



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

Execution time

At the end of the 2021-2022 study year spring semester professional and final practice.

Objective of the survey

To analyse practice place tutors' assessment of TV19E and TV20E 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 9.5 out of 10 possible points, reflecting the overall assessment of the practical skills of Tourism Management students (N = 11).

No.	CRITERION	Score
1.	Quality of completed tasks and jobs	9.5
2.	Problem solving	9.5
3.	Critical thinking	9.6
4.	Creativity	9.7
5.	Responsibility	9.6
6.	Motivation	9.1
7.	Self-sufficiency	9.4
8.	Collaboration	9.8
9.	Negotiation skills	9.3
10.	Other (to be inscribed)	9.4
Achievement of results		9.5

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

Trainee strengths

Practice place tutors have mentioned the following strengths of students practical skills: "The trainee tried herself in various fields, both marketing and product development. Creatively prepared texts, found a lot of useful information about sustainable tourism, unique European objects", "The trainee is active, has theoretical knowledge, is not afraid to discuss, completed assigned tasks independently, diligently, has a desire to learn, to improve", "The trainee was always very professional, motivated and performed the duties of a receptionist without any problems. It was very well appreciated between the guests. Demonstrated excellent teamwork skills, collaboration with various hotel departments and a positive attitude when dealing with issues or difficult situations with guests", "Responsible, excellent communication with guests, punctual and reliable", "The trainee has shown responsibility and critical thinking while dealing with customers. She is a fast learner and quickly has become a key member of our Marketplace Team", "Dealt appropriately with conflict situations".



Trainee weaknesses

Practice place tutors mentioned the following weaknesses of students practical skills: “The knowledge of Lithuanian grammar should be deepened, in the middle of the practice, the motivation to complete the tasks was lacking”, “Lack of time management skills. It was more difficult to apply theoretical knowledge in practice”, “There was a lack of motivation”, “The trainee could have been a little more active in communicating with our team – he could have offered more ideas that need to be improved to make our services better”, “Trying to take multiple tasks but not fully complete some of them”, “I think the lack of confidence”, “Lack of extra engagement with customers”, “In general she needs to trust herself more and to be more confident when interacting with the guests. Language barrier”.

Deficiencies in theoretical preparation that became apparent during practice

“In tourism programs, it would be good to teach more how to work with the systems used in the tourism sector – ordering tickets, creating a tourism product, travel reservations”, “System knowledge, would be perfect to know more systems not only Fidelio”.

Other observations

“During the practice, the student completed assigned tasks, was active, searched for information, delved into the chosen topic, made observations and suggestions”, “As an organization, we want to highlight that we are very happy with her work and that we believe it shows the quality of her studies”.

NOTE: practice tutors' responses have not been corrected.

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).