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**BUSITEMA UNIVERSITY  
FACULTY OF MANAGEMENT SCIENCES  
INDUSTRIAL FIELD ATTACHMENT CARRIED OUT AT MBALE RESORT HOTEL  
LIMITED**

**AKELLO ALICE**

**BU/UP/2020/1078**

**INDUSTRIAL ATTACHMENT REPORT SUBMITTED TO THE FACULTY OF  
MANAGEMENT SCIENCES IN PARTIAL FULFILMENT FOR THE AWARD OF A  
BACHELORS' DEGREE OF TOURISM AND TRAVEL MANAGEMENT**

**JANUARY-FEBRUARY, 2023**

**DECLARATION**

I AKELLO ALICE declare that this attachment report conducted at Mbale Resort Hotel Limited is entirely my own documents, experience during my training, as a result of my own effort and has never been submitted before to any other university or any other higher institution of learning for any academic award.

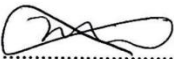
SIGN: .....

AKELLO ALICE

DATE: 25/02/2023.....

**APPROVAL**

This is to certify that this industrial training report has been prepared and submitted by AKELLO ALICE upon completion of her field attachment period at Mbale Resort Hotel Limited under my supervision and guidance and it meets the examiner's requirements for the bachelor's degree of Tourism and Travel Management.

SIGN:  .....

MR. EMOJONG RONALD

(Academic Supervisor)

DATE: 25/2/23 .....

SIGN:  .....

MS. MUZAKI ANNET

(Field Supervisor)

DATE: 25/2/2023 .....

## **DEDICATION**

I dedicate this field attachment report to my beloved parents Mr. and Mrs. Okare Samson Olaki who made it possible for me to travel and participate in training at Mbale Resort hotel limited.

## **ACKNOWLEDGEMENT**

I would also like to extend my sincere gratitude to my academic supervisor Mr. Emojong Ronald for his parental guidance and support during my field attachment. I would also like to extend many thanks to significant persons I met a long my journey; Flavia, Bridget, Martha, Josephine, Emmanuel.

Appreciation goes to my classmates for the love, care, cooperation and togetherness.

Much thanks go to Busitema University specifically to the Faculty of management sciences for their endless support and their patience with me. I would like to specially thank my Head of Department and lecturer Mr. Wampande Jowalie for the academic guidance and kindness offered. Not forgetting, Mr. Emojong Ronald, Mr. Emusugut Desterio, Mr. Esuku Joseph and Mr. Musoke Aggrey for the continued support and the parental love they have rendered to me for this report to be a success.

Gratitude to my field supervisors at Mbale Resort Hotel namely: Ms. Annet Muzaki, Mr. Katushabe Obed, Mr. Okwii, Mr. Erisu George and other staff such as Zubairu, Paul, Wambi James, Irene, Abdul and Tabitha.

Thank you very much.

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## **LIST OF ACRONYMS/ABBREVIATIONS**

MRH Mbale Resort Hotel

KFP Kitchen and Food Production

F&B Food and Beverage

HRO Human Resource Officer

HR Human Resources

H/K House Keeping

i.e. That is to say

e.g. For example



## **EXECUTIVE SUMMARY**

The internship training was carried out at MRH. The internship training was aimed at exposing the internee with practical knowledge extracted from the theoretical knowledge got from lectures in the lecture room and, acquire professional competencies to enable the student to compete in the job market around the world in the hospitality sector.

The report consists of the background of internship, objectives of the internship, description of the organization, vision, and activities carried out while in the field.

The internee participated in various activities such as welcoming guests, arranging halls for guests, serving buffets and as the internee was able to learn valuable lessons such as communication skills, flexibility, good inter-personal relationships, record keeping, proper documentation, ethical code of conduct, time management, among others.

All in all, the internship training equipped the student with practical skills despite the theoretical skills she acquired while attending lectures. Thus it was necessary for the internee to undertake the industrial training so that the student could get further exposed and acquire knowledge and skills to be applied in the working environment.

# CHAPTER ONE

## 1.0 Introduction

This chapter mainly consists of the background of internship, objectives of field attachment, description of the organization, mission, vision and goals of the organization and field organization structure.

## 1.1 Background of the internship

Since the 1970s, universities in developed countries started introducing academic departments to promote and enhance the teaching of tourism at university level. This arose from a recognition that tourism was significantly taking up a position as the world's single largest industry. This scenario has not changed in any way and instead the 21<sup>st</sup> century forecasts indicate that there is great potential for continued growth in the tourism sector than most other sectors. This is true even in the east African region where Uganda lies. Tourism as a professional academic discipline is not well established in most universities and institutes in developing countries. The situation is worsened by the few fully established tourism programs in African universities. The department of Geography at Makerere University saw this need and started a Bachelors' of Tourism program in 1997 as a stepping stone for the establishment of the department of tourism and hospitality management in future.

## 1.2 Objectives of field Study.

- i. To enable students get acquainted with tourism and hospitality industry enterprises and organizations.
- ii. To enable students understand peculiarities of their operations and the role of teamwork and carrying out their activities.
- iii. To enable students to develop ability to blend into a team, understand structure and operations of enterprise.
- iv. To enable student to develop the capacity of analyzing, assessing and developing suggestions for business improvement.