

BUSITEMA UNIVERSITY
FACULTY OF MANAGEMENT SCIENCES
REPORT OF FIELD ATTACHMENT CARRIED OUT AT GLAD FLIGHT TOURS
AND TRAVEL LIMITED
KAMPALA

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FIELD ATTACHMENT REPORT SUBMITTED TO THE DEPARTMENT OF
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OF BUSITEMA UNIVERSITY
PALLISA CAMPUS

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DECLARATION

I **NAMUSOKE VENA** 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.



13/03/23

APPROVAL

This is to certify that this industrial training report has been prepared and submitted by NAMUSOKE VENA upon completion of her field attachment period at Glad Flight tours and travel Limited under my supervision and guidance and it meets the examiner's requirements for the Bachelors Degree of Tourism and Travel Management.

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ACKNOWLEDGEMNT

I wish to extend my sincere and warm heartfelt gratitude to a number of people that have helped me come this far in climbing my academic ladder, but before I set about enumerating that long list, with great humility I would like to thank the almighty for seeing me through all these efforts of making life complete for without his love and eternal mercy I would never have seen the light to guide me through the tunnel of life, I thank my academic supervisor Mr. Emojong Ronald for the guidance and support, and also special thanks goes to all my team mates at Glad Flight tours and travel Mr. Nash, Mr. Nzogi Francis.

Noting that every internship starts with new meetings. Every team, every company is different but you always learn from people that surround you at work. The team I met Glad Flight Tours and Travel Ltd is dynamic and friendly that it is always a pleasure to go to work. That is why I really want to thank every member of Glad Flight Tours and Travel Ltd for all the help and guidance they gave me every day. It is thanks to your kindness and your hospitality that my internship was a shining success.

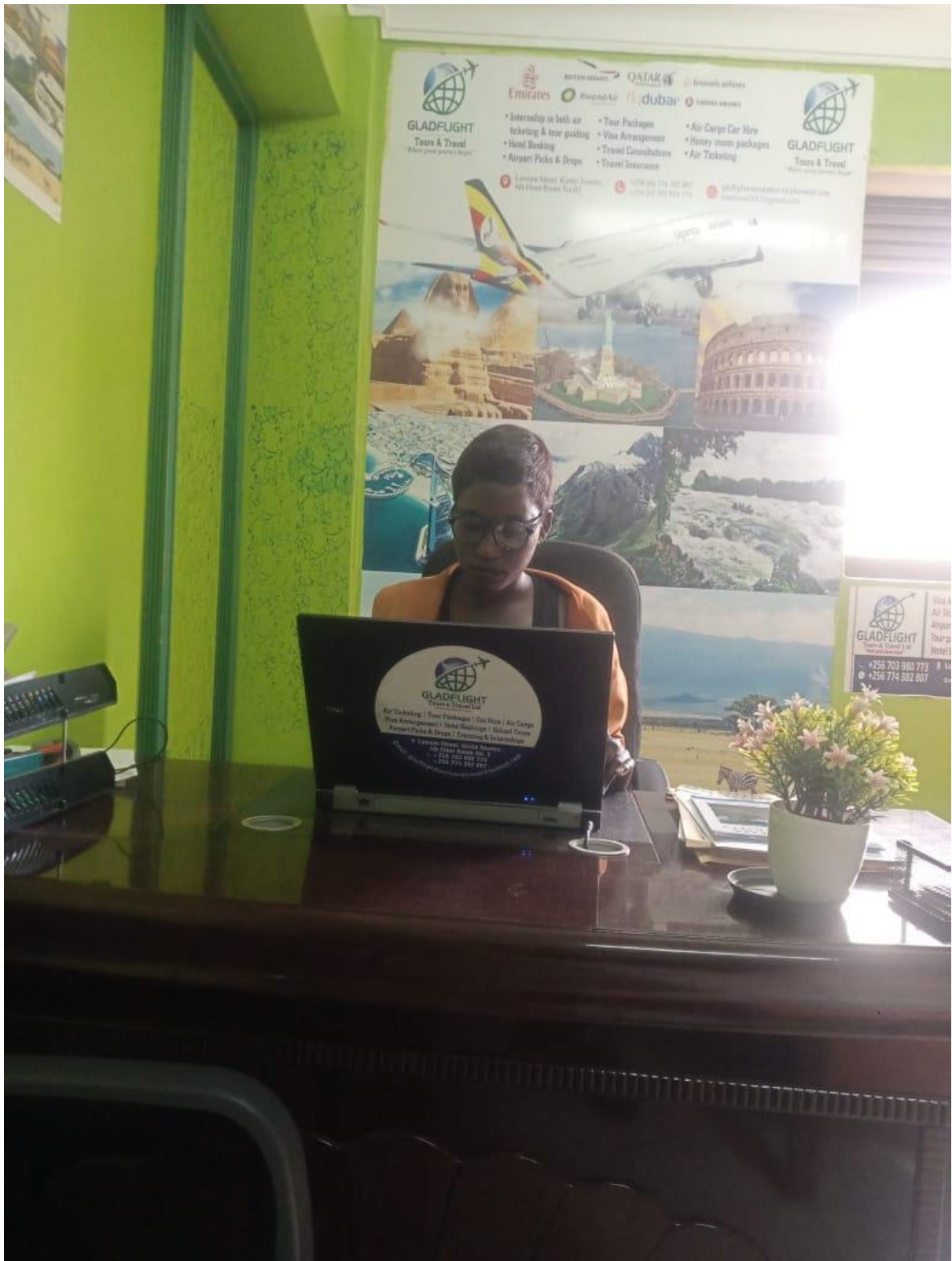
I appreciate the love and support from my dear parents for supporting me financially. I feel the expression thank you is never enough to express the gratitude I have towards my field supervisor; I feel I owe you even much more

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ABBREVIATIONS AND ACRONYMS

E. G	For example
HOD	Head of Department
CRS	Computer Reservation Systems
UWA	Uganda World Life Authority
CEO	Chief Executive Officer
ET	Ethiopian airways
KQ	Kenyan airways KQ
BA	British airways
