

Rationale

The purpose of the business research is for the student to carry out a work experience in an organization. This is to prepare the scholar for the working world by developing the necessary skills and abilities and competencies. In order to do so the student will adhere to the necessary objectives. This will also enhance the student learning and increase my effectiveness and efficiency when doing the actual performance. On the other hand, I am required to transform what I have learned from my program to lead to a successful experience.

Objectives

The objectives were to:

- Understand ways to arrange appropriate industry experience
- Be able to agree aims and objectives of work based project with others
- Be able to monitor and evaluate progress of work based project
- Be able to present report on work based project

Background

Moesha's Consultancy Firm

Moesha's Consultancy Firm is a Limited Liability Company which has been around for forty years. It is Located at 44 Half Way tree Road, St Andrew. This firm has helped over 17 businesses within the past two decades; we offer professional advice and solutions to business operations for small or medium sized companies. This company is unique hence; the first consulting firm in Jamaica which consists of 10 employees. Our vision is to provide the most professional and accredited services to our clients. Our mission is to cater for all small/medium companies seeking professional help and address their business issues. Our goals and objectives are to become the most recognized consulting firm, satisfy all our clients, increase our income yearly by 10% and work efficiently when serving the clients.

Food Grill Restaurant

Food Grill Restaurant is a partnership company and also a fine dine restaurant which has been founded by Enid Graham and Rebekah Grant on May 1, 2005. This firm is located at 10 Kenhill Drive, Pembrookhall, Kingston 20. The company offers Jamaican recipe for breakfast, lunch and dinner; on the menu there is fried and grilled chicken, curried mutton for lunch and dinner and egg sandwiches for breakfast and much more. The company offers various services such as: delivery services, catering services and for persons who would like to sit and eat. Food Grill Restaurant is competitive and unique because it is one of the most affordable restaurants in the area and the originality and the quality of the dishes are a cut above the rest. Its vision is to deliver safety and quality food to the customers and perform at the highest level and the mission is to provide fresh, healthy and great tasting foods at reasonable prices to keep customers returning. The goals and objectives are to expand the company internationally within five years' time, to be the most recognized restaurant in the country, to keep the cost low enough to run a profitable operation and to build reputations and loyal clientele.

Methodology

A qualitative research was used to conduct this investigation thoroughly. Qualitative research is mainly about “exploring issues, understanding phenomena, analyzing and making sense of unstructured data” according to (Qsrinternational.com, 2015). The method used to collect data for this research contains of mainly secondary information. The data collected while using the secondary sources came from the internet such as using online articles and books to retrieve information. The researcher ensured that each objective was examined to carry out the accurate results in order for the company to apply it to their business. The writer went about gathering the information on September 8, 12, October 10, 11 and November 1&3, 2016 at the internet café and the information obtained from the internet was then organized and simplified on paper for the reader to have or gain a clear understanding from it.

Limitations

The researcher experienced few limitations while conducting the research; there was limited amount of access to the internet due to some technical difficulties, some of the days were inappropriate because of the excessive crowd so the writer had to return home and there were also electricity problems.

AC 1.1 Select a suitable Host Organisation

Memidex.com (2016) stated that host organization is “a company which provides resources and facilities for a function or event”. Furthermore, it can help to foster an intern’s experience which helps them in becoming professionals.

The writer will do further investigations on how to select a suitable Host Organization. Below are the varied answers that have been obtained during the research process:

1. An individual should do preparation to get the best out of it before they start their work experience (Birmingham.ac.uk, 2016)
2. Before selecting an host company the individual should ensure that the hosting company and packages best suits their needs (HKDC, 2016)
3. When an individual is selecting a suitable organization, he or she should ensure that they possess the right skills to match with the company (Horoszowski, 2016)
4. It is significant to choose a suitable host organization to meet your expectations along with the company’s expectation (Epsrc.ac.uk, 2016)
5. Background information should be obtained when the individual is selecting an organization before making a final selection (Google.com, 2016)
6. This leads to the process of negotiation which helps the individual to understand the company’s purpose and their benefits (Managementstudyguide.com, 2016)

