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

**ASIIMWE MERON**

**BU/UG/2021/3408**



**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**

**5-June- To 24<sup>th</sup>-July-2023**

## DECLARATION

### DECLARATION

I **Asiimwe Meron** declare that this attachment report conducted at Mable 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.

ASIIMWE MERON

SIGN: Asi.....

DATE: 31/Aug/23.....

## APPROVAL

### APPROVAL

This is to satisfy that this report has been prepared and submitted by **ASIMWE MERON** upon completion of my 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... Emigang Ronald .....

Signature... [Signature] .....

Date... 29/Aug/23 .....

### FIELD SUPERVISOR

Name... MUZAKI ANNET .....

Signature... [Signature] .....

Date... 29/8/2023 .....



## **DEDICATION**

Every challenging work needs self-efforts as well as guidance of elders especially those who were very close to our heart.

My humble effort I dedicate to my beloved parent Mr.BYARUGABA JUSTUS and Mrs..KANSIIME GEORGINA Whose affection, love, encouragement and prays of day and night make me able to get such success and honor

## **ACKNOWLEDGEMENT**

My heartfelt gratitude goes out to my beloved parents Mr.BYARUGABA JUSTUS and Mrs.KANSIIME GEORGINAH

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Gratitude to my field supervisors at Mable Resort Hotel namely: Ms. Annet Muzaki, Mr. Geoffrey, Miss Lillian, and other staff such as Zubairu, Paul, Wambi James, Irene, Abdul and Tabitha.

Thank you very much.

## **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

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## **ABSTRACT**

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, acquires professional competencies to enable the student to compete in the job market around the world in the hospitality sector.

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 key skills I learnt was how to conduct proper house keeping on how to use particular detergents to clean. In addition when in the Culinary section I learnt how to prepare continental dishes, pasteries and unique coffees that the guests appreciated.

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**

### **INTRODUCTION AND BACKGROUND TO INTERNSHIP**

#### **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.