



Employer Satisfaction Report HTMi Switzerland

October 2023

The Employer Satisfaction Report – Fall 2023 has been compiled from a representative sample of employer reference statements, and feedback from internship evaluation forms all collected by the Centre for Career Management at HTMi Switzerland. This data is from the hospitality & tourism industrial partners where students have successfully completed their internship. The collected sample of data is from the students who have completed their tenure of placements beginning from January, 2023 to end of July 2023 within Switzerland.

The following key highlights have been established through the analysis of the reference statements and feedback forms from the industry partners about students of HTMi Switzerland from the stated period in 2023.

1. For the second consecutive term running, 100% of students from HTMi Switzerland were placed in 4 or 5 Star hotel properties in Switzerland, where prominent hotels such as Zurich Marriott Hotel, Le Grand Bellevue Gstaad, Baur Au Lac Zurich, Mandarin Oriental Geneva & Luzern are frequently present as long term collaborators with the Centre for Career Management at HTMi Switzerland, and providing students the platform to perform at their highest potential, and to build their career portfolio from the initial stages of their hospitality & tourism industrial career.
2. The evaluation forms completed by employers provide an absolute value of employer satisfaction of students from HTMi Switzerland during their internship in areas of; Personal Conduct, Teamwork, Communication Skills, Grooming and other vital areas of assessing technical skills and soft skills essential for performing in the Hospitality & Tourism industry, with values ranging from 1 to 5, where 5 is the best mark for each student. From the year-on-year analysis, the current average of 4.68 out of 5 demonstrates an overall satisfaction of 94%, (rounded) and there is a computed 95.2% (rounded to 95%) probability of re-employing, and / or recommending students of HTMi Switzerland for future employment as referees to other employers, from the year-on-year analysis.
3. Some targeted comments of the employers also demonstrates the satisfaction with the students of HTMi Switzerland during their internship, such as;

“Very popular amongst our regular guests for his friendly and individual service attitude” – Ms. Doreen Huber, HR & Administration at Novotel Zurich Airport Messe

“Always did an outstanding job” – Mr. David Lange, In-Room Dining & Banquet at Kempinski Palace Engelberg

Students of HTMi Switzerland have proven yet again to meet and exceed the expectation of employers in the hospitality & tourism industry, by striving to achieve near-perfect scores in categories of re-employment, future recommendations from employers and overall satisfaction. The holistic approach of Hospitality Education & Management, through on-campus training simulations, HTMi Switzerland provides the platform students need to become global leaders of future in Hospitality.

All information here can be confirmed upon request by accessing the source data. For more information on employer satisfaction & public work certificates can be found on: [htmi.ch/employers](https://www.htmi.ch/employers)

HTMi, Hotel and Tourism Management Institute Switzerland,
Hotel Campus Mariental Panorama, 6174 Soerenberg, Kanton Luzern, Central Switzerland.

Tel: +41 41 488 1125
Email: htmi@htmi.ch

Fax: +41 41 488 2344
Website: www.htmi.ch



Prepared on 11th October 2023

Nishant Suri, International Academic Manager

Charles Hains, Academic Director.