

**BUSITEMA UNIVERSITY**

**FACULTY OF MANAGEMENT SCIENCES**

**REPORT OF FIELD ATTACHMENT CARRIED OUT AT TREKKERS TAVERN  
COTTAGES RUHIJA**

**IN KABALE DISTRICT**

**BY**

**APIO MARY RAYANTAH**

**FIELD ATTACHMENT REPORT SUBMITTED TO THE DEPARTMENT OF  
TOURISM AND TRAVEL MANAGEMENT IN PARTIAL FILLFULMENT OF  
THE REQUIREMENT FOR THE AWARD OF BACHELOR'S  
DEGREE IN TOURISM AND TRAVEL MANAGEMENT  
OF BUSITEMA UNIVERSITY**

**PALLISA CAMPUS**

**DATE: MARCH, 2023**

**DECLARATION**

I APIO MARY RAYANTAH hereby declare that the information in this report is my own original gathered and authentic work. It also makes practical and effective fulfillment of the purpose and objectives of this field attachment. And the content of the document has never been previously submitted to any other university for higher degree or any other award.

**APIO MARY RAYANTAH**

Signature..... *Rayantah*

Date..... *17<sup>th</sup>.03.2023*

**APPROVAL**

I, approve that this internship report was undertaken under my supervision in partial fulfillment of the requirement for the award of a Bachelor's Degree in Tourism and Travel Management at Busitema University.

**Academic supervisor**

Madam Adong Gorrett

Sign. *Adong Gorrett*.....

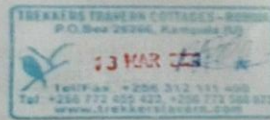
Date. *14.02.2023*.....

**Field supervisor**

Madam Musimenta Rose

Sign. *Musimenta Rose*.....

Date. *13/03/23*.....



## **ACKNOWLEDGEMENT**

My sincere heartfelt appreciation goes to the almighty God who has brought me this far with the life, wisdom, knowledge, and guidance in my academic and who has enabled this internship period to end successfully without major challenges.

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I would like to express my sincere gratitude as well as appreciation to my lectures for providing us the platform to excel and assist us with their propound knowledge, guidance, encouragement and the continued support.

## **ABSTRACT**

This report gives account of my stay at trekkers tavern cottages in ruhija for a period of 8 weeks working in several hotel departments that is housekeeping(HK), restaurant, front office and kitchen under the supervision of departmental managers and overall the manager.

Chapter one, contains the background of the internship, the details of the profile of TTC. It also entails the objectives of the internship.

Chapter two includes all the methods and materials used in the field to achieve the objectives of the field attachment.

Chapter three includes all the presentations of the results and their discussion that I attained from the internship.

Chapter four includes the details of the student's experience. The skills by the student and how relevant they are towards the professional growth. The evaluation of the strength and weakness of trekkers' tavern in relation to the student's professional growth. it also contains any other relevance of the activities to the student's professional growth.

Chapter five includes the overall conclusions and recommendations covering chapter two, three and four.

## **LIST OF ACRONYMS/ABBREVIATIONS**

TTC	trekkers' tavern cottages
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
UTB	Uganda tourism board
UHOA	Uganda hotel owners association

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.0 Introduction**

This document reports about the field attachment or internship period that a student underwent between 2<sup>nd</sup> of January to 24<sup>th</sup> of February at trekkers tavern cottages including the work experience and skills attained by the student, professional growth and challenges encountered during the internship. The first chapter shows the basics of the company together with the activities I engaged in during the field attachment.

#### **1.1 Background of the field attachment**

In order to produce competent and innovative students in their respective field of study, Busitema university faculty of management sciences sends out students at the end of their second academic year to get practical knowledge and skills in their respective fields where they would work after their studies. This has given chance to students to interact with their potential employers about the current trends of the field and hence the established rapport can lead to the retaining and employment of the student in the organization. After the field attachment, the student is well acquainted with skills and hence can start their own businesses to be self-employed or become very good workers in the companies where they could be employed.