According to Birmingham.ac.uk (2016) an individual should do preparation to get the best out of it before they start their work experience. In addition to this one can create a plan to identify their skills along with their strengths and weaknesses. Furthermore, an action plan can be done to assess these weaknesses, enhance their strengths and skills as it helps an individual to implement various ways or steps to take to achieve their personal goal. On the job the employee will meet various persons and learn new things and try to make the most of their experience by filling their time. HKDC (2016) mentioned that before selecting a host company the individual should ensure that the hosting company and packages best suits their needs. The individual should shortlist a few companies and review them, then compare them between or amongst each other. In doing so, the individual will know what suits their needs and which one to choose. The candidate will then apply for the vacancy; therefore the selected job should be in line with the person’s career path or job of interest. Previously the researcher mentioned skills, however when an individual is selecting a suitable organization, he or she should ensure that they possess the right skills to match with the company (Horoszowski, 2016). In addition, the individual must consider if their current skill would be useful within the organization. He/she would review the company’s requirements and match their skill with it. Once these skills are identified the individual can get a personal recommendation done which will best determine him/her for the position. Epsrc.ac.uk (2016) stated that it is significant to choose a suitable host organization to meet your expectations along with the company’s expectation. If they don’t meet the company expectations, they will support them and motivate them. Background information should be

obtained when the individual is selecting an organization before making a final selection (Google.com, 2016). This helps one to gain knowledge and understanding on a company before applying for it. Nevertheless, the company website can be visited to obtain accurate and reliable details. Selecting a suitable organization can lead to the process of negotiation which helps the individual to understand the company's purpose and their benefits. The individual will come to an agreement on whether he/she wants the job or not.

In concluding, the individuals selecting the Food Grill restaurant for work experience should implement these five methods. This will them to make accurate decisions before proceeding and ensure it matches with their field of study or what suits their needs.

AC 1. 2 Explain the structure of the host organisation and the sector in which it operates

According to BusinessDictionary.com (2016) an organizational structure is “the hierarchical arrangement of lines of authority, communication, rights and duties of an organization”. On the other hand, these are set to help the company accomplish different goals though it may help or hinder the progress towards doing so.

The writer will do further investigations to explain the structure of the host organisation and the sector in which it operates. Below are the varied answers that have been obtained during the research process:

1. There are three main structures used to accomplish the goals of the company which are functional, divisional and matrix (Writing, 2016)
2. Some organizations are structured depending on the on the customer type to ensure that specific customers’ expectations are met (Lotich, 2016)
3. Product types are used to organize a company’s structure when its product lines are quite different and require specialized expertise in making and distributing them (Svpg.com, 2016)
4. Organizations that are spread over a wide area may find advantages in organizing along geographic lines so that all the activities performed in a region are managed together (Referenceforbusiness.com, 2016)
5. Bureaucratic structures maintain strict hierarchies in people management, on the other hand this comprises of pre-bureaucratic ,bureaucratic and post bureaucratic (www.tutorialspoint.com, 2016)
6. An hierarchical structure means that the business is designed in layers which makes the higher levels have more authority than those at the lower levels (Businesscasestudies.co.uk, 2016)

The host organization chosen is the popular Triple Century Sports Bar which operates under the hospitality sector. In addition, the structure of this restaurant is a hierarchical structure which means that the business is designed in layers which makes the higher levels has more authority than those at the lower levels. This structure clearly defines the roles of the employees within the restaurant. The needs of the staff within the Triple Century Sports Bar must be in line with the organizational structure to function efficiently and effectively. Furthermore, the structure of the restaurant includes the owner, the manager/supervisor, kitchen, bar and dining room staffs. Chris Gayle is the owner for this firm and his purpose is to deal with the finances, making decisions and take responsibility for the vision. In addition, the manager/supervisor is responsible for the restaurant’s daily operations and ensures that everything is going according to as planned. They are the ones responsible for overseeing the employees at the lower level such as the bar, kitchen etc. While working at the restaurant it was evident that they were the ones that total the daily receipts and see to it that the staff members were adhering to the requirements or expectations. The managers made reports on the daily activities then present it to the owners. The manager of

