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

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**INDUSTRIAL ATTACHMENT REPORT SUBMITTED TO THE FACULTY OF
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BACHELORS' DEGREE OF TOURISM AND TRAVEL MANAGEMENT**

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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 21st 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.

1.3 Description and Background of Field Attachment Area

Mbale Resort Hotel Limited was established in 2002 by a group of indigenous private investors. It is a limited Company under Home Investment Holdings (East Africa). MRH started operations with 19 guest rooms, 1 conference Hall, 1 Board Room, 1 Restaurant, 2 Bars and Health club and spa facilities.

Mbale Resort Hotel is set against the backdrop of the slopes of Mount Elgon in the heart of Mbale City. It is located on Plot 50, Bungokho Road. It offers quality services and makes your comfort their priority during your stay with them.

Currently the hotel sits on 14 acres of land with a new complex which was opened in 2010. The hotel has 93 rooms on 2 wings. The Victoria/ Executive Wing with 74 Executive Rooms and the Eden wing with 20 Budget rooms. All their rooms meet international hotel standards and offer an experience that will make you stay longer. All rooms reflect and suites reflect a contemporary and sophisticated style featuring breathtaking Mbale skyline views, spectacular panoramic views of the Wanale Hill, swimming pool and garden views.

The hotel also offers conferencing facilities with 2 conference halls, 3 restaurants, 3 bars, laundry and dry-cleaning services and health club and Spa facilities.

1.4 Vision

“To be the preferred hospitality destination in the region.”

1.5 Slogan

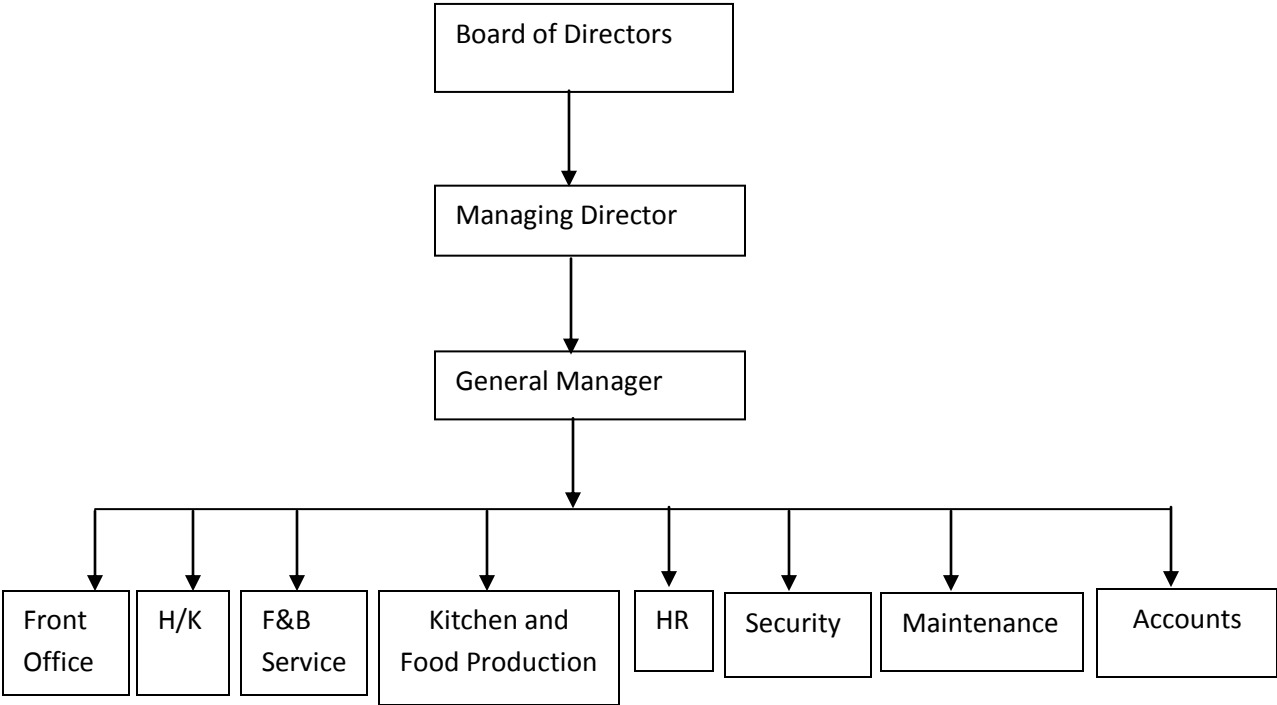
“The Natural Comfort.”

