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**BUSITEMA UNIVERSITY
FACULTY OF MANAGEMENT SCIENCES
INDUSTRIAL FIELD ATTACHMENT CARRIED OUT AT MBALE RESORT HOTEL
LIMITED
ANGORO JANET
BU/UP/2023/1296**

**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**

01-JUNE -28-JULY, 2025

DECLARATION

DECLARATION

I **ANGORO JANET** do 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.

ANGORO JANET

Signature: *[Handwritten Signature]*

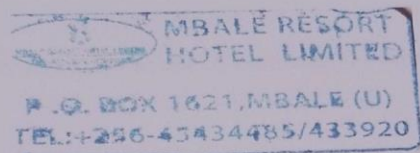
Date: *08th 09, 2025*

APPROVAL

APPROVAL

This is to certify that this industrial training report has been prepared and submitted by **ANGORO JANET** upon completion of field attachment training period at Mbale Resort Hotel Limited under my supervision and guidance and it meets the examiner's requirements for the Bachelor's Degree in Tourism and Travel Management.

(Field Supervisor)



Name Miss. MUZAKI ANNET
Signature: *Muzaki Annet*
Date: 6th 10/25

(Academic Supervisors)

Name Mr. Othman Ismael
Signature: *Othman Ismael*
Date: 8th 10/25

DEDICATION

I dedicate this field attachment report to my beloved parents Ms. Acen hellen and Mr. Okirima silver for their support upon my education.

Lastly I wish to dedicate this report to all my academic squad of Busitema university for their guidance through the academic journey.

ACKNOWLEDGEMENT

I wish to extend my sincere gratitude to my academic supervisors Mr. Emojongo Ronald and MS. TAAKA and my field supervisor Mr. Bwire Shaban, Ms Alupo Catherine the executive chef Mbale resort hotel for their unreserved guidance, advice and support during the development of my internship report and time for my internship at Mbale Resort. You contributed unconditionally in imparting knowledge on which I was instrumental in this endeavor. Thank you for the love, kindness, sacrifice and hospitality.

Much thanks goes to Busitema University, the Faculty of management sciences in particular for their endless support and their patience with me during this journey. I would like to thank my lovely lecturers, MS. Taaka Hope, MR. Oringo Jonah and MS. Adongo Gorrette coz their knowledge and wisdom is the foundation of this great work. Also, my hand of applauds goes to Head of Department and lecturer Mr. WampandeJowalie for the academic guidance, advise and kindness rendered, for the continued support and timely reminders, thank you so much.

Finally I thank God the almighty for the wisdom, knowledge and good life He blessed me with.

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LIST OF ACRONYMS/ABBREVIATIONS

MRH	Mbale Resort Hotel
OCC	Occupancies.
DEP	Departure.
N/R	Not Ready.
OOO	Out of Order.
MGT	Management.
KG	Kilogram.
HK	House Keeper.
IT	Industrial Training.
DEPT	Department.
FOD	Front Office Department.
F&B	Food and Beverage.
OR	Occupied Room.
VR	Vacant Room.
DND	Do Not Disturb

ABSTRACT

The internship training was carried out at Mable Resort Hotel. The internship training was aimed at exposing the internee with practical knowledge extracted from the theoretical knowledge to acquire professional competencies to enable the student to compete on the job market around the world in the hospitality sector.

The report consists of the background of internship, the objectives of the internship were; To enable students, get acquainted with tourism and hospitality industry enterprises and organizations. To enable students, understand peculiarities of their operations and the role of teamwork and carrying out their activities. To enable students, develop ability to blend into a team, understand structure and operations of enterprise. 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. 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

BACKGROUND OF THE STUDY

1.0 Introduction

This chapter mainly consists of the background of internship, objectives of field attachment, description of the organization, Location, tasks carried out 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, develop ability to blend into a team, understand structure and operations of enterprise.
- iv. To enable students, develop the capacity of analyzing, assessing and developing suggestions for business improvement.

5.2.3 References

www.mbaleresorthotel.com

<https://mbaleresorthotel.com-uganda.com>

www.booking.com

<https://www.eac.int.com>

Students log book