



SURVEY OF PRACTICE PLACE TUTORS ON HOTEL AND RESTAURANT BUSINESS STUDENTS' PRACTICAL SKILLS

Execution time

At the end of the 2023-2024 study year spring semester professional and final practice.

Objective of the survey

To analyse practice place tutors' assessment of VR21, VR21S, VR22 and VR22S students' practical skills.

Short presentation of the questionnaire

Practice place tutors rated students' practical skills according to the 10 given criteria on a ten-point scale from 1 to 10. The average of the evaluations was calculated by analyzing the results.

Presentation of survey results

The overall assessment average for all 10 criteria is 9,8 out of 10 possible points, reflecting the overall assessment of the practical skills of Hotel and Restaurant Business students (N = 39).

No.	Criterion	Score
1.	Quality of completed tasks and jobs	9,7
2.	Problem solving	9,6
3.	Critical thinking	9,6
4.	Creativity	9,8
5.	Responsibility	9,9
6.	Motivation	9,7
7.	Self-sufficiency	9,7
8.	Collaboration	9,9
9.	Negotiation skills	9,6
10.	Other (negotiation skills, communication, professionalism, courtesy, helpfulness)	9,9
Praktikos rezultatų pasiekimas		9,8

The following areas were rated best by the practice place tutors: responsibility and collaboration.

Trainee strengths

Managers particularly emphasised skills such as attentiveness, responsibility, diligence, initiative and the ability to learn quickly and adapt to working conditions. Most trainees were described as empathetic, with a good understanding of marketing and hotel principles and strong communication skills. The students also showed strong motivation, a desire to improve and a sense of autonomy.

Trainee weaknesses

The supervisors noted several areas where students could improve. Among the most frequently mentioned weaknesses was a lack of courage and self-confidence in solving problems or making independent decisions. In addition, some students lacked experience with specific hotel management systems, and there was a lack of creative thinking and English language skills.



Deficiencies in theoretical preparation that became apparent during practice

Some students lacked knowledge of hotel organisational structures and principles, as well as how to interact with customers on different platforms. The need to improve formal and correct communication skills in English became apparent during the practice.

Other observations

Internship supervisors in the organisations expressed high praise for the interns, highlighting their receptiveness, ability to learn quickly and adapt to the demands of the job. Managers described trainees as calm, resourceful, kind and understanding. They also highlighted the students' ability to communicate well with the team, demonstrate responsibility and take initiative. Some students were highly praised by all department heads and staff for their courage and quick reaction to tasks. The trainees showed strong negotiation skills and the ability to adapt even to difficult working conditions.

What's next?

Students who have completed a practice in an organization receive the evaluation sheets of the practice tutors and submit them together with the practice report to the practice tutor and lecturer of VK Faculty of Business Management. This ensures feedback between the practice place, the student and the VK Faculty of Business Management. By integrating the evaluation of the practice tutor, the practice report and practice defense, the final evaluation of practice results is calculated. The assessment of students' practical abilities provided by the practice supervisors makes up 30% of the total assessment of the Professional Practice and Final Practice module (each 20 credits).