the Triple century Sports bar communicated our roles to us and what is expected. Thirdly in the hierarchy are the kitchen staffs that are responsible for the preparation of the customer's food. The waiters/waitresses will communicate with them by presenting to them the customers' orders. The bar is also associated within the structure of the restaurant which also links to the dining room staffs. The dining room staffs are seen as the lowest level on the hierarchy, this is inclusive of the dishwashers, servers, bussers etc. Customers are also a part of the structure because without them there is no business. With all being said in the hierarchical structure of the restaurant they all report and communicate with each other, starting from the highest to the lowest level. This is done effectively to achieve the goals of the company and helps the business to progress.

In concluding, the company operates under a hierarchical structure where effective communication takes place. Everyone cooperates within this firm as the employees roles are closely link to each other and have the higher authorities to assist the lower levels. This structure will help the Triple Century Sports bar within the hospitality industry as the effective communication will cause them to excel and be ahead of their competitors. Based off my experience with this company the hierarchical structure best suits their operation. The needs/wants of the customers will be easily met although some may have minimal issues as meals sometimes take a maximum amount of time to be prepared.

AC 1.3 Explain how the industry experience would support the development of an appropriate management report

Reference (2016) defines that “management report is a formal business document that discloses a company’s profit and loss statements into one to four month periods”. Furthermore, these are used by high management professionals such as CEO’s to determine where the business needs to cut expenses and penetrate on developing future product or service revenue streams.

The writer will do further investigations to explain how the industry experience would support the development of an appropriate management report. Below are the varied answers that have been obtained during the research process:

1. Management reports are developed when financial data is captured to run the business operation (The Balance, 2016)
2. Management reporting is a necessity to produce timely, reliable information, in order to make high-quality business decisions about the future of your company (Rsmus.com, 2016)
3. Directors and managers of the various departments writes the reports which is comprised of labor, financial and traffic reports (Suttle, 2016)
4. It is done in a computerized system which breaks down an organization profits and losses by the various departments, geographic regions etc. (Reference, 2016)
5. Accurate data should be collected for the management report, ensure that it is delivered in a timely and useful manner to managers at all levels (Osborne, 2016)
6. Management reports presents the company’s calculated details and indicates the worth of the business over a period of time for example about one to four month (Help.sageone.com, 2016)

While working at the Triple Century restaurant, I was involved in mostly in the kitchen department as my responsibility was to be a server. This helps me to gain experience for my future career, it has made me better equipped to support the management report in the future. There are a few development areas that needed to be improved such as communication skills, decision making, leadership, customer care, problem solving and computer literacy. In other words this work experience has helped me to do so; furthermore these can be used to support the development of an appropriate development management report. To begin with the communication skills, as the employee this would allow me to be able to interact with the other individuals of the various departments to gather the important details (Suttle, 2016). In this case I can even come up with ideas that could also be contributed and ensure that the accurate information is being transferred to the right persons as well (Osborne, 2016). Myself as an employee can also assist other employees within the firm to develop their communication skills to work towards the management report and ensure that they understand the message. One needs to reason, listen and feedbacks should also be given. Secondly is the decision making skill which will allow the researcher to implement suitable actions along with the other co-workers then