#### **1.2 Purpose of the field attachment**

The major purpose of the field attachment at Busitema University is to produce competent and practically oriented graduates that their performance at the work place would be extraordinary due to the practical skills they might have acquired during internship. The overall objectives of the field attachment are as follows:

To get acquainted with tourism and hospitality industry enterprise and organization.

To understand peculiarities of their operations and the role of team and carrying out their activities.

To develop ability to blend into a team, understand structure and operations of enterprise.

To develop the capacity of analyzing assessing and developing suggestions for business improvement.

### **1.3 Scope of the study**

Industrial exposure to the period of two months is nevertheless the short time to learn all the aspects of hospitality industry. It helps on to decide our career which was impossible to really decide from the theoretical course conducted. Training helps me to understand where I am really perfect to work at. How is my working ability and so on? it really clarifies all the activities, service and operation of a hotel and giving me an opportunity to learn, observe, and tactfully convince guests.

All the imagination of theoretical knowledge comes to the live performance and the live performance isn't only good. It's beyond the expectation. The training activity gave birth of good feeling from the heart and working like the staff for the common goal is giving to be exciting and enthusiastic.

### **1.4 ORGANISATION OF FIELD ATTACHMENT**

#### **1.4.0 Organization background**

Trekkers tavern cottages is one of the lodge located at Ruhija north east of Bwindi national park (BNP) in south west of Uganda. The lodge rests on a hill top overlooking the magnificent virunga volcanoes and the panoramic views of the Bwindi forest.

It contains eight cottages and en suite bathrooms with hospitable staff and friendly services.

The lodge provides a clear view of Lake Edward, besides the magnificent BF. Trekkers' tavern also provides tasty meals from one of the best chefs in the country with a variety of local and international cuisine meals.

#### **1.4.1 Nature of business**

It is a sole proprietor business owned by a rich businessman. It comprises of restaurant and bar, cottages, parking all these make up the whole TTC.

#### **Vision**

To be the market leader in terms of international standard and ensure maximization of the potential customers.

#### **Mission**

to focus on the customer's demand and ensuring quality through Good Serving Practices (GSP) and by using extensive promotional activities to achieve the goal of market leader in tourism and travel.

#### **Goals**

To add at least additional service in each year

Give adequate emphasis on public relation to build image

Incorporating latest technology and quality service to improve quality all the times.

### **Objectives**

To market the famous tourist destination

Maintain the quality of the market through continuing monitoring and sound management

To increase market awareness as well as by persuasive promotion based strategies.

