

Exam Number:	Submission 4
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At the beginning of the Edinburgh Award, you chose three skills that you particularly wanted to strengthen. During the Award you’ve also looked at how you can increase the impact you have on others.

Please provide a written account that shows you have been purposeful and reflective in working on your skills and impact.

Your submission will be reviewed by students across the Award who are not involved in the same activity as you so please ensure your reflections can be understood by anyone.

If needed, further guidance, example submissions and the criteria on which submissions are judged are available at: <http://www.ed.ac.uk/edinburgh-award/peer-assessment>

Note: *As part of the Edinburgh Award, your submissions will be reviewed by other students and staff, and may be used elsewhere (in part or in whole) – your name will never be attached and only the content you enter will be used.*

Instructions

There are four boxes below, one for each of the three skills you wanted to strengthen and one for impact you have had. In each box write about 200 words describing **what progress you have made** (if any), **what steps** you have taken to try to improve this skill and **what you have learned** from your experiences.

Don’t worry if you haven’t made as much progress as you would have liked; your description can include what has limited your progress and if there are different approaches you would take in the future. For example, you may have found that you initially overestimated your ability in one of the skills – that’s OK.

Write so that your text makes sense to someone who has had no connection with your activity.

Skill One:	Decision making
When I was working recently I discovered that ham was due for Sunday and it still had well over a half of it left. Carvery ham is very expensive and can only be carved by hand. Hence even if the customer only wanted two slices it would be relatively pricy. If it were to be left till Sunday to be reduced there is a high chance of it not being sold and have to be disposed. Which will add on the waste and lessen store's revenue. So I decided the reduce it in advance since there are more customers on Saturday than Sunday. And we sold all of the ham and none had to be disposed.	

Skill Two:	Managing challenging situations
<p>I work at the Deli counter and we take in party platter orders. If a customer were to place an order it is supposedly written in the diary and made by the person who usually opens the counter in the morning. However, one day a customer came in at 2pm to collect her platter, but there was none made for her take. So I offered the customer a discount and promised that I will get it ready in 10 minutes. The customer wanted a fruit platter and all the fruits needed to be collected from the shop floor and then organised into a platter. The customer seemed to be happy with the discount and we managed to get it all done within 10 minutes and did not let the customer wait any longer.</p>	

Skill Three:	Oral communication
<p>I used to be quite shy and found it difficult to have small talks with customers. As English was not my first language and I sometimes just did not know what to say. But now, in general I am a lot more confident and comfortable to speak with customers. And I understand that I don't always have to make small talks. And have learned to be less self-aware.</p>	

Impact on others
<p>I would say my biggest impact on others would be me doing my job. Being thorough with my responsibility and not leave other's with more work that I could have done myself. Also just being considerate to other colleagues and always keep in mind that we are a team, always offering help when it is needed.</p>