



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

Execution time

At the end of the 2024-2025 study year spring semester professional and graduation internship.

Objective of the survey

To analyse internship place tutors' assessment of VR22, VR22S, VR23, VR23S and VR23E students' practical skills.

Short presentation of the questionnaire

Internship 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 9,7 out of 10 possible points, reflecting the overall assessment of the practical skills of Hotel and Restaurant Business students (N = 26).

No.	Criterion	Score
1.	Quality of completed tasks and jobs	9,7
2.	Problem solving	9,5
3.	Critical thinking	9,6
4.	Creativity	9,6
5.	Responsibility	9,8
6.	Motivation	9,7
7.	Self-sufficiency	9,8
8.	Collaboration	9,9
9.	Negotiation skills	9,7
10.	Other (communication, assistance with other staff tasks)	10,0
Achievement of internship outcomes		9,7

The following area was rated best by the internship place tutors: collaboration.

Trainee strengths

The interns demonstrated a high level of motivation, responsibility, and adaptability to new situations. They were diligent, independent, and proactive, actively engaged in teamwork and consistently pursued results. Throughout the internship, they showed excellent communication and collaboration skills, effectively solved problems, and contributed to achieving team goals. The interns were punctual, polite, and positive, quickly absorbed new information, and successfully applied it in practice.

Trainee weaknesses

Some interns lacked practical experience, self-confidence, and the ability to manage multiple tasks effectively. It was observed that several would benefit from showing more initiative, improving task prioritization, and making decisions more confidently in high-pressure situations. Strengthening



foreign language skills—especially English—and enhancing the application of practical competencies would also be valuable for certain individuals.

Deficiencies in theoretical preparation that became apparent during internship

The interns demonstrated solid theoretical knowledge; however, certain practical gaps were observed—particularly in communication skills and the use of hotel management systems. Some interns found it challenging to interact with people from diverse cultural backgrounds or to effectively apply their software knowledge in real-world situations.

Other observations

The interns demonstrated courage, motivation, and a responsible attitude toward their work. They were able to work both independently and as part of a team, showed professional behavior, strong communication skills, and a clear commitment to delivering high-quality service.

What's next?

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