest one percent of Americans own 40% of the country's wealth.
 - The richest 1% are 40 times as wealthy as the rest of Americans. *- guess*
 - If the gap between rich and poor continues to grow at the current rate, the richest one percent will soon own 40% of the country's wealth.
 - 40% of the country's wealth is in the hands of only 1% of Americans. *- correct*
 - 99% of Americans own 40% as much as the richest 1%.
- The judge was relieved when the jury was finally ready to announce its verdict.
 - When the jury announced its verdict, the judge was relieved. *- guess*
 - The judge asked the jury to arrive at a verdict.
 - The judge welcomed the prospect of an imminent verdict.
 - The jury welcomed the judge's relief.
- Research data suggest that girls who witnessed maternal abuse may tolerate abuse as adults more than girls who did not.
 - Women who witnessed the abuse of their mother as teens are more likely to become abusive adults. *- guess*
 - Women who observed the abuse of their mothers when they were young are more likely to endure abuse themselves.
 - Women who were abused as children are more likely to abuse their own children.
 - Girls who testify about maternal abuse tolerate abuse as adults more readily.
- Martha thinks that the issue of adolescent problems is important to write about.
 - Martha thinks that adolescents like to write about their problems.
 - Martha feels that writing about adolescent problems is worthwhile.
 - Martha believes that the dream of most adolescents is to write something important.
 - Martha thinks that adolescents can write about their problems. *- guess*

Write your own paraphrase for the following sentences:

- A local newspaper claims that 75% of all homeless people do not like homeless shelters and prefer to live as they do now.
homeless they don't like to live in shelters and prefer to live as they do now
- Ronny told his aunt that a bear had attacked him, which she found difficult to believe.
It was difficult to believe that a bear could attack Ron as his aunt says that
- Anyone who has ever driven through the Mojave Desert knows that one should always carry a supply of extra water.
is driven through Mojave Desert they should know to carry a supply of extra water
- Of the 138 million acres of land that Native Americans owned in 1887, 90 million acres were taken away by whites by 1932.
- A woman who was nominated by the president to head the department was quickly approved by the board of trustees.
board of trustees was approved quickly the nomination of president to a woman in head the department

In addition, flight attendants must be happy and friendly at all times. Doing so, they make a good team member and they impress their customers. Passengers do not know of crew members' many hours spent on planes, so creating a friendly and positive atmosphere, even if it is a facade, is very important. Teamwork is also another need as a flight attendant will not always have that guarantee of working with the same people. In fact, the majority of the time, members will not see each other more than twice or three times.

Next, interpersonal skills and active listening are crucial as there are sometimes hundreds of passengers on board at once, so flight attendants need to be able to interact with passengers well and lead a team well too. Of course there are many more skills needed but these are the most important ones so far.

What skills do I already have?

I have more than 2 years work experience with customers. (Work In Topshop to be exact). So this will help with working with customers well and interacting properly. I have strong communication skills as I have worked in many different jobs that require communication skills and being clear about things. Most of the time I am positive and cheery and I work well with my teammates. This is good as I am able to work with new people each time and am able to work well each time.

Also, I have a pretty good level of interpersonal skills. I am able to solve problems that pop up so this could be helpful for resolving problems between crew members and passengers. I can also address any passenger's concerns and answer their inquiries as I have been doing so for a while now.

Lastly, I am bilingual which is one of the most important skills needed to be a bilingual stewardess.

How have I demonstrated them?

As said before, I have worked for over 2 years in retail so I have experience with customers and how to treat them. I know that I have strong communication skills as I am able to use non-verbal communication, such as showing eye contact, changing my tone of voice and posture when necessary. Also verbal communication like, being clear, confident and respectful when talking to others. I have active listening skills unlocked already as I am fully able to deeply listen, analyse, understand and respond to messages sent through talking.