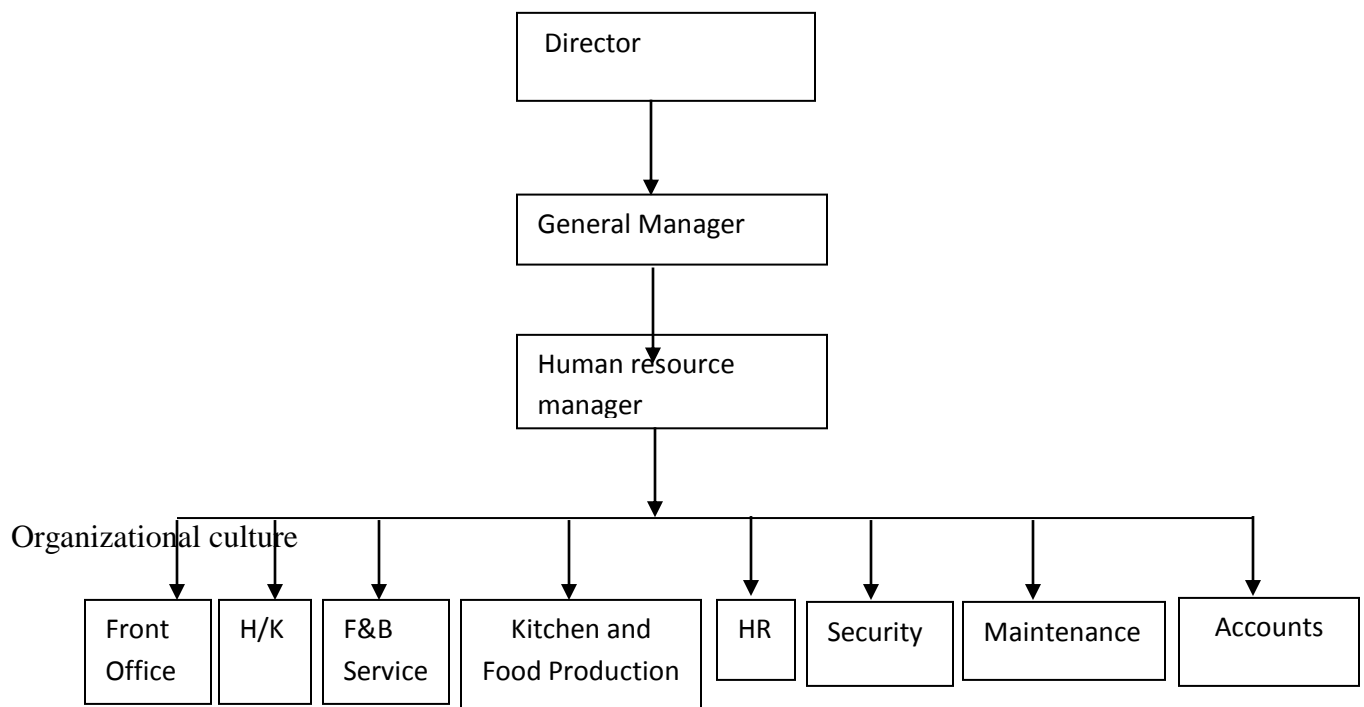
Operation of the organization

Though the company is made up of different sections. They all work for seven days a week. They also differ in opening and closing hours. Reception, room service and kitchen works for 24 hours.

### **1.5 Organizational structure and culture.**

The company is headed by the director, who monitors company activity. Below him there is a hotel general manager who is responsible for the daily activities of the company. Under him is the human resource manager who is responsible for the well-being of workers.

### **Organizational Structure of trekkers tavern cottages.**



TTC does not have individual culture but rather follows the code of conduct and ethics for the hotel standards in Uganda and world at large approved by Uganda Tourism Board (UTB) and Uganda Hotel Owners Association (UHOA).

But as a custom and culture workers at TTC arrive in time, greet each other in their local languages or English. Check on one another and live work parks of co-workers.

Organizational values beliefs and practices.

Excellence in service delivery

Diligence to duty in that if the organization works on time on carrying out official duties. There is great impartiality in service delivery that is unbiased, UN indiscriminate treatment is given to all clients irrespective of gender, age, sex, colour, race, religion, political affiliation, ethnic background and abilities. In short all customers of different angles are welcomed.

Respect of law is another value as part of culture at TTC whereby workers is subjected to hotel rules and regulations and they expect everyone to respect laws. Actions during execution of duties.

Transparency and accountability is one of the cultures at trekkers' tavern cottages and hotel in all decisions and actions.

Workers at TTC believe and trust the company policy in promotion of workers for example if the head of department terminates his/her duties it is the assistant to take over.

as per the parties which gives identity of the organization members. Every worker is given a name tag with company logo which they put on all days and all time while executing duties. again workers put on different uniforms depending on the department the worker is in. all these enables easy identification of workers.

## **1.6 THE MAIN ACTIVITIES OF THE ORGANISATION**

Food production

The company deals in food production where by breakfast, lunch, dinner, buffet, al carte menu among others are prepared and served to guests.

