

FACULTY OF MANAGEMENT SCIENCES

**REPORT FOR FIELD ATTACHMENT CARRIED OUT FROM MBALE RESORT
HOTEL LOCATED IN BUSAMAGA, MBALE DISTRICT IN EASTERN UGANDA**

AUJAT SANDRA

BU/UP/2023/1298



**AN INDUSTRIAL TRAINING REPORT SUBMITTED TO BUSITEMA UNIVERSITY
FACULTY OF MANAGEMENT SCIENCES IN PARTIAL FULLFILMENT OF THE
REQUIREMENTS FOR THE BACHELOR'S DEGREE OF TOURISM AND TRAVEL
MANAGEMENT OF BUSITEMA UNIVESITY**

August 2025

DECLARATION

I AUJAT SANDRA-BU/UP/2023/1298 declare that all the information in this report is true to the best of my knowledge and effort acquired from my internship and it has not been submitted by anyone to any higher institution for any academic award.

Name... AUJAT SANDRA

Signature... 

APPROVAL

This is to satisfy that this report has been prepared and submitted by Aujat Sandra upon completion of field attachment period at Mbale Resort Hotel located in Busamaga, Mbale district, under the supervision and guidance of my field supervisors and academic supervisor, It meets the academic partial requirements for the under graduate Bachelor's degree in Tourism and Travel Management at Busitema university as approved by:

ACADEMIC SUPERVISOR

Name... Emojong Ronald

Signature... [Signature]

Date... 25./August/2025

FIELD SUPERVISOR

Name... MUZAKI ANNIST

Signature... [Signature]

Date... 22/8/2025



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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
F/O	Front office
HR	Human Resources
H/K	House Keeping

ABSTRACT

The recess term report covers duration of two months activities conducted at Mbale Resort Hotel. Chapter one talks about the introduction to internship program, goals of the internship and the introduction of the company attached to, chapter two mainly talks about the methods and materials used to achieve the internship objectives and goals, chapter three summarize the findings and clear result of the internship being guided by expectations and goals of the internship program.

Chapter four talks about the field experience, skills learnt, it's relevancy to the professional growth, weaknesses, strengths, opportunity and threats facing the organization attached to. Chapter five talks about recommendations to the hotel, school on areas of Improvement and finally conclusions of the whole fields training.

CHAPTER ONE

BACKGROUND

1.1 Background describing the internship program

An internship is a professional learning experience that offers meaningful, practical work related to a student's field of study or career interest. An internship gives a student the opportunity for career exploration and development and to learn new skills. Ideally, interns spend their time working on relevant projects, learning about the field, making industry connections and developing both hard and soft skills. Internships sometimes even lead to fulltime job offers. Summer internships are typically 40hours a week over 10 to 20 week.

An internship is an experiential learning opportunity that offers an invaluable chance for students to network and build crucial professional connections before they even graduate. For some students, it is a stepping-stone to bonus opportunities within the same organisation including a full-time job. However, depending on the position, interns may or may not be paid. Unpaid internships are common especially when the internship counts as academic credit toward graduation.

Since the 1970s universities in development countries started introducing academic departments to promote and enhance the teaching 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 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 little fully established tourism in African universities.

Tourism has a well-defined academic community and borrows some concepts and theories from other disciplines to help investigate and explain particular phenomenon and practices of tourism. In the revised tourism programme, we consider a substantial contribution from three disciplinary perspectives necessary for a bachelor of tourism that operates on the knowledge based platform as indicated below:

The University should provide facilitations to students before going for internship.

The university should also ensure efficient and effective supervision of the student by the academic supervisor

5.3 REFERENCES

East African Hotel Association

[www.mbale resort website .com](http://www.mbale-resort-website.com)