

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

Execution time

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

Objective of the survey

To analyse practice place tutors' assessment of VR19E 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 = 4).

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 is an excellent team member, independent and responsible", "The trainee is very responsible, always perfectly prepared for work, presentable appearance, diligent student, very helpful. A friendly, calm character, a person who fits perfectly into the team, who is able to represent the hotel".

Trainee weaknesses

Practice place tutors mentioned the following weaknesses of students' practical skills: "Critical thinking skills should be improved and creativity should be developed", "It is still necessary to accumulate experience in solving critical situations".



Deficiencies in theoretical preparation that became apparent during practice

“Knowledge of sales network methods and their application in practice”, “Theoretical preparation could explain more hotel terminology to students, the main terms used in the hotel: Room Rate, RevPar, ADR, etc.”.

Other observations

“During the internship, the trainee successfully participated in the hotels’ initiatives – a photo shoot and successfully cooperated with colleagues.”.

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).