Accommodation services

The company provides luxurious accommodation services to its customers who request for it. The hotel has a total of eight cottages which are categorized into executive rooms, twin rooms, double rooms, and triple rooms. All these give a comfort stay at the hotel.

Hill hiking

Hill hiking is an activity carried out near the hotel premises.

- birding
- community cultural visits
- village walks

## **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 02<sup>nd</sup> January, 2023 where the internee was attached to the house keeping department, supervised by Ms. musimenta rose, 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. ahimbisibwe benerd was 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 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.

### **Interview**

I used interviews during internship and this involved asking directly face to face the employees like chefs, waiters, and waitresses and direct answers were given to the interviewer. Interview schedules were also used especially when I need more information from the managers if they are suspected to have more additional information relevant for the internship.

This involved the use of a pen and a book to write down whatever i found relevant.

### **2.2 Observation**

This method involved the use of naked eyes to see what was being done in each and every department i was training in. I observed how the food in the kitchen was prepared, how salads are made and their dressing plus garnishing. I also observed how plating is done, how the tables are set, how orders are taken and many several activities. This involved the use of naked eyes and the pen and the book to note down what was being observed.

### **2.3 Hands on.**

This method involved the use of hands and all the needed brain and eyes to work out or to do what is supposed to be done. This was the practical bit of the internship where i participated in the daily work of the organisation. I actively and practically participated in the cooking of the



different soups and sauces, making of pizzas and burghers plus different salads, setting of the tables of breakfast, lunch and dinner, taking linen for laundry, clearing the tables and taking of orders plus serving guests. This method involved waking up early and report for the training on time as the other staff and leaving at the same time with them.

#### **2.4 Questionnaires**

This method was conducted using self-administered questionnaires with both open-ended questions and the closed-ended questions. In open-ended form, questionnaires were used to get information from the internee on how the organisation runs its activities.

## 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 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 Julius. 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.

**Safety, sanitation and hygiene:** Hygiene control is achieved by allocating specific work areas for various food preparations and each section with its fridge for storage purposes, hygiene control is achieved through separating utensils and equipment through color coding for example;

- Red chopping boards are especially used for fish
- Brown chopping boards for cooked meat
- Green boards for vegetables
- White boards for all general purpose.

These are some of the hygiene rules found in the kitchen;

- Wash your hands before entering the kitchen
- Avoid touching food with hands, use tongs
- Keep finger nails short
- Keep cuts, gravy and boiled covered
- Keep food covered whenever possible

- Do not smoke in food areas
- Wear protective over closing

### **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.

#### **Service**

Is the act of performing duties to customer's satisfaction, food and beverage department includes both drinks and all kinds of food or meals. It is a sales department that sales different kinds of the company. This is an important department in the hotel because it helps in the selling of hotel business. The word has its own meaning

- S -smile for everyone
- E - excellent in everything
- R - Reaching out to everyone
- V -viewing everything
- I - inviting guests to return again
- C - Creating a warm atmosphere
- E - Eye contact

#### **Duties of food and beverage**

This starts with the staff in the department since they carry the responsibilities of the department.

#### **Food and Beverage Manager**

- ✓ He/she is the overall head of the service department
- ✓ He is responsible for the implementation of various set policies

- ✓ He/she is responsible for determining the portion of food to be served in the service department
- ✓ He/she is responsible for compiling menu for various occasions in the hotel.
- ✓ He/she takes reservations on behalf of the hotel.
- ✓ He/she is responsible for drafting the service budget
- ✓ He/she approves recruitment and dismissal of the service staff.

### **Food and beverage supervisor**

- ✓ Responsible for quality services
- ✓ Responsible for the overall organization of the restaurant
- ✓ Takes reservations
- ✓ Handles guests complaints
- ✓ Responsible for the requisition of items from the store keeping
- ✓ Trains food and beverage service staff

### **Waiters/waitresses**

- ✓ Welcomes and seats guest
- ✓ Take guests orders
- ✓ Serve guests and do cleaning
- ✓ Do cleaning of the restaurant

### **Menu**

There is one types of menu used in the hotel

- A'la carte menu

A'la carte menus are menus with dishes separately priced and prepared on order.

