

PSYCHOLOGICAL PROBLEMS AND COUNTERMEASURES OF HOTEL PRACTICE FOR STUDENTS MAJORING IN TOURISM MANAGEMENT

Yongtao Wang

Tourism and Planning School, Pingdingshan University, Pingdingshan, 467000, Henan, China

Background: The demand of tourism industry for tourism talents has practical requirements. The practice of tourism management students in hotels is an important way to cultivate applied talents, an indispensable link in higher vocational teaching, and an important way to improve students' application ability and innovation ability. As the most important talent reserve in the hotel industry, interns are related to the sustainable and healthy development of hotel enterprises and the hotel industry. As an important part of hotel staff, interns have similarities and differences compared with regular hotel employees. The particularity of the dual identity of students and employees determines the diversity and complexity of problems in practice.

Objective: The practice of Tourism Management Major in Colleges and universities is an essential link in realizing the teaching plan and training objectives. It plays a very important role in improving students' practical ability. Taking the hotel practice of students majoring in tourism management as an example, this paper summarizes the psychological problems of students in hotel practice, and puts forward the corresponding ideas and methods to solve the problems, in order to provide beneficial exploration for the hotel practice of students majoring in tourism management.

Subjects and methods: 1. Psychological problems in the preparation stage before practice. The practice mentality is impetuous and lacks clear practice objectives. After several years of theoretical study, college students have a certain grasp and understanding of professional knowledge, but they lack corresponding practical skills and experience. Most students are not clear about the purpose of professional practice, which makes them often become a mere formality in the process of practice. They think that as long as they complete the corresponding practice tasks, the practice mentality is too impetuous, lack the mentality of actively exercising their own ability, and the practice motivation is not strong.

2. Psychological problems in the learning stage of practice. Lack of understanding of practice and negative response at work. Most students lack a correct understanding of the importance of internship. They think that in order to complete the corresponding internship plan, internship is just a formality, and they are not aware of the importance of internship to them. In the process of practice, they are light and afraid of heavy, and even avoid practice. In addition, the long-term comfortable campus life makes them lack the spirit of hard work. In the process of internship, the relatively heavy work makes it difficult for them to digest for a while. In the process of internship, there will be a mentality of high work intensity and hard work, or a mentality of psychological imbalance.

3. Summary after practice and psychological problems in the reflection stage. High intensity physical exertion and relatively low paid labor lead to students' disappointment. With the deepening of internship work, students in different positions will compare with each other, and the increase of contact with the outside world, students face various temptations, which has greatly changed their concept of money and are no longer satisfied with the current situation. In addition, we have gradually realized that the hotel industry is only a job in which physical labor accounts for the main factor, lost the enthusiasm for learning professional knowledge, and felt that it was of little use to study for a few years. This contrast of reality makes students easy to cause disappointment.

Results: 1. Strengthen the ideological education of students in the preparation stage of interns. ① Emphasize the importance of practice and clarify the objectives of practice. Before internship, we should emphasize the importance of internship, cultivate students' correct internship concept and clarify internship objectives, so that each student can have a correct understanding of hotel internship, pay attention to it in thought and actively cooperate in action. In addition, the specific situation of the internship site and the job position are introduced in detail, so that students can have a preliminary understanding of the internship work before the internship, so as to avoid over idealization of the internship work. ② Establish a serious and down-to-earth working attitude. Many students in the process of internship, including before internship, listen to previous students say that internship work is very hard, which affects students' attitude in the process of internship. In addition, some students do not realize the importance of internship and think that internship is only a matter of form, while perfunctory internship work in the school is not down-to-earth. Who knows that being serious and down-to-earth is the basis for cultivating a good work style. Therefore, before the internship, the problems that may be encountered in the internship process should be explained in detail, and the students are required to establish a serious and down-to-earth working attitude.

2. Strengthen the guidance and supervision mechanism in the practical learning stage of practice. ① Provide internship instructors to strengthen guidance and supervision. In the actual internship process, basically every university will provide each student with corresponding internship instructors during the hotel internship. The role of instructors is to strengthen the communication with students at ordinary times, find problems and solve them in time. But in fact, because the instructor is in the school, there will be some problems in the communication with the interns. The interns can't solve the problems encountered by the students in the actual work in time, which will seriously affect the students' working attitude and emotion. In addition, if the internship instructor can't see the performance of students in time, the best way is to arrange an internship teacher in the internship Hotel. In this way, it can guide students in time, correct and solve problems in time, and also play a certain role in supervising and urging students' internship work, which is convenient for the management of schools and hotels. ② Stipulate the management system for internship students. In order to make students get good exercise in the process of practice and achieve the expected goal of teaching, we must establish a set of scientific management methods. First of all, according to the school's management regulations on practice links, formulate the corresponding regulations on the management of student internship. Identify students' practice through five aspects: performance during practice, written practice report, practice log, identification of practice unit and examination results. After the internship, the enterprise and the school will commend the outstanding students, issue the "excellent intern certificate" and give material rewards; Secondly, the whole practice is divided into several stages, focusing on the summary of students' practice in each stage. Establish special practice files to make students get theoretical sublimation through practice summary. Through the summary in the form of Symposium and internship report, students can complete the gradual process of "theory, practice and theory".

3. Strengthen guidance and establish professional confidence in the practice summary stage after practice. In the process of internship, due to the disappointment of the nature of work on students' psychology, we should actively guide them after internship, establish professional confidence, and find that the lack of knowledge in practice should be supplemented in time, so as to lay a good foundation for future work. In addition, encourage students to recognize their own shortcomings and enhance knowledge learning and exercise.

Conclusions: In short, internship is not only an important link in teaching, but also an important way to cultivate qualified tourism management talents. In this regard, we can achieve good results only by carefully arranging, strengthening management and constantly summarizing experience. Both hotel training and school education have their own advantages and disadvantages, but one thing we must be clear about is what the purpose of our training is. For the school, if it is only to complete the teaching task, the teaching itself has no intention. Hotel training is the same, not to make the employees' operation skills better How excellent, but we should focus on improving the comprehensive quality and ability of employees, which is the ultimate goal of our training.

Acknowledgements

Henan government decision making one of the "one belt, one road" strategy: the role of Zhengzhou airport link (Item No:2015B025)

* * * * *

THE INNOVATION OF COLLEGE STUDENTS' MENTAL HEALTH EDUCATION MODEL UNDER THE CONCEPT OF POSITIVE PSYCHOLOGY

Danfeng Zhao

Student Affairs Office, North University of China, Taiyuan, 030051, Shanxi, China

Background: College Students' mental health education is an important part of College Students' work. With the development of the times, the traditional college students' mental education model has been unable to meet the needs of College Students' mental development. Colleges and universities should fully understand the necessity and urgency of innovating the mental health education model, and strengthen the theoretical and practical discussion on the construction of the new model, Effectively promote the all-round development of College Students' mental health education. At the end of the 20th century, western positive psychology thought, aiming at the development and happiness of all mankind, changed the tradition of only focusing on the repair of life problems to establish a better quality of life at the same time, emphasized the cultivation of healthy and positive personality, temperament and ability of college