chose the most appropriate actions for the management report. This can be done either through an intuitive or a reasoned process or even using both. As the employee, dedication is a must to achieve excellent results as the information that will be presented would be timely and reliable (Rsmus.com, 2016). In addition, this experience gain can also be used to decide where the business needs to cut expenses and focus on where to develop whether on the products or service revenue. It is essential for a company to have a leader; this skill was developed while working at the Triple Century Sports bar. It is used to inspire and motivate others to work towards doing the management report or achieving the company's goal. The members now connect with each other with the work that they have done to make an impact. In every organization customer care is seen as the most essential as multiple customers look for the best services. Excellent services are to be delivered to the customers, if not the business will go down. This skill was obtained at the restaurant while working there. In order for it to support the management report this should be portrayed at all times. In a case where it is not shown the customers will not do repeat business with the company which will lead to little or no cash inflow. Furthermore, the cash flow is needed to calculate the company's finances for the next one to four months (Help.sageone.com, 2016). If a calculation goes wrong within the management report, the issue would be easily resolved with the use of problem solving skills. These problems can be solved easily within a timely fashion by doing analytical and critical thinking. Positive results will be generated as corrections are made to resolve the issue. Lastly computer literacy skill would support the management report because these are done in a computerized system which breaks down an organization's profits and losses by the various departments, geographic regions etc. (Reference, 2016). This gives the ability to use computers to get the job done efficiently and effectively.

In concluding, work experience provides a multitude of benefits such as developing a lot of competencies which can allow the students to stand out and choose the right sector to work in. Furthermore, it will help them to develop on essential skills such as communication, working in teams, enhancing their computer skills and other personal development. These skills mentioned can help them to carry out any task within the firm and solve issues that may affect them. Additionally these can also help in supporting the management report and develop problem solving skills to address the issues. Basically work experience is very essential for the students to assist with their career path.

AC 2.1 Negotiate appropriate aims, objectives and targets for the work-based project task

When carrying out a specific task/s it will require aims, objectives and targets in order for it to be done successfully. On the other hand, persons seem to confuse aims with objectives from time to time. According to Pediaa.Com (2016) aims refers to “an intention or desired outcome while an objective is a more specific or concrete goal or step”.

The writer will do further investigations to negotiate appropriate aims, objectives and targets for the work-based project task. Below are the varied answers that have been obtained during the research process:

1. In order to set appropriate aims and objectives and targets the company has to think about the benefits that the company can retrieve (Continuing Professional Development, 2016)
2. To create aims and objectives, it is important to ensure that they fall under the acronym S.M.A.R.T (RapidBi, 2016)
3. To set appropriate aims and objectives and targets an plan should be created which should be clear (Businessballs.com, 2016)
4. The company should give themselves and sense of purpose and direction to set appropriate aims and objectives and targets (Businesscasestudies.co.uk, 2016)
5. The company can review their mission to set appropriate aims, objectives and targets (dummies, 2016)
6. Train employees and engage them and the use of a SWOT analysis will aid in setting these targets (Smarta.com, 2016)

Upon working at the Triple Century Sports bar as a server, I was also engaged in other departments. My main responsibility was to take customer orders, serve meals, remove plates and interact with them by ensuring that they have an experienced dining service. The manager ensured that I received proper training to understand what is expected of me and to meet deadlines. From the experienced gained, I have developed on some of my skill areas. Furthermore, as previously said that it was my duty to know about the customers experience; there were poor feedbacks from the customers about the service being offered. This was a cause for major concern as customer service is very essential within an organization.

Work-Based project task development

Outline the project: The Triple Century Sports Bar was having some issues with their customer service. Customers were not satisfied with the service they were receiving and requested for some adjustments to be made. Furthermore, the supervisor decided to contact the owner about the problem to seek possible solutions as it is an integral component to the firm. In addition to this, the manager/supervisor held a meeting with the employees, including myself to negotiate appropriate aims, objectives and targets to enhance their customer service. I was willing to showcase my experience, skills and knowledge gained to apply it to the situation; therefore I had agreed to carry out the task.

Identify the task: To find ways to improve customer service and customer experience

Establish the aim of the project:

- Utilize personal current skills to provide the best quality services to customers and meet their expectations
- To deliver fresh and healthy tasting foods at affordable prices to keep customers returning
- To provide a relaxed ambience for customers and a safety environment for a feel of comfort and security for all individuals.