### **Serving methods**

There are two types of serving methods in the hotel

- American service method
- Buffet service method

American service method A'la carte menus are presented to guest, order taken and service is done immediately. The service center is normally executed when the number of guests is below 50.

With American service food is pre-plated in the kitchen by the chef and served by the service personnel from the guest's right hand side.

Buffet service method; this method is mainly applied on breakfast, lunch and dinner food items are displayed in a restaurant on a buffet table and guests serve themselves. At breakfast service staff takes the guest orders of breakfast with beverages of their choices. This method is applied when the number of covers exceeds more than 50.

## **Order taking**

Orders are taken by the head waiter, waiters, waitress and trainees who have gained experience, got adequate knowledge about the menu.

The service personnel after seating the guest he/she takes position which enables him to have eye contact with guest

Using an order book, the service personnel asks for wishes or special preparations then takes the order following the recommended sequence i.e. ladies first and moving in a clockwise direction.

## **Serving Equipment**

The broken ones are counted and kept aside. The counted total has to tally with the previous month's figures plus the stock received. The stock is counted and controlled according to the items in and store, restaurants, kitchen and bar. The supervisor uses the stock control book while counting.

## **Waiting**

The waiting system to be used depends on the business and the number of service staff on duty when the business is high the supervisor allocates waiters and waitresses table ranging from 3-5 to cater for that in serving and cleaning. When the business is low, the waiter, waitresses who is near to the guest attends to him putting into consideration and teamwork.

## **Marketing**

In the restaurant, marketing is done by all service staff. They do this by suggestive selling of enticing guests and pursue to spend on restaurant items. Marketing in the restaurant is carried out through providing complementary to guest, for instance when a group of 12 people come to the lodge for a number of night they can be given a few bottles of wine to acknowledge their presence, complementariness are also given to return guest.

The menu is also used as a marketing tool in the restaurant. It's well planned, designed and elaborated

### **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 TTC. This department also ensured cleanliness of stairways and staircases, restaurants, and all public areas the guest would interface with.

#### **Duties of housekeeping department.**

Housekeeping is the eye of the management by using option, suggestions that are looked into seriously. For example, you can hear and see many things that cannot reach the top management

Housekeeping is also in charge of maintaining the general cleanliness and floral decoration thus making it the significant figure to the management.

Housekeeping department is responsible for linen service for the whole establishment that is table napkins, and general clothing.

The hotel has high pressure san filter swimming pool. It is cleaned every morning following these procedures;

- ✓ You connect the suck tubes and suck pump
- ✓ Using a long brush, scrub the pool and suck the dirt and debris.
- ✓ Reverse the water flow so as to clean the filters
- ✓ Skim off the dirt and particles on the water surface using a net
- ✓ Then check the acidity and the alkalinity of the water

#### **Laundry**

It is on site laundry, equipped with modern machines, laundry services are provided to both guest and hotel staff. Because the hotel has one per stock, the laundry operates 18 hours a day and also provides express services.

The laundry activity is carried out using water and detergents only. There is no dry cleaning facility. The laundry has a receiving point and issuing point. When solid linen is received, it is sorted out according to that requiring soaking and washing. The washed linen is dried and pressed.

