VILNIAUS KOLEGIJA | HIGHER EDUCATION INSTITUTION
FACULTY OF BUSINESS MANAGEMENT

SURVEY OF INTERNSHIP PLACE TUTORS ON TOURISM MANAGEMENT STUDENTS' PRACTICAL SKILLS

Execution time
At the end of the 2025-2026 study year spring semester professional internship.

Objective of the survey
To analyse internship place tutors' assessment of TV24E 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 9,1 out of 10 possible points, reflecting the overall assessment of the practical skills of Tourism Management students (N = 21).

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

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

Trainee strengths
The internship evaluations highlight that students were highly motivated, responsible, and eager to learn. They adapted quickly to new work environments, communicated effectively with colleagues and guests, and demonstrated strong teamwork and customer service skills. Interns frequently demonstrated reliability, professionalism, the ability to work independently, and a willingness to take initiative when solving problems. Creativity, critical thinking, adaptability, and strong organizational skills were also commonly noted, along with the ability to learn quickly and apply feedback constructively. Overall, the interns demonstrated strong professional potential, positive attitudes, and the capability to contribute effectively in dynamic hospitality and business environments.

Trainee weaknesses
The most frequently identified areas for development were related to confidence, independent decision-making, and practical experience in handling complex or unfamiliar situations. Several interns would benefit from improving time management, prioritization, problem-solving, and

multitasking skills, particularly in fast-paced working environments. Further development in communication, negotiation, and collaboration skills was identified as beneficial, along with greater initiative and confidence when proposing ideas or solutions. In some cases, interns focused excessively on details or perfectionism, which affected efficiency and decision-making speed. Overall, the identified weaknesses were typical of early-career professionals and are expected to improve with continued practical experience, professional exposure, and increased responsibility.

Deficiencies in theoretical preparation identified during the internship

The internship evaluations indicate that most students possessed a solid theoretical foundation; however, some gaps emerged in the practical application of knowledge. The most common areas for further development included digital analytics, CRM systems, customer data analysis, business communication, negotiation techniques, and the practical use of digital marketing tools. Further development in hospitality and tourism operations, customer relationship management, advanced business analytics, and strategic decision-making in real-world situations was identified as beneficial. In several cases, additional practical experience was recommended to strengthen the ability to apply theoretical concepts, manage complex customer interactions, and use business software effectively. Overall, the identified shortcomings were mainly related to limited practical exposure rather than insufficient academic knowledge.

Other observations

The evaluations highlighted students' professionalism, positive attitude, adaptability, and commitment to learning. Interns integrated well into their teams, demonstrated continuous improvement, and showed strong potential for careers in tourism, hospitality, and business-related fields. Several students made valuable contributions to daily operations, exceeded expectations, and some were offered employment opportunities after completing their internships. Overall, the feedback reflects strong professional potential, a positive work ethic, and readiness for further career development.

What's next?

Students who have completed an 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).