



Employer Satisfaction Report HTMi Switzerland

Spring 2022

The present Employer Satisfaction Report – Spring 2022 represents metrics obtained from a sample of work certificates and internship evaluation forms collected from students upon successful completion of their respective industry placements and provided by partner employers to HTMi Switzerland's Centre for Career Management. By analyzing this data, it is possible to obtain precise quantitative and qualitative information regarding the perception that both Swiss and International employers have regarding HTMi Switzerland's students. The collected data mostly concerns placements that took place during the period June – December 2021.

Initially analyzing the collected work certificates and the different properties that employed students during this period, it was possible to gather that 50% of students were employed in 5-Star hotels. Among such employers, names such as Bürgenstock Hotels & Resort, Schweizerhof Swiss Alp Resort or Hotel Ermitage can be found, displaying the high caliber of industry placements HTMi Switzerland's students are able to obtain. The remaining students joined other reputable properties within the Swiss Hospitality industry, mainly 4-5 Star hotels. The collected work certificates make up a valuable part of students' work portfolio and can be used as letters of reference for further employment opportunities throughout their careers. All work certificates collected are personalized, demonstrating that employers hold HTMi Switzerland's students in high regard and provide performance evidence with profound levels of insight about the students' skills and competencies. Employers frequently comment on students' attitude and skills, describing them as assets to their teams, who contributed to the overall performance of the businesses with greatly in-need soft-skills, such as dedication, punctuality, excellent grooming, friendliness, among others, previously developed throughout their studies at HTMi Switzerland and applied in practice in their daily work-related tasks.

Direct supervisors also utilize the HTMi Internship Evaluation Form to provide each student with precise evaluation in 2 main key areas: Personal Qualities, and Work Skills. These encompass more specific attributes such as Grooming, Attitude & Behavior, Teamwork or Problem-Solving. With values ranging from 1 until 5 (an outstanding level of ability or skill is indicated with the classification of 5), the current average sits at 4.7 out of 5 marks, representing an overall employer satisfaction level of 94%. Furthermore, employers also indicated a 100% probability of re-employing the students and recommending them to other employers, awarding them with an average of 5 out of 5 marks in those subjects. These percentages become even more relevant when taking into consideration that many of the internship evaluation forms were given to students completing their first professional work experience in the country, with no previous knowledge of the industry or the local language, save for the acquired through education at HTMi Switzerland.

Finally, the opinions of employers regarding their recruiting of HTMi Switzerland's students can also be found in their comments when interacting with the Centre for Career Management, either during targeted on-campus recruitment events or general communication:



"The students will be joining the team as full-time employees. We are very happy to have them!"

Mr. Georg Keller, Assistant Director of Food & Beverage at Bürgenstock Hotels & Resort

"We appreciate the cooperation with you very much and consider it very valuable for our company."

Mr. Thomas Schwendener, Quality and Process Manager at Grand Resort Bad Ragaz

"If we have the opportunity to offer the students a full-time contract, we would really like to do so!"

Ms. Anja Schwamberger, Guest Ambassador Wine Library at B2 Boutique Hotel & SPA

Employers' satisfaction levels continue to rise and HTMi Switzerland's students continue to be a reference for global Hospitality brands as well, maintaining a consistent overall approval level, now reaching a new high of 94%. Both in re-employment and in recommendation to future employers' probability, students now reached a perfect score of 100%. The excellent and ever-growing reputation of the Institute's students showcases not only the close ties HTMi Switzerland maintains with industry leaders worldwide, but the commitment to providing the industry with the leaders of tomorrow, as per the mission for all students "Come as a Student, Become a Manager".

All data presented in this report can be verified upon request by accessing the source materials.

More information on employer satisfaction, and work certificates made public can be found under the following link: htmi.ch/employers

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