#### **Room cleaning**

Room activity is carried out provided with bucket, hand brushes, cobweb brush, deck scrubbers, squeezers, carpet brush. After every work day, I wash and disinfect the rack and cleaning clothes and dry them, rack, brushes, brooms etc. are stored in the pantries, head facing up to avoid

bristles to become flat. Vacuum cleaners are maintained after every use. Power is disconnected, nozzle removed and cleaned. Tubes, extensions and flexes are dump wiped. Dust bags are emptied, filter checked and castor cleaned. After assembling the machines properly they are stored in the store

**Wastes:** every guest's room has one waste bin, a dust bin in the bath room and a disposable bag for ladies. Once room maid empty these guest's room's bins, the waste is disposed in housekeeping department main dust bin. Wastes from this container are later emptied in drums in the main disposal drums in the backyard. These drums are ever covered with lids for hygiene and safety reasons. Every morning these drums are emptied.

### **Problems faced by housekeeping department**

Most of the chemical used are very harmful to human health.

Some guests leave the rooms too dirty

The public area is too tiresome to work in during rainy seasons.

It's too much load lifting linen to the stairs in the rooms.

The laundry is usually too hot because of poor ventilation

### **Suggestions for improving service or work in the department**

- ✓ Proper ventilation of laundry section so to reduce on the too much heat in the section.
- ✓ Provision of protective gears to also trainees to prevent direct contact with the harmful chemical

### **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.

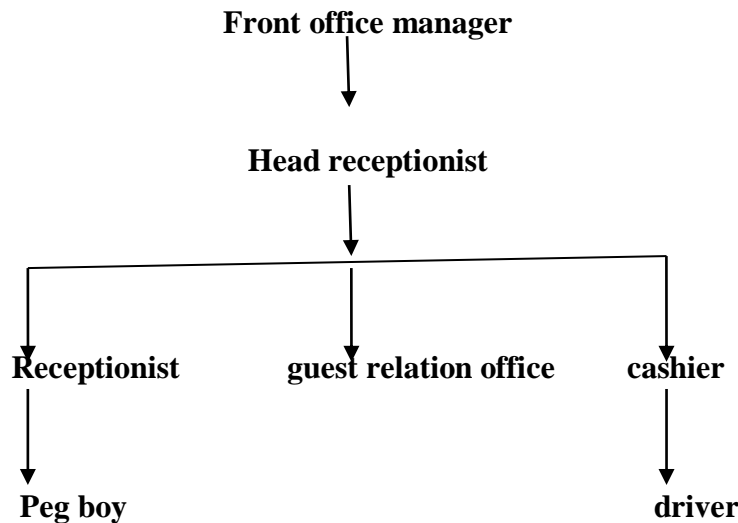
- iv. Encouraging off-the-job training to further expose staff to new ideas from other hotels outside trekkers' tavern cottages.

## **Front Office Department**

### **Front office**

Is the act of performing duties to customer's satisfaction, this department includes both welcoming guests and it is the eye of the hotel. It's a sales department that sales different types of rooms like single rooms, double rooms, and executives suites. This is an important department because it receives different kinds of guests.

#### **3.4.1 Organizational structure of the front office department**



#### **Quality and set up of the front office**

- The front office has got a large space with lobby where guest relax from the thus accommodates comfortable seats
- The front office is well organized and decorated with bright colures that attract guests and potted flowers with some beautiful pictures on the wall
- The front office is stocked with front office equipment such as wall clocks of different countries, telephone set, pens and books etc.



### **Reception equipment**

- **Reception table:** This is where reservation forms and any type of booking or payment is carried out from
- **Room status board:** This is used to indicate the hotel's occupancy that is to say how full or empty the hotel rooms are
- **Key and mail rack:** These consist of numbered pigeon hole for each room over which keys are placed on hooks
- **Telephones:** These are used for receiving and making calls thus they are for communication
- **Clocks:** These are placed on walls and are different in telling time thus of different countries both local and international
- **Safe custody box:** This is used to keep guests' properties when they are in the hotel premises and return the key on departure.

### **The reservation system and procedures**

- The guest has to identify him/herself what is the name, nationality etc. The guest is checked whether he/she is blacklisted in the hotel's records.
- Rooms available are checked to see whether there are some which are still vacant and whether it's the guest's choice
- After all the details are got, the reception or the front office desk decides whether to book or not.
- If all details are fulfilled, the guest's request maybe accepted or reserved.

