

# Unit 40 Business Work Experience

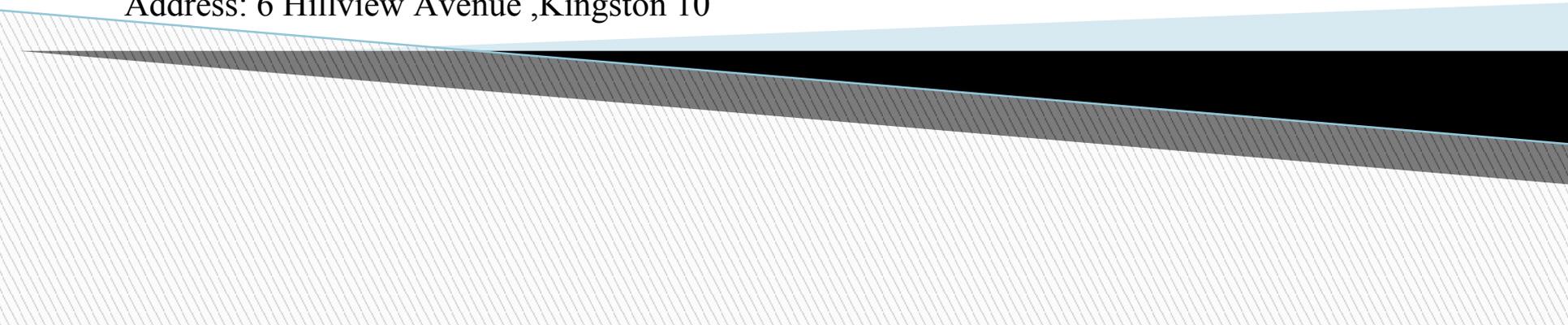
Date: December 16, 2016

To: The Triple Century Sports Bar and Mrs. Robb-Walters

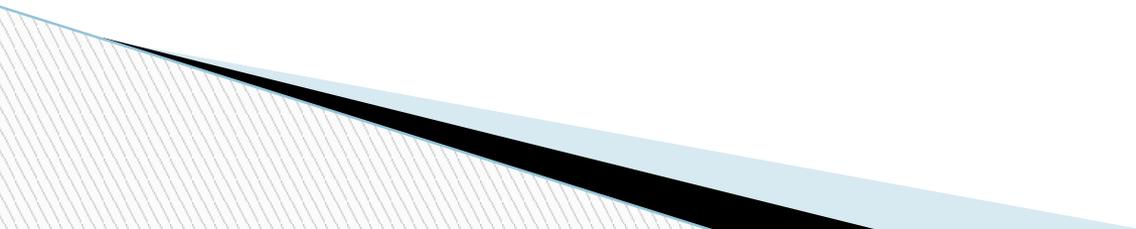
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# Section 1



# Executive Summary

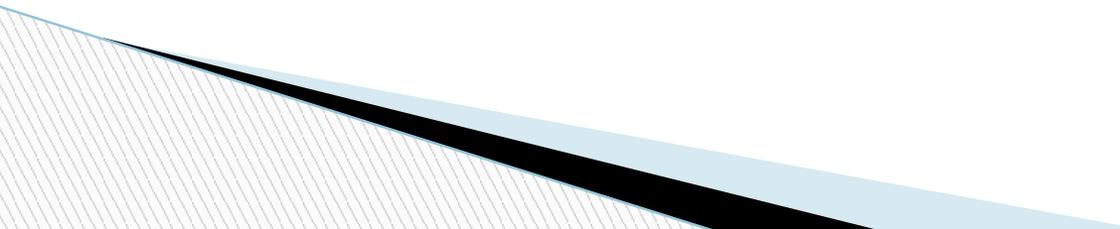
This study will give brief information on the writers work experience within the Triple Century Sports bar. It will indicate the conclusions developed to meet the aims, objectives and targets and an evaluation on how industry experience supported the development of skills and knowledge of work practices. Furthermore, the scholar will make a review and draw conclusions from the previous results.

## **Rationale**

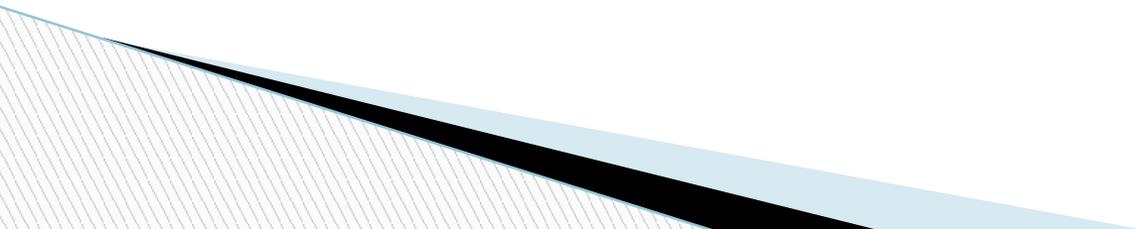
The purpose of this research is to select a suitable host organization to gain experience for future career. The learning from the program will be transformed into successful work experience to test the pupil's learning abilities. Information and guidelines will be given to meet the required objectives. The researcher will gain additional knowledge and skills which can be beneficial to their lives and current career/career path.