Task requirements: clearly establish three objectives for this specific work-based project task with clear review/achievement dates. Develop the task aims, objectives and targets to meet: your personal/career development needs; work – related criteria; and benefits to the organization.

Objective 1: Implement strategies and train staff to offer customer service at a high level at all times

Timeframe: This would be achieved within one month time

Intended outcomes: This will seek possible solutions that can be put into practice to enhance the customer service and it can also improve the researcher's skills for future career. On the other hand, with a high customer service it can give the Triple Century Sport Bar a great reputation.

Objective 2: To ensure that the originality and the quality of the dishes are a cut above the rest at a low price to run a profitable operation

Time frame: This should be achieved within a two week period

Intended outcomes: The Triple Century Sport Bar will gain high recognition which can increase their financial growth. This will enable the customers to share their wonderful experience with others that could also capture potential customers nationwide.

Objective 3: To create a complete dining experience, have excellent security and implement a suitable health and safety policy

Time frame: this should be achieved within one month and two weeks

Intended outcomes: This will educate the researcher along with other staff members of the restaurant about health and safety. Furthermore, the customers will experience a feel of luxury and feel safe when dining at the restaurant. This also benefits the restaurant as it will offer significant opportunities.

AC 2.2 Evaluate how the aims, objectives and targets will benefit both the organization and self

Personal development can be defined as “a lifelong process” according to Skillsyouneed.com (2016). Furthermore, it is seen as a way for persons to assist their qualities and skills and contemplate on their life goals. On the other hand, there is professional development which is “the process of improving and increasing capabilities of staff through access of capabilities and training” (BusinessDictionary.com, 2016).

The writer will do further investigations to evaluate how the aims, objectives and targets will benefit both the organization and self. Below are the varied answers that have been obtained during the research process:

1. A method of evaluating the achievements of personal professional aims, objectives and targets are to set S.M.A.R.T goals to keep track of what is occurring (Yourcoach.be, 2016)
2. Continuous learning and development to keep skills and knowledge up to date will aid in evaluating the achievements of personal professional aims, objectives and targets (Health Careers, 2016)
3. Coaching and mentoring plays an integral role in personal and professional development to develop persons and improves business performance with the use of aims, objectives and targets (Businessballs.com, 2016)
4. Gaining confidence and developing abilities for enhancement is a simple way of evaluating the achievements of personal professional aims, objectives and targets (Onestopenglish, 2016)
5. A physical folder or portfolio keeps a record of the documentation which can later be reviewed or used to evaluate the achievements of personal professional aims, objectives and targets (Jobs.ac.uk, 2016)
6. Various self -assessment methods can be used to determine if the aims, objectives and targets with a personal development plan has been achieved (Managementhelp.org, 2016)

Three aims, objectives and targets were formulated in a.c 2.1 to assist with a work based project for the Triple Century Sport Bar where I was employed. These will benefit both my professional experience and the restaurant itself. Aim one was to utilize my current skills to provide the best quality services to customers and meet their expectations. The organization will experience great benefits from this such as learning the various solutions and put them into practice to enhance their customer service. Customer service is one of the integral components of a company and once the company makes improvement this will keep customers returning. A great company reputation will be built as the customers will share their experience with others. In this case, word of mouth advertisement will take place which is free of cost. In addition to this the researcher will benefit from this as the training will enhance personal skills. The second aim was to deliver fresh and healthy tasting foods at affordable prices to keep customers returning. Triple

Century Sport Bar will gain high recognition or increased brand awareness as their dishes are a cut above the rest. Additional benefits can be gained such as allowing the business to create a long term position within the hospitality industry. Customers will remain loyal to the restaurant which will lead to financial growth and lower customer acquisition costs. With this I can apply it to a similar situation in my career path and even gain knowledge and understanding on how to increase brand awareness. The third aim was to provide a relaxed ambience for customers and a safety environment for a feel of comfort and security for all individuals. This provides the Triple Century Sport Bar with great benefits such as offering significant opportunities. This will educate the researcher along with other staff members of the restaurant about health and safety. Overall with these three aims, objectives and targets the restaurant can raise their prices as they offer better customer service and experience and lead to a better morale of the employees. Customers will now feel happy and satisfied with the experience being offered.