### **Rooms in the hotel**

The hotel has got 8 rooms which are large enough and well equipped with various facilities such as private bath room and showers, towels and toiletries, cozy double room etc.

### **Check in system and rooming procedures**

- On the guest's arrival she/he is humbly welcomed by the receptionist
- Details of the guest are known that is to say name, identify card, address, next place of destination, passport serial number if one has any and where the guest comes from by registration
- A check is made on rooms available according to the type and nature of the room requested by the guest
- The guest is checked whether she/he is on a black list
- If all the above procedures are fulfilled, the guest can be given a room

### **Procedures followed when checking out**

- The checking out in the rooms starts at 10:00am and ends at exactly 11:00am therefore the guests are made aware of the checkout time in advance on arrival after registration. Beyond that time, guests are charged extra amount of money.
- On departure of the guest, the bill is printed and issued to him to view the rendered services

- The guest pays his/her bills and in return he/she is issued with a receipt and escorted with a nice word like thank you, safe journey.

After out procedures are completed, the room is cleaned and arranged.

## **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.
- xi. Serving skills

Never touch a guest: Try your best to not bump into customers, especially when placing food. If you spill something, do not try wiping it off the guest.

Never touch yourself: Appearances matter, so try to avoid touching your face or other body parts. If you must wipe off your hands, use a napkin or apron.

Use open hand service: You should never reach over a guest or cross them at a perpendicular angle. Instead, serve from the left or right with the same hand. If serving from the left, use your left hand. If serving from the right, use your right hand.

Serve food together: Bring appetizers, entrees, and desserts at the same time. Some guests order an appetizer as a meal, so it's okay to ask if they want that first or with everyone's meals.

Don't touch the rim of a glass: Carry all cups and wine glasses well below the top. This prevents the spread of germs and reassures guests that their glassware is clean.

Customers hate waiting for their food, and nothing is worse for a diner than finally get their food only to see that their order is incorrect.

Never reach across a guest to serve another guest.

Avoid bumping into tables or chairs.

Be pleasant. Greet everyone who enters warmly. Don't refuse to seat three guests just because the fourth isn't there yet. Be attentive, but not intrusive. Constantly scan the dining room, and if a guest needs attention even if they're not at your table either help them or say you'll send their server immediately. Your job is to help. Never say "I don't know" to a guest's question without immediately following up with "... but I'll find out." Be patient, and choose your moments

### **Picking up the meals from the kitchen**

Kitchens are busy, noisy places. Even the best chefs make mistakes at times. Since first impressions matter, you want to make sure the orders are accurate before leaving the kitchen. Even if the back of house staff made a mistake, it will reflect poorly on you and the entire restaurant.

- All meals are for the correct table
- All orders are accurate, including any substitutions
- Plates and bowls don't have any defects
- Add additional cutlery such as steak knives and soup spoons
- Set condiments such as butter or sauces on the side

### **When serving wine:**

Gather your supplies: Be sure to bring the wine bottle, a wine glass for every guest, and your corkscrew. Keep in mind that some chilled wines require an ice bucket.

Present the Wine: As is tradition, be sure to present the wine bottle so the customer can confirm their choice. You will want to present the bottle's label and verbally say the name, vintage, and any other details. Only open the bottle once they confirm.

Offer a sample: The guest who ordered the wine will be the judge. After opening the bottle, place the cork in front of this person. Next, pour a tiny amount so the guest can taste the wine and swirl it in their glass. Once approved, you can begin pouring for the table.

Pouring: Since wine glasses sit on the diner's right side, you want to pour from the right. Otherwise, you will find yourself reaching over the customer's plate. Even when dining with family, no one likes to feel someone in their personal space. After pouring for the first guest, walk clockwise around the table and fill each additional glass.

