VILNIAUS KOLEGIJA | HIGHER EDUCATION INSTITUTION
FACULTY OF BUSINESS MANAGEMENT

SURVEY OF INTERNSHIP PLACE TUTORS ON HOTEL AND RESTAURANT BUSINESS 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 VR24E 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 9,5 out of 10 possible points, reflecting the overall assessment of the practical skills of Hotel and Restaurant Business students (N = 10).

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

The following areas were rated best by the internship place tutors: motivation and quality of completed tasks and jobs.

Trainee strengths
The evaluations highlighted the interns' strong sense of responsibility, reliability, punctuality, and motivation to learn. Students demonstrated the ability to adapt quickly to new tasks and dynamic work environments while maintaining a positive attitude and a high standard of professionalism. Strong communication, teamwork, customer service, and interpersonal skills were frequently noted, particularly in interactions with guests, clients, and colleagues. Many interns showed initiative, independence, problem-solving abilities, and a willingness to take on new challenges, while also responding positively to feedback and continuously improving their performance. Overall, the evaluations indicate that the interns possess strong professional potential, an excellent work ethic, and the competencies needed to succeed in hospitality, tourism, and service-oriented environments.

Trainee weaknesses

The most common areas for development were related to confidence, independence, and practical experience when handling more complex or unfamiliar situations. Several interns would benefit from strengthening decision-making skills, time management, prioritization, and the ability to work efficiently under pressure. Further development of communication, leadership, and problem-solving abilities was also noted, particularly in customer-facing and challenging situations. In some cases, interns tended to focus excessively on details or perfectionism, which affected work speed and efficiency. Overall, the identified areas for improvement were largely associated with limited professional experience and were observed to improve significantly throughout the internship period.

Deficiencies in theoretical preparation identified during the internship

The evaluations indicated that students were generally well prepared from a theoretical perspective, with no major deficiencies identified in most cases. The main areas for development were related to the practical application of theoretical knowledge, particularly in tourism operations, customer service processes, hospitality management, and business decision-making. Some students would benefit from deeper knowledge of tourism products, destination management, customer relationship management, and industry-specific operational procedures. Additional development was also recommended in areas such as strategic planning, advanced hospitality management concepts, conflict resolution, and practical problem-solving. Overall, the identified shortcomings were primarily associated with limited practical experience rather than insufficient theoretical knowledge, and students demonstrated a strong ability to learn and apply new knowledge throughout their internships.

Other observations

Students adapted well to the workplace environment, integrated successfully into their teams, and demonstrated continuous improvement in their skills and confidence. Several interns made a particularly positive impression through their initiative, reliability, and valuable contributions to daily operations, with some receiving job offers upon completion of the internship. Strong potential for future career development in the hospitality and tourism sectors was also noted. Overall, the feedback reflects high levels of professional readiness, dedication, and growth during the internship experience.

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).