In concluding, setting effective aims, objectives and targets to meet professional development is very essential as it can benefit both the individual and the organization itself. Furthermore, these can play an integral part in an individual's life as it contributes to their personal development as well and even improve it. As a result of this it also aid in my professional needs as it enhances my performance within the organization leading to higher quality.

AC 3.1 Research suitable information to inform the work – based activity

Research process is “the gathering of information for the purpose of initiating, modifying or terminating a particular investment or group of investment” (garg, 2016). This will benefit the individual’s workable activity or professional practice as it will provide a number of steps that will guide them towards accomplishing the goals.

The writer will do further investigations to research suitable information to inform the work – based activity. Below are the varied answers that have been obtained during the research process:

1. A supervisor is responsible for the daily performance and guidance of employees(Reh, 2016)
2. The mentor primary role is to provide guidance and support to the mentee based on his or her unique developmental needs (Asha.org, 2016)
3. A colleague can be any expert associate in your office, regardless of whether you truly know the person or not(Coulibaly, 2016)
4. “The Internet is at once a world-wide broadcasting capability, a mechanism for information dissemination, and a medium for collaboration and interaction between individuals and their computers without regard for geographic location” (Internetsociety.org, 2016)
5. Training manuals fill the basic need of giving a predictable way to impart directions to employees about how to perform essential elements of their duties (LoveToKnow, 2016)
6. A member of the public is the general population who can provide information to others around them(Collinsdictionary.com, 2016)

For the completion of the work-based activity multiple information sources were used to inform me. According to Reh (2016) a supervisor is responsible for the daily performance and guidance of employees. The Triple Century’s Sports Bar work based activity was to improve the customer service and experience, in doing so the supervisor ensured that I understood the targets and goals. Furthermore, being that I was new additional training was provided to ensure that I was fully equipped and had gain the right knowledge. Upon completing the task real time feedbacks were given based on the performance to make improvements. Overall they support the training and professional development of their team members in order to bring forth a successful business. Asha.org (2016) mentioned that the mentor primary role is to provide guidance and support to the mentee based on his or her unique development needs. I was given advice by the mentor and shared a few ideas on how to approach the work based activity. This made me absorbed the company’s cultural and social norms. In addition she motivated me right throughout the entire course and gave insights into possible opportunities. A few development/skilled areas were to be adjusted; therefore the mentor gave some tips which were helpful on building my career. Coulibaly (2016) stated that a colleague can be any expert associate in your office, regardless of whether you truly know the person or not. A few colleagues were there to assist with a few hands on experience as they were more skilled than I

was. They would interact with me and be supportive in any possible way that they can. This causes them to feel more relaxed and adapt to changes quickly to get the task done. With the support of these colleagues, the researcher builds her confidence and completed the task with minimal issues. “The Internet is at once a world-wide broadcasting capability, a mechanism for information dissemination, and a medium for collaboration and interaction between individuals and their computers without regard for geographic location” (Internetsociety.org, 2016). It provided multiple solutions to enhance customer service and experience. It made it less stressing for the researcher to gather information and made it easy to communicate to obtain results. There is immediate access to information which was used to educate the researcher and improve technical skills. According to LoveToKnow (2016) Training manuals fill the basic need of giving a predictable way to impart directions to employees about how to perform essential elements of their duties. This guided the employee and made sure that they follow the policies of the Triple Century Sport Bar. Furthermore, this was beneficial in the partial completion of the work based activity because it educated the researcher, provide training and monitor the performance. A member of the public is the general population who can provide information to others around them (Collinsdictionary.com, 2016). These members give their general opinion and also share similar past experience that could be applied to the task. Therefore, I had put this into practice and have them monitor the performance to ensure that they are on the right track.