### **Clearing plates**

Walk clockwise to pick up all remaining dishes. Do not stack plates on top of each other because this looks messy and it can lead to loud noises as glass clinks together. Set a tray on a nearby table out of sight. Here, you can stack your plates and efficiently take them to the kitchen.

All I learnt in food and beverage department helps me to become a better waitress, food and beverage manager and supervisor

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

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

				allowances.
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### **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.

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**

### **CONCLUSION AND RECOMMENDATION**

#### **5.0 INTRODUCTION**

This chapter bears the conclusion of the whole report, text citations, references, and appendices.

#### **5.1 CONCLUSION**

The internship exposure made me realize that theoretical education is not enough to allow graduates to perform at a higher level in the real floor. Analytical skills are not enough. Students must have both theoretical as well as practical knowledge. By effectively using internship. Students will increase their skills and make them valuable in the job market. Their employers will benefit as well, and they can increase the efficiency of their businesses.

I came to believe that a successful person needs to have professionals' strong and good public speaking skill since their job scope include them with large amount of communication imperative to verbal and written communication. A person also needs to possess creative skills and reinventing themselves to survive in the dynamic environment. We also need to have good people skill which we should be able to communicate as well as interact with other working professionals including pals and clients of the hotel.

The internship I have just gone through has made up my mind that the hospitality industry is my cup of tea. And the passion that I have instilled since secondary school really reinforces me to involve myself in this industry. I will definitely pursue my career in hotel. I believe that one day I will achieve personal goals.

#### **5.2.0 Recommendations**

##### **5.2.1 Organisational recommendations**

Based on my analysis and findings. I would like to draw the following recommendations for further enhancement of the business of trekker tavern cottages (TTC).

The organization should employ more employees' particularly female employees so as to reduce gender inequality.

There is need for employing or hiring more staff members especially during business seasons in business seasons the staff members in most cases are outnumbered by the roles they have to execute on a given date which leads to unpleasant services.



I also recommend the organization to at least buy or hire enough equipment and tools for the scheduled busy days to make work efficient and effective.

The company should look at constructing more cottages for the tourists as the hotel accommodates more tourists and the fact that the company has more space available.

The company should also look at equipping the kitchen with new cooking items such as knives, saucepans, and pans as they are less and old.

### **5.2.2 University recommendations**

- I recommend the university to at least be supervising students who are doing their internship in more than one place.
- The university should also provide the student with enough orientation about internship that is expectations from the field attachment.
- The university should provide two periods of academic supervisors visit to the internees at the workplace. This helps in clearly identifying areas of weakness and solutions got in time.

The university should adjust on the period of internship training to enable the internees to cover a lot during the industrial training.

## REFERENCES

- Personal involvement in the hotel
- Information collected from different departments and staffs of hotel
- Hotel brochures and websites
- <http://www.trekkerstaverncottages.com>



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Dear Faculty of Management Sciences Pallisa, Busitema University,

I am writing to confirm that Trekkers Tavern Cottages, a sister company of Access Uganda Tours Ltd, has accepted Apio Mary Rayanitah for an internship/fieldwork placement for the academic year 2022/2023.

We are excited to welcome Apio to our organization and provide her with the opportunity to gain hands-on experience in the hospitality and tourism industry. Our safari lodge in Bwindi is the perfect place for her to gain practical skills and knowledge in areas such as customer service, hospitality operations, and sustainable tourism practices.

Apio will work alongside our experienced staff and receive mentorship and guidance from our management team. We believe that this internship will provide Apio with a well-rounded experience that will benefit her future career in the industry.

Please let us know if there is any additional information or documentation we can provide to assist with the placement process. We look forward to a successful and productive partnership with the Faculty of Management Sciences Pallisa, Busitema University.

Sincerely,

Mutebi Hassan

Director of Access Uganda Tours Ltd and Trekkers Tavern Cottages Ruhija

Signature.....

Date 03/02/2023









