

Exercise

Your experience

Describing your experience in detail can help you to show your ability to solve problems practically, to learn from different situations and to achieve specific results.

Example:

Experience from: *Job at Scandic Hotel as a receptionist*

Describe the role: *I manned the reception at the hotel.*

1. What did you do?

I checked guests in/out. I made conversation with guests and provided them with information about the hotel. I answered their questions about the rooms, restaurant, conference facilities and sometimes about the local area. I handled complaints and resolved problems. I helped guests to book tables at the restaurant and treatments in the spa. I took payment for the hotel rooms.

2. What was the outcome?

I helped ensure guests were satisfied and keen to return to the hotel.

3. What experiences did you draw on?

I drew on my experiences of talking to different people in both Swedish and English. I drew on my experience of operating our POS. I drew on my experiences of solving problems that can arise in relation to the guests' rooms, such as the daily cleaning service. I drew on my experience of our city and its destinations and gave recommendations to guests when they asked about activities.

4. What did you learn from it?

I learned to see the customer's problem from different perspectives. I learned how to develop my abilities to communicate with many people with different needs in both Swedish and English. I learned what it takes to succeed in a service role and that I enjoy this kind of work. I learned how to operate a POS system. I learned to collaborate with others at the hotel including the restaurant staff, the cleaners and the conference hosts.

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Experience from:

Describe the task, challenge or problem:

What did you do? How did you approach the task?

What was the outcome?

What experiences did you draw on?

What did you learn from it?

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