In addition, I am aware that I can work well with new people as a team because at my old retail shop, I did so everyday and there were no problems as I was friendly and welcoming to everyone. I can assure that I have a good level of interpersonal skills as I can make quick decisions to benefit me and others, I can negotiate well enough and I can also be assertive. Also, I have demonstrated being bilingual by physically speaking in a second language, which I can use for this job.

Skills I need to improve on

I am not perfect so I do not have everything on the list mastered to be a bilingual flight attendant but I try my best to have most of them down. Some things I am not my best at are: looking my best at all times and having a good time management. Sometimes, my stamina is not at its fullest so, I need to work on that too. Also, I need to work on controlling my levels of stress as I cannot deal with too much and this job comes with a lot of stress.

How I can develop these skills

I can develop looking more organised by keeping myself a fitness routine that I can follow and eat healthy everyday. I can achieve a better time management by not procrastinating anymore. Instead, I will write myself a "to do list" and make clear to myself the goals I want to achieve. I can prioritise my most important tasks and be more patient with myself and others as this job requires a lot of patience. I can control my stress and stamina by encouraging myself to start a new day.

<u>Personal Development Plan</u>			
	Short-Term Time Frame What do I want to accomplish in the next three to six months?	Mid-Term Time Frame What do I want to accomplish in the next six months to two years?	Long-Term Time Frame What do I want to accomplish in the next two to three years?
Section 1 - My Goals What are my overall goals that I want to accomplish in this time period? <i>Example: become a Student Affairs Officer; learn computer graphics</i>	Develop skills to be an $\textcircled{2}$ $\leftarrow$ interpreter (translation) translation studies	I want to $\textcircled{1}$ continue and improve my Education and skills for the work place	translator
Section 2 - Skills and Knowledge to be Learned What specifically do I need to learn? What project do I need to work on? <i>Example: Student advising; Banner; Dreamweaver; develop a procedures manual</i>	~~English, grammar~~ English, grammar ~~socialising~~ socialising in a work team Use more desktop publishing,	develop business skills apply for and pass certification program	learn to market yourself
Section 3 - Next Steps How am I going to acquire the skills and knowledge? How am I going to do this project? <i>Example: take Dreamweaver class; do an informational interview; set up a project outline</i>	take computer science class participation in all group projects	take business class	Acquire job experience

	Short-Term Time Frame What do I want to accomplish in the next three to six months?	Mid-Term Time Frame What do I want to accomplish in the next six months to two years?	Long-Term Time Frame What do I want to accomplish in the next two to three years?
Section 4 - Resources What resources do I need? <i>Example: free time; funding</i>	computing research books money, time		<u>clients</u>
Section 5 - Time Schedule What is my time schedule?	1 year course		
When will I start?	17/06/2019		
When do I expect to finish?	20/06/2020		
Section 6 - Completion When have I completed each step?	☐ _____ Date ☐ _____ Date ☐ _____ Date	☐ _____ Date ☐ _____ Date ☐ _____ Date	☐ _____ Date ☐ _____ Date ☐ _____ Date

Adapted from: <http://www.hr.ucdavis.edu/sdos/forms/IDP%20Final%2010.14.11.pdf>

Conclusion- how will I get the job?

In conclusion, I believe that I will be a good employee for this job as I have ticked many boxes from the required list. There are many steps to becoming a flight attendant first of which is, searching which airline suits you. In my case, 'WizzAir' is the airline I wish to proceed with as it flies to Romania and the language belonging to that country (Romanian) is my second language and the one that I chose to work with.

The most important skills that are required of me are speaking a second language, having good communication skills and being there to help customers with their needs and wants. Each airline focuses on different skills. For instance, Emirates airline may want a flight attendant who can dedicate their time 100% to them.

Speaking a second language is good as a flight attendant as someone may need something and can only speak one language. It is also a big want from airlines, so having this skill makes it easier for me to get hired. Next, having good communication and interpersonal skills are important as passengers need you to be clear to them when telling them what to do and if in cases of danger, flight attendants need to be firm and calm, using both verbal and non-verbal communications.