# 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-base project
  - Be able to present report on work-base project
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# Section 2



## **AC 4.1: Develop Conclusions to meet the aims, objectives and targets**

Aims, objectives and targets are essential whether in an individual's personal life or within a business context as it provides them with a sense of direction (Reference, 2016).

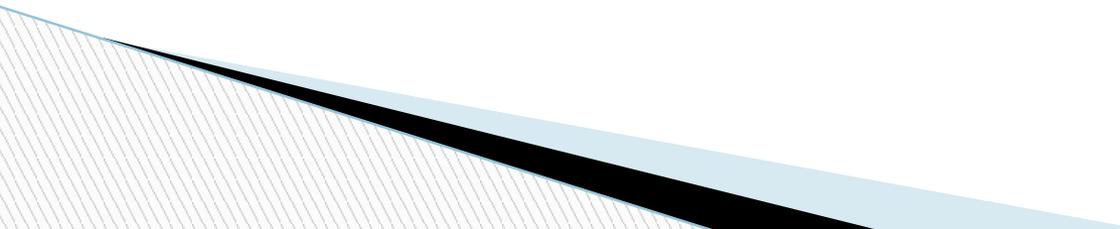
Working at The Triple Century Sports bar was wonderful for me, because I actually got to experience the working world. My supervisor wanted to test the skills that I had and new ones that I have developed by giving me a work based project to improve customer service and experience. Upon completing this it was my duty to create three aims, objectives and targets to achieve it. Furthermore, I had challenges to develop these, but with the help of my colleagues, supervisor etc. I build my confidence. The few challenges I experienced were to formulate and implement them to meet the deadline and lack of the necessary skills to undertake them.

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In addition to this not all the aims, objectives and targets were fully achieved, but I was commended for my great attempt. Regardless of the challenges faced I have gain various opportunities which enhanced my knowledge and can support my future career. I have learned how to interact with persons, different ways to perform to meet deadlines or how to manage my time and how to gather information for a research

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On the other hand, the challenges that I faced can be improved with additional training to get more practice ,go to workshops etc. and obtain encouragement from experienced /professional individuals. With this they can provide me with feedbacks which will make me aware of my performance and keep me motivated which will lead to better results as it improves my weak skilled areas. Based on the outcome of the study , after conducting the research, I would recommend that the restaurant serve their customers quickly and enhance their interaction with them as to let them feel more engaged and keep them more entertained while they await. These recommendations will have a great impact on the current or future goal setting of the restaurant whereby they could have an advantage over their competitors leading to profitability.

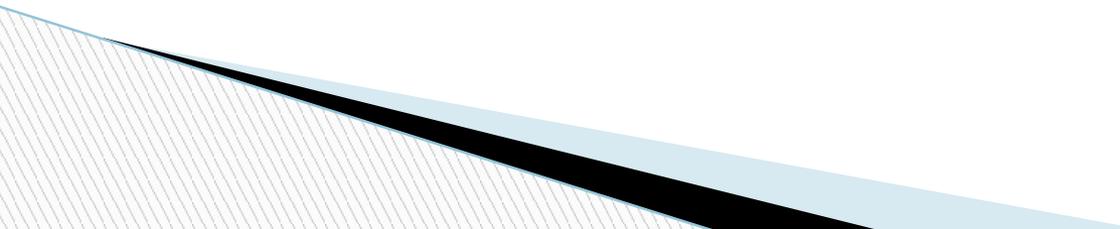


## **AC 4.3 Evaluate how industry experience supported the development of skills and knowledge of work practices**

It is said that adequate training within an industry will assist in supporting the development of skills and knowledge of an employee(Osha.gov, 2016).

What have you learnt over the course of your study that were reinforced in the work-experience?

During my course of study with Colbourne College, I have learned to prepare myself for the field of work where I would meet new people every day and interact with them. Furthermore, I have developed multiple skills such as time management, communication, decision making skills etc. I have also learn how to groom and conduct myself, accept other persons beliefs, norms etc. and how to react in certain situations. On the other hand, with this particular course it is one of the most integral as it brief me thoroughly on actual business experience and how to make improvements.