In concluding, all the sources were very effective as they all help me to make improvement and accomplish the work based activity with minimal issues. They clarified the tasks as simple as possible which also help me to get a clear understanding of what exactly to do. Supervisor ensures that the employees understands their role and provide adequate training to perform effectively and efficiently. Experienced colleagues provide assistance for the completion of this work based activity and ensured that I was on the right track. It is recommended for persons that are new to a job seek information or assistance from various sources in order to better themselves and add a remarkable value to the company.

AC 3.2 Maintain a Reflective journal to monitor progress

A reflective practitioner is “an individual who asks searching questions about an experience” (Robb-Walters, 2016). Questions that are asked don’t just appear they are from the context in which one is working or in response to situations in which you find yourself.

The writer will do further investigations to maintain a Reflective journal to monitor progress. Below are the varied answers that have been obtained during the research process:

1. A work journal must focus on incidents from ones practice with an emphasis on both describing and examining events which facilitates further learning to improve practice (Rcm.org.uk, 2016)
2. It records positive and negative experience, what it means to you and what one has learned from that experience (Penzu, 2016)
3. Reflective practices are a part of a work journal which is helpful towards continuous personal and professional development (Businessballs.com, 2016)
4. Journals can be used to record details of an individual’s life which can include their accomplishments and other great benefits(Lifehacker.com, 2016)
5. In a work journal, depending on the employee’s field they can keep a record of everything that they find, observe and collect(Amnh.org, 2016)
6. The journal can be used to keep a record of important questions the employee may want to ask pertaining to the work or the organization(Michaelhyatt.com, 2016)

In monitoring my progress, I had created a journal where I gather, record, interpret& analyze, judge and make suitable recommendations. On September 8, I was employed at the Triple Century Sport Bar voluntarily to complete Unit 40 Business Work Experience course. Furthermore, I was not employed for a specific job role; therefore I was engaged in almost every department. The experience working at this restaurant was excellent. September 25, 2016 a work based project was given to improve the customer service and experience. This should be completed within two month time which should be November 25.It was my duty to discover three aims, objectives and targets to achieve this. All these actions begin taking place in October and information was gathered to result in great benefits for the Triple Century Sports Bar. When starting out at this restaurant I was given brief training in each department. It was not easy to adapt quickly as there were multiple departments and I did not have all the necessary skills. As time goes by I began making progress with the assistance of my supervisor, mentor, colleagues etc; I was able to keep myself motivated. The continuous feedbacks from them enabled me to develop additional skills/abilities and improve the existing ones. While working at this company a lot of knowledge and insights about the services offered has been obtained. Up on the completion of setting the aims and objectives, on October 5 they were carried out effectively. To obtain the information on the customer service and experience surveys and interviews were carried out with the permission of the customers and the supervisor. On the other hand, further information was gathered from the internet to help in making the customers experience great.

The information was recorded to help determine the benefits that the company will gain from it. From my point of view this task was a bit challenging but therefore it has made me improve my weak areas and learn various aspects. The first week of November the information were analyzed to present to my supervisor for her to make evaluations. Feedbacks and tips were given to make the necessary adjustment which was done immediately and returned on 25th of November. In spite of the few corrections that were to be made she was extremely proud of me for my hard work and dedication towards the project. Overall coming to an end of the journey working at the Triple Century Sports Bar, the most fascinating part about this experience is assisting the host/hostess where I got the opportunity to meet multiple individuals and interact with them. My second favorite was taking customer order which made me interact more and know about their experience with this restaurant. At the end everyone commended me and thanked me for being a part of their organization. Working with this company has prepared me for my actual/future career, I have learned to take corrections and review them to perform effectively and efficiently. The skills that I have enhanced and develop are communication, decision making, problem solving, time management listening skills and more which makes me more prepared for the working world.

AC 3.3. Assess how the development of skills and behaviours improved own knowledge of working practices and make the necessary recommendations for improvement.