1.6 Nature of Business

It is a private limited Company under Home Investment Holdings (East Africa).

1.7 Organizational Structure of Mbale Resort Hotel Limited.

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CHAPTER TWO

2.0 Introduction

This chapter gives details of the methods and material the student used in the field to achieve the internship objectives.

2.1 Methods and materials

2.1.1 Orientation by Head of Department

Orientation is the act of familiarization with something usually not known to somebody.

The internship training program started on Monday 02nd January, 2023 where the internee was attached to the house keeping department, supervised by Ms. Muzaki Annet, by The Human Resource Officer of MRH. On arrival the internee was welcomed and received by the HRO who later assigned me to the Food and beverage. The Food and beverage supervisor Mr. Sangula Samwas my mentor and adviser on various subjects, occasions and during my entire stay in that particular department. He took me through the several sections of the food and beverage Unit and these included service section, clearing tables, responding to orders of guests and finally Barista section. The internee was placed and oriented in the right place depending on the scope of activities of hospitality management and therefore the internee was fit to work with the F&B department in the hotel establishment.

2.1.2 Regular briefings and training

Training is the process of learning new skills you need to do a particular job or activity.

These were carried out by the different heads of department and also occasionally by the General Manager since the internee received training in several departments i.e. KFP, F&B, H/K, and Stores.

Some of the trainings the internee attended were on cooking methods and Cuts of different animals and poultry in the KFP department, how to handle lost and found and how to empty a vacuum cleaner in the H/K department and how to handle silverware and glassware in the F&B department.

The materials used during trainings included pens and note pads to note important findings, the internet where by some short clips were downloaded from YouTube to give a clearer picture on the specific topic which was being discussed. The people resources like the Heads of department who always gave further insight and guidance on particular problem scenarios.

2.1.3 Practicals

These are lessons involving actual use of equipment or anything tangible rather than theoretical. The internee managed to get hands on in almost all departments and this was through guidance from supervisors, staff.

In the kitchen for example so many practical skills were attained by the student in bakery section while making pastries and cakes such as croissants, marble cakes, bread and the like. I managed to deep fry, bake in the Combe, grill cuts of beef on the grill, curve fruits, prepare salads and cold sauces and managed to operate most of the electronics like the blender, freezers, mixing machine, Combe oven, microwave, boiler, etcetera.

At the end of my attachment in the F&B department, I could set a table for breakfast, lunch and dinner, polish and store silverware and glassware professionally, take orders, and so many activities I may not be able to mention.

For the H/K department I left when I could change linen and lay a guest's bed, do turn over, do turn down, professionally clean the toilet and bath tub.

2.1.4 Observation

Observation is the act of closely monitoring something or someone else. The student attained a lot of knowledge and skills through observing the supervisors and staff as they performed their duties. A keen eye and sound mind were the only requirements for the student to learn through observation.

2.1.5 Text Books

A textbook is a book containing a comprehensive compilation of content in a branch of study with the intention of explaining it. These are usually produced to meet the needs of educators usually at educational institutions. The student consulted from textbooks and recipes to increase

on their knowledge of concepts in the hospitality industry. Books referred to included “The Professional Chef” by The Culinary Institute of America.

2.1.6 Delegation

Delegation is when a manager or team leader gives another member of staff the responsibility and authority to complete an assigned task. The supervisors or Heads of department delegated some tasks to the student and were fully accomplished by the student. This helped the student to gain experience in different roles such as taking orders, setting tables, serving guests, room maintenance.

CHAPTER THREE

3.0 Introduction

This chapter presents a clear discussion on the results attained from the internship project, areas of improvement and presentation of a proposed work plan and how it can be achieved.

3.1 Discussions and Results

3.1.1 Kitchen and Food Production

In this department, all that the student had learnt about theoretically in class was witnessed here. The activities expected to be carried out by the student were done. From the preparation of soups, sauces, garnishes, vegetable dishes, salads to meats, fish, poultry and curries.

