

## **Conclusion**

### **1. Summary of visit Experience**

The field visit to Araliya Red Hotel, Nuwara Eliya was a very valuable and educational experience for all of us as hospitality students. It gave us a real understanding of how professional hotel operates in a practical environment. During the visit, we were able to observe different hotel departments such as front office, housekeeping, food and beverage service, kitchen operations, and management functions. We learned how each department works separately and also how they work together as one system to provide quality service to guests.

The staff members were very supportive and explained their duties clearly, which helped us understand real hotel operations beyond classroom theory. We also observed guest handling procedures, service standards, hygiene practices, staff coordination, and time management in daily operations. The hotel environment, discipline, professionalism, and service culture showed us the importance of teamwork and customer satisfaction in the hospitality industry. Overall, the visit was informative, inspiring, and meaningful, and it helped us connect our academic knowledge with real-world hotel practices.

### **2. Importance of practical Exposure in Hospitality Education**

Practical exposure is extremely important in hospitality education because this industry is based mainly on service, skills, and real-life experience. Classroom learning gives theoretical knowledge, but field visits and industry exposure help students understand how that knowledge is applied in real working environments. Through this visit to Araliya Red Hotel, we learned not only concepts but also professional behavior, communication skills, work discipline, and service attitudes.

Practical exposure helps students to:

- Understand real hotel operations and workflows.
- Improve communication and interpersonal skills.
- Learn customer service standards and professionalism.
- Develop teamwork and leadership qualities.
- Understand workplace discipline and responsibility.
- Build confidence to work in real hospitality environments.

This experience also helps students to identify their career interests in specific departments such as front office, housekeeping, kitchen, or food and beverage service. Therefore, practical learning is essential for developing competent, skilled, ad industry-ready hospitality professionals.

### 3. Final Reflection

This field visit to Araliya Red Hotel, Nuwara Eliya was not just an educational activity but also a motivational experience for our future careers in hospitality. It helped us realize the responsibilities, challenges, and expectations of working in the hotel industry. We understood that hospitality is not only about luxury and appearance, but also about hard work, dedication, discipline, teamwork, and guest satisfaction.

This visit improved our understanding of professional standards and inspired us to develop positive attitudes, strong work ethics, and commitment towards our studies and future careers. It also made us more aware of the importance of continuous learning, skill development, and personal growth in the hospitality sector. Overall, this visit was a meaningful learning experience that will guide us in becoming responsible, skilled, and professional hospitality graduates in the future.