

Article 6:

**HOSPITALITY STUDENTS' EXPECTATION, EXPERIENCE AND
SATISFACTION OF INTERNSHIP PROGRAM: INPUTS TO HOSPITALITY
AND TOURISM MANAGEMENT IN HANOI, VIETNAM**
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Abstract

Internship has become an essential component in many undergraduate programs. It provides students with a smooth transition from the on-campus environment to the real working environment. It is often viewed as a 'win-win' situation for both the intern and the intern's employers. Students are able to learn about their dream profession and gain practical experience while simultaneously being able to reflect on what they have learned in the classroom. Employers benefit from internships as interns are sources of future employees as well as casuals in peak season. This study examines the levels of expectations of hospitality students toward their internship program, the factors that create satisfaction of students, the relation between the overall feeling of students about the internship and the career choice of them in the industry. In addition, this study examines the relationship between students' expectation, experience and level of satisfaction towards their internship program. Findings from the study have been discussed extensively. Finally, the recommendations are proposed for enhancing the internship program for hospitality students, their employers and the university concerned in Hanoi, Vietnam.

Keywords: Internship, Interns, internship expectation, internship experience, satisfaction level, Hanoi, Vietnam