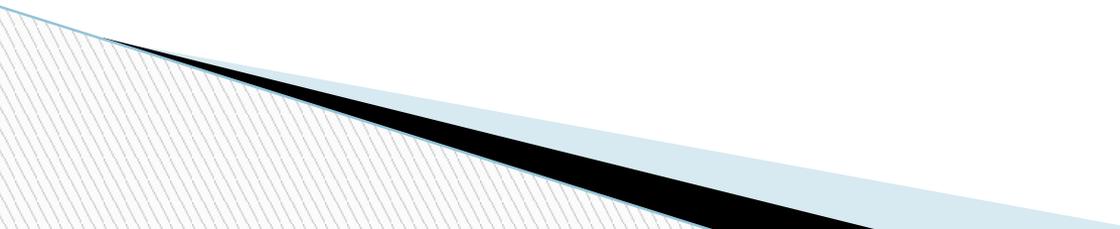


## **How applicable is what you are learning in the program to what you evidenced in the workplace as important job skills, knowledge and requirements?**

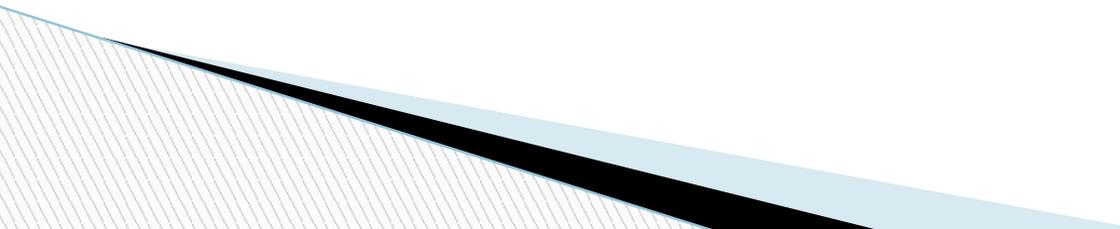
What I am now learning in the program is very relevant to what I have evidenced in the workplace. The same theory skills, knowledge and requirements that I have been getting was actually practicable in the Triple Century Sports Bar. Furthermore, the program that I studied has helped me to be business wise and adapt to the operations within the organization. On the other hand, what I learned in theory is the practical part of a job; therefore it was simple for me to fit in within the firm.

## **What do you know now that you did not know before the experience at work was garnered?**

From the experience gained I have now learn how to multi task, formulate and implement strategies and meet deadlines. This will allow me to meet any set goals and objectives successfully. In addition to this I have learned the whole importance of customer service and experience and how the pros and cons impact on the company. Overall I now know the full aspects of a actual working world and the people within it. In addition, I now know how to interact with individuals and the values customers can add to an organization once they are satisfied.

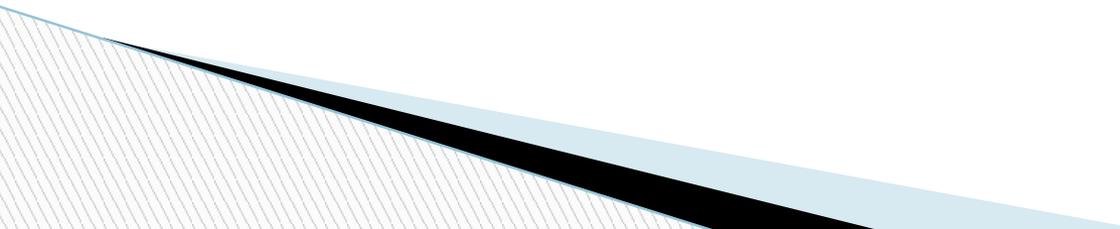


## Recommendation

- It is recommended for persons attending college to get a feel of the actual work experience as it enable them to be prepared for the career path they are willing to take. In addition they must first contemplate on the business and the values that it can add to their lives such as supporting their knowledge and skills.
  - It is also recommended that individuals develop appropriate ways to meet aims, objectives and targets by ensuring that they are SMART which will aid in overcoming any challenges and determine the opportunities that he/she can obtain.
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## Conclusion

In concluding, I have gained a tremendous experience at the Triple Century Sports Bar. Furthermore, I have developed additional skills along with improving my existing ones. This has been beneficial in completing my work based project. In addition to this, with the knowledge and skills gained it can be applied to my future career as a flight attendant/customer care/hairstyling. Communication skills will be very essential within these professions as I meet various persons and encounter with them on a daily basis. This course as also added great benefits to my life as it actually prepared me for my future.



## Reference

- ▶ Osha.gov. (2016). *Best Practices for the Development, Delivery, and Evaluation of Susan Harwood Training Grants | Occupational Safety and Health Administration*. [online] Available at: <https://www.osha.gov/dte/sharwood/best-practices.html> [Accessed 14 Dec. 2016].
- ▶ Reference. (2016). *Why do businesses need to set aims and objectives?*. [online] Available at: <https://www.reference.com/business-finance/businesses-need-set-aims-objectives-c69881d33777eafc> [Accessed 14 Dec. 2016].