Also, kitchen hygiene was highly and strictly observed. Washing of cutlery and crockery at the washing section and cleaning of the kitchen floors very early in the morning, afternoon and late evening was done by the steward William. The working surfaces and all other surfaces and sinks were cleared and cleaned by the chef or cook or student who used the particular working area. Dust bins with covers were also available next to each working area to ensure cleanliness of kitchen and to reduce on distance to dispose of rubbish at the main garbage collection point since the kitchen is big.

3.1.2 Food and Beverage

The expectations from the student were met in this department as well. The student got exposed with the working environment in the restaurant, how to handle glassware, tableware and cutlery, how to respond to orders from guests, how to issue receipts and account bills of guests.

The F&B manager, supervisor, captain, waiters and waitresses performed their roles and had a spirit of team work which enabled guests' orders to get served as soon as possible making guests' experiences satisfied and memorable and thus few complaints. The time for drinks or food to be served make the service team faster in their work i.e., drinks should take strictly 5 minutes.

3.1.3 House Keeping.

The student was able to learn how to clean, dust, lay beds, put the required amenities and manage rooms in the hotel.

The entire H/K staff performed to their best with the H/K supervisor and room attendants ensuring that all rooms were well aerated, cleaned, organized to enable the next guest enjoy their stay at Mbale resort hotel. This department also ensured cleanliness of stairways and staircases, restaurants, and all public areas the guest would interface with.

The Laundry department ensured that all linen and guests' clothes were properly washed and ironed to ensure fresh linen was available in case a guest needed their linen to be changed. It also ensured linen to be used in the restaurant was washed and well-ironed ready to be used for setting of the tables for guests (napkins).

3.1.4 Stores

The student was able to know how to update issue request register and bin card, filing of issue requests, stock taking, arranging shelves and issuing out supplies to different departments once asked.

The storekeeper was very keen, strict, and good at taking records to ensure errors did not occur in the process of purchasing and issuing out commodities.

3.2 Areas of Improvement.

- i. Motivation of staff with service charges overtime and retirement packages.
- ii. Provision of staff premises within the establishment to improve on welfare of staff.
- iii. Purchase more cutlery and crockery to fasten food production and service of guests.
- iv. Encouraging off-the-job training to further expose staff to new ideas from other hotels outside Mbale resort hotel.

CHAPTER FOUR

4.0 Introduction

This chapter comprises of skills learnt and how relevant the activity is to the student's professional and career growth, evaluation of the strengths and weaknesses of the organization where attached in relation to student's professional growth. Other activities assigned by the field supervisor, level of accomplishment and how relevant the activities were to student's professional growth.

4.1 Skills Learnt

The following are the skills the student learnt during the field attachment and how relevant the activity is towards professional and career growth;

- i. Storage. As a storekeeper, it is important to know how to store different items, i.e. human-consumption from chemicals and hardware. This helps to prevent contamination of food with chemicals that can cause food poisoning.
- ii. Cooking. As a chef or cook you need to understand which cooking method is suitable for which type of cut because of how tender or tough the cut may be. With that knowledge the chef will know which cooking method to deploy due to other determining factors such as time and temperature.
- iii. Table-setting. Setting of tables with the right covers helps to keep the international standards of hospitality in place and make guests feel comfortable and have value for their money. Therefore, as a waiter, waitress or F&B manager you should ensure this.
- iv. Glass handling. This gives glass handler knowledge on how to hold, wipe and store glasses to ensure that the glasses are free of finger marks, stains or cracks to ensure standard and health and safety of guests.
- v. Cutlery handling. This gives a service assistant knowledge on how to hold, wipe and store cutlery to ensure that the cutlery is free of finger marks, soap clouds or scratches to ensure standard and health and safety of guests.
- vi. Communication skills. It is important to learn to communicate effectively and clearly whether to you subordinates or supervisors and managers. Proper communication ensures

proper flow of work and harmony between junior employees and managers at the work place.

- vii. Time management. Since priority is given to the guest in the hospitality industry, as an employee in this industry, you should be able to report early to the workplace depending on which shift you are working. However, you are encouraged to report to the workplace 30 minutes before your shift.
- viii. Listening skills. In whichever department an employee works in the hospitality industry, one has to be a good listener to internalize what they are being told either by a guest, manager or fellow employee in order to respond accordingly.
- ix. Interpersonal relationship. For a whole establishment to run smoothly, all employees from all departments must have good relationships with each other. This promotes team spirit.
- x. Leadership skills. Each staff has to assume leadership roles and take on responsibility of their roles and duties, or even any emergency that may arise in absence of a supervisor or manager.