A personal evaluation is “a great opportunity for employees to honestly and objectively consider and document their performance” (BusinessDictionary.com, 2016). In this case they will be able to make improvement to the weak areas. According to Adea.org (2016) a professional evaluation is “an evaluation of the employee’s experiences to maintain standards of excellence”. In this case, critical decisions can be made to boost their performance.

The writer will do further investigations to assess how the development of skills and behaviours improved own knowledge of working practices and make the necessary recommendations for improvement. Below are the varied answers that have been obtained during the research process:

1. The development of team working skills can improve knowledge and work practices as the employees will get familiar with each other or work together which is vital to the success of a company (Root, 2016)
2. Effective decision making can aid in making accurate recommendations as an employee can learn things and implement it and improve company operations (Skillseyouneed.com, 2016)
3. Self- development is a behavior that helps individuals to assess their skills and qualities which enables them to set goals to improve their knowledge and work practices (Bizmove.com, 2016)
4. Assertiveness allows one to stand up for their rights calmly or positively which is also based on balance (Mindtools.com, 2016)
5. Learning skills helps to get one in the right frame of mind and helps to reflect on former and current performance(Asa3.org, 2016)
6. Reflective practice are used to think back on what an individual have done which is linked to learning experience where decision can be made on what to do differently at another given time(Brightknowledge.org, 2016)

While working at the Triple Century Sports Bar, my skills and behaviors were evaluated by my supervisor to see if I need any improvement. According to Root (2016) the development of team working skills can improve knowledge and work practices as the employees will get familiar with each other or work together which is vital to the success of a company. As a result of this it has enhance my work practices while working at the Triple Century Sport bar as I am now able to cooperate with others and get work done on time to meet deadlines. This will benefit both the restaurant and myself as it prevent chaos from occurring. Teamwork has also improved my knowledge on the organization as persons that I work with shared their opinion and views. On the other hand, I have been encouraged to learn to make decisions which aid in making accurate recommendations as an employee can learn things and implement it and improve the restaurant’s operations (Skillseyouneed.com, 2016). This skill may improve my knowledge and work practices because it also helps me to meet the requirements of a company to achieve a particular goal.

Whenever making decisions I now feel committed and strong which helps me to motivate others; therefore I would gather the accurate information and the right persons to get the job done. With this skill I have widened my knowledge on how to resolve issues. Self-development is a behavior that helps individuals to assess their skills and qualities which enables them to set goals to improve their knowledge and work practices (Bizmove.com, 2016). When working at the organization I have learned how to set aims, objectives and targets which I had little knowledge of. Self-development had made me more productive as maximize my potential also. Furthermore, with the development of this skill I have also learned to set life goals which shows that my confidence has raised. It may be difficult to achieve once they are not created in the S.M.A.R.T manner. Mindtools.com (2016) stated that assertiveness allows one to stand up for their rights calmly or positively which is also based on balance. Assertiveness lets me understand my rights in any situation and how to react or get my point across. My respect for others has been developed and it has also taught me to respect other person's feelings, opinions and beliefs. Asa3.org (2016) mentioned that learning skills helps to get one in the right frame of mind and helps to reflect on former and current performance. It is inclusive of multiple skills such as communication, listening and time management which I have developed overtime. All these build my motivation and prepare me for lifelong learning. Reflective practice are used to think back on what an individual have done which is linked to learning experience where decision can be made on what to do differently at another given time (Brightknowledge.org, 2016). The way I work can be improved with this as it makes me into a more qualified professional. Furthermore, I can use it to close the gap between theory and practical and pay close attention for areas of development.

Not everyone is perfect, while working at the Triple Century Sports Bar I had a few gaps. I was not quick on taking customers' orders and was a bit shy to interact with them. In other words it is recommended for me to improve my communication skills by recording myself in the comfort of my home and replay to see the areas that I have went wrong. This will cover the area of interacting with customers; therefore once my communication skills are improved I will be able to take quick and accurate orders.

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