To continue, being helpful and kind to passengers is also crucial as the whole airline itself is based on the customers' reviews and safety. So, flight attendants, and pilots too, have to make the passengers' flight enjoyable.

The last step of getting hired is writing up a summary of what you can do. Therefore, I can write a resume using all of my skills and send it to the airline. I will mention the fact that I am a very positive and helpful person. I will also mention that I am assertive, an active listener and that I have good communication and interpersonal skills. And hopefully the employers likes what they hear.

References

Robbins, S. P. and Hunsaker, P. L. (2003) *Training In Interpersonal Skills*. Upper Saddle River, NJ: Pearson Education

Whetten, D. A. and Cameron, K. (1996) *Developing Management Skills for Europe*. Harlow: FT/Prentice Hall.

Whetten, D. A. and Cameron, K. S. (2011) *Developing Management Skills*. (8th edition). Upper Saddle River, NJ: Prentice Hall.

Britton, B. K. and Tesser, A. (1991) 'Effects of time management practices of college grades', *Journal of Educational Psychology*, 83, 405-10.

The Guardian -Appendix

Brain drain of graduates to London leaves cities facing skills shortage

Ministers are under renewed pressure to tackle the stubbornly unbalanced map of Britain's economy , with warnings that some big cities are left with serious skills shortage. Senior Conservatives, including Andy Street, mayor of the West Midlands, have raised concerns about boosting skills outside London, as have major British companies.

Birmingham has Britain's highest proportion of people with no qualifications:16% of working-age residents have no formal qualifications.

Companies have a fantastic reputation , as well as a pipeline of skills in partnership with Teesside University and local colleges.

Margot James , minister for digital and the creative industries,said :We want the U.K. to be the best place to start and grow a digital business.

"Looking ahead to the future, our investment in nine centre for doctoral training in data science and National Innovation Centre for Data will help nurture upcoming talent " .

Reference: The Observer
Micheal Savage 2018

How lifelong learning will land you a career you love

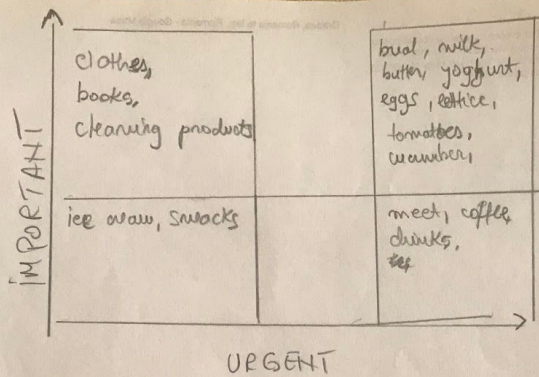
When it comes to what makes someone employable,there are some universal pieces of advice you just can't afford to ignore -get an education,work hard, be nice to your colleagues.

It's not just about looking at all the current skills needed now, but also looking at all of the skills that will be needed in the future,says Richard Gahang, founder of Adam Recruitment.

"The lifespan of a career is changing and people are beginning to learn that employability is now about knowing how to manage a diverse number of jobs".

People plan their careers and figure out what professions or industries best suit them."To become employable, we must embark on a lifelong learning experience and embrace the ongoing development of skills."They are now apps to measure a candidate's problem solving skills and virtual reality games to test how candidates think ahead and prepare for the next level .

Reference:Sabrina Faramarzi 2019 ,institute of student employers ISE



ARTICLES :

THE CONVERSATION. com.

TIPS about what employers want from students:

A university course will help you develop some of the skills that employers are looking for, but you need more than a degree certificate to get a graduate-level job.

Companies want to see other achievements as well as qualifications and make sure you have the right employable skills:

- get involved in university life (earn new skills involved in organisation)
- Ask careers for professional advice (make sure you get advice on your CV)
- Keep record (have a record about your degree and be able to tell employers the skills you have developed and how to use them)
- Work hard and get a good set of grades.
- Volunteering, work experience, be flexible and mobile, be confident.