REPORT ON MOCK INTERVIEW

Department of B. Voc – Hospitality & Tourism

Activity: Mock Interview for Final-Year Students
Programme: B. Voc, Hospitality & Tourism
Purpose: Preparation for Upcoming Internship and Placement Interviews
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Introduction

The Department of B.Voc, Hospitality & Tourism, Centre of Excellence, Government College Sanjauli, Shimla, conducted a **Mock Interview Session for the final-year students of Hospitality & Tourism** as part of the department's efforts to prepare students for upcoming internship and placement opportunities in the hospitality and tourism industry.

The activity was designed to provide students with an experience similar to an actual recruitment interview and to familiarize them with the expectations and professional standards followed by employers in the hospitality industry.

Objectives of the Mock Interview

The major objectives of conducting the mock interviews were:

1. To assess the **self-confidence and communication skills** of students during an interview.
2. To evaluate their **technical knowledge** related to Hospitality & Tourism.
3. To assess their understanding of various operational areas such as **Front Office, Food & Beverage Service, Housekeeping, Food Production.**
4. To evaluate students **personality, grooming, body language and professional etiquette**.
5. To identify the strengths and areas requiring improvement among individual students.
6. To familiarize students with commonly asked **HR and technical interview questions**.
7. To develop students ability to respond confidently and appropriately in an interview situation.
8. To prepare students for **internship, apprenticeship and placement interviews** with hotels, resorts, travel companies and other hospitality-related organizations.
9. To provide individual feedback and suggest measures for improving students' employability skills.

Conduct of the Activity

The mock interview was conducted in a formal interview environment. Students were called individually and were asked questions covering different aspects of their academic background, technical knowledge, personality, career aspirations and practical exposure.

The interview process included questions related to:

- Self-introduction and personal background
- Educational qualifications
- Hospitality and Tourism

- Front Office operations
- Food & Beverage Service
- Housekeeping operations
- Food Production
- Guest handling and customer service
- Hotel terminology and operational procedures
- Situational and problem-solving questions
- Communication and interpersonal skills
- Internship and career preferences
- Career goals and future plans
- General HR-related questions

Students were also observed for their **confidence, communication, body language, grooming, professional etiquette, listening skills and ability to answer questions logically and appropriately**.

Assessment Areas

During the mock interview, students were assessed on the following parameters:

1. Self-confidence
2. Communication Skills
3. Technical Knowledge
4. Subject Understanding
5. Practical/Industry Knowledge
6. Body Language
7. Grooming and Professional Appearance
8. Problem-Solving Ability
9. Personality and Attitude
10. Overall Interview Performance

Observations

The activity provided an opportunity to identify the strengths and shortcomings of the students before they appear for actual internship and placement interviews.

Some students demonstrated good confidence, communication skills and technical knowledge, while others required improvement in areas such as **self-introduction, communication, technical**

preparation, English speaking skills, body language, confidence and answering situational questions.

The mock interview also helped students understand that academic knowledge alone is not sufficient for successful placement. Employers also assess a candidate's communication skills, attitude, confidence, grooming, willingness to learn and ability to handle guests and workplace situations professionally.

Feedback and Areas for Improvement

After the interviews, individual feedback was provided to the students. Students were advised to:

- Prepare a clear and confident **self-introduction**.
- Revise important concepts and technical subjects related to Hospitality & Tourism.
- Improve their **communication and conversational skills**.
- Develop confidence while answering questions.
- Maintain appropriate **eye contact and positive body language**.
- Follow proper grooming and professional dress standards.
- Prepare for frequently asked HR and technical questions.
- Develop better knowledge of current trends in the hospitality industry.
- Improve their ability to handle **situational and guest-related questions**.
- Clearly understand their career goals and preferred areas of specialization.
- Practice mock interviews regularly before appearing for actual recruitment drives.

Outcome of the Activity

The mock interview was a useful **pre-placement and pre-internship preparation activity** for the final-year students. It provided students with practical exposure to the interview process and helped them understand the expectations of hospitality industry recruiters.

The activity successfully helped in identifying the students' **strengths, skill gaps and areas requiring further development**. The feedback received through the interviews can be used to provide focused training in communication, technical knowledge, personality development, grooming and employability skills.

The activity also enhanced students' awareness of the importance of preparation and professional behaviour during actual internship and placement interviews. It is expected that continued practice and guidance will improve students' confidence and overall employability.

Conclusion

The Department of B.Voc, Hospitality & Tourism, Centre of Excellence, Government College Sanjauli, remains committed to providing students with industry-oriented training and opportunities for developing their employability skills. The mock interview was an important step towards bridging the gap between **academic learning and industry expectations**.

Regular mock interviews, career counselling, industry interaction, skill development sessions and placement-oriented training may further help students become more confident, competent and professionally prepared for successful careers in the Hospitality & Tourism industry.


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