4.2 Evaluation of the strengths, weakness, opportunities and threats of the organization

Department	Strengths	Weaknesses	Opportunities	Threats
Kitchen and Food Production	<p>Availability of qualified and skilled kitchen staff. Committed and hardworking staff.</p> <p>Flexible to work even on weekends and public holidays.</p>	<p>Inter-departmental conflicts for example in the kitchen department</p>	<p>Resourceful persons available like Executive Chef, assistant executive chef.</p> <p>Training of chefs and cooks by the Executive Chef.</p>	<p>No service charge and allowances</p> <p>No accommodation provided to staff.</p>
Food and Beverage	<p>Industrious waiters and waitresses.</p> <p>Ability to handle difficult clients professionally.</p> <p>Good self-expression in English by staff as they interact with guests directly.</p>	<p>Gossiping among waitresses and waiters.</p> <p>Some waiters and waitress have negative attitude towards trainees.</p>	<p>Self-motivated supervisor who trains and provides guidance to the F&B team.</p>	<p>Lack of motivation in form of service charge.</p> <p>High turnover of employees.</p> <p>Inadequate Crockery and cutlery.</p>
House Keeping	<p>Strong and hardworking room attendants.</p>	<p>Late coming.</p>	<p>Flexibility to work for more hours.</p>	<p>No allowances provided for overtime.</p>
General	<p>Commitment to work.</p>	<p>Inadequate manpower</p>	<p>Young, energetic human resources.</p>	<p>No motivation in terms of service charges, and other allowances.</p>

4.3 Other Activities

Room listing of guests during breakfast and even getting food coupons from guests and this enabled me to interact freely with guests from different countries thus improving on my confidence and communication skills.

Take home assignments. In the KFP department, the executive chef gave the student take away assignments on what a menu is and menu planning and even the cooking methods. The student managed to complete the task and present the findings. This promotes further research and development by staff at the workplace in case their supervisors and managers gave them take-home assignments on topics related to their department.

Standing in for a staff who got an emergency meeting, the student stepped in for the barista for one hour after being requested for my the Executive Chef. This encourages flexibility and multi-tasking of an employee in career development.

Provision of manpower in another department where the student was not attached. This was in the H/K department when there was full board. This contributes to the excellent service provided to the guests and also encourages teamwork and flexibility at a workplace.

CHAPTER FIVE

5.0 Introduction

This chapter covers the overall conclusion and recommendations covering chapters two, three and four.

5.1 Conclusion

The internship training was a learning process that widened the students' knowledge of thinking through the new experiences the student was getting and this enabled me to change the theoretical aspect of the business hospitality sector especially in the hotel industry. As an intern at Mbale resort hotel, I was able to learn and practically get involved in some activities like serving buffets, clearing up tables wiping cutlery among others.

To the field of hospitality, this shows the support Mbale resort hotel for having been given an opportunity to achieve a training which has prepared the intern for future career prospects of the hotel industry.

However the student achieved some skills, experiences alongside some challenges like language barrier, inadequate computer skills and others were organizational like lack of motivation. All in all, I managed to finish up my training successfully.

5.2 Recommendations

5.2.1 Recommendations to the organization

- i. The organization should identify other sources of finance so as increase on their existence.
- ii. MRH should hire more workers to reduce on exploitation of existing workers.
- iii. MRH should sensitize the managers about the field attachment such that trainees can do more of the training than working.
- iv. It should also motivate its employees through service charge, allowances and retirement packages.

5.2.2 Recommendations to the University

- i. The University should engage student in practicals while at campus before students go for internship such that they can improve on their already knowledge other than being just at zero level without any knowledge at all.
- ii. The University should provide facilitations to students before going for internship.
- iii. The university should also ensure efficient and effective supervision of the student by the academic supervisor.

5.2.3 References

Mbale resort hotel website

Students log book

East African Hotels Association

APPENDIX I: showing internee setting up at the Pigeons and Doves Restarant



APPENDIX II:showing the Espresso machine and coffee grinder at Springs Coffee Shop MRHLtd



Appendix III: Fruits Well Displayed for Guests



Appendix IV: Waiting to serve a buffet to guests in Crane hall

