

HOTEL AND RESTAURANT BUSINESS STUDENT SURVEY ON LEADERSHIP OF FINAL INTERNSHIP

Execution time

At the end of 2024 - 2025 year spring semester.

Objective of the survey

To find out the opinion of Hotel and Restaurant business students about the performed internship, using the answers to improve the process of practice organization and execution.

Short presentation of the questionnaire

The students of the Hotel and Restaurant business study program rated the internship manager at the faculty based on 6 statements and the internship site manager based on 8 statements on a scale from 1 to 5, where 5 means completely agree, 1 means completely disagree. When analyzing the results, the averages of the ratings were calculated. The survey was anonymous and voluntary. The number of students who answered completely is 7.

Presentation of survey results

The overall assessment point average for the practice tutor of the faculty according to all 6 criteria is 4,0 out of 5 possible points. The overall assessment average of the internship place tutor according to all 8 criteria is 4,5 out of 5 possible points.

Evaluated statements	Average
Practice Tutor at the faculty:	
I was introduced to the objectives and evaluation of the internship	4,3
The practice tasks were clearly formulated	3,7
Clear payment terms and forms	3,6
The practice lecturer provided an opportunity for consultation	4,3
Settlement results discussed (written or oral)	4,0
The evaluation shall follow the published evaluation forms and criteria	4,3
Average:	4,0
Internship Tutor in a company, institution, organization, etc. .:	
Clearly formulated tasks	4,8
Designated practical activities that meet the goals of the internship program	4,5
Provided an opportunity to improve practical abilities / skills	4,5
Demonstrated how to perform practical activities	4,3
Observed how I do the practical activities	4,4
Answered in detail questions related to practical activities	4,3
My practical activities were evaluated according to clear criteria	4,5
Maintained a mutual relationship based on respect	4,3
Average:	4,5

Positive statements:

Students were introduced to the objectives and assessment of the internship. Internship managers in the company clearly formulated the tasks; demonstrated how to perform practical activities. Opportunities to improve practical abilities/skills were created in companies. Practical activities were evaluated according to clear criteria.

Points to improve:

The practical tasks were clearly formulated. Clear deadlines and forms for reporting.

Student observations:

Students admit that internships are a great thing because they allow them to consolidate their theoretical knowledge. –“Internship outside the faculty helped me learn to work in a team, improve my communication skills, and gain practical experience.”

What's next?

Students final internship assessment survey is one of the tools to improve the quality of studies. Assessing the results of the survey, the Trainings and Cooperation Development Department sees what needs to be improved in organizing internship, with a particular focus on student communication with the internship tutors at the faculty and the internship tutors in the company, institution, organization, etc. The Trainings and Cooperation Development Department, which conducted this survey and summarized the results, submitted them to the Tourism Department.

Students are informed about the upcoming final internship in advance in order to ensure sufficient time to find a place of internship that corresponds to the study program and field of study. The Manager of Practical Training of the Trainings and Cooperation Development Department of the VK Faculty of Business Management organizes a meeting of students, internship tutors and the head of the department before the internship. A constantly updated database of student internship at the VK Faculty of Business Management is shared with students before the internship, which allows students to choose from many companies.

The Head of the Tourism Department, Dean and Vice-Dean of the Faculty are introduced to the results of the student survey and the need to improve the processes of organizing internship at the VK Faculty of Business Management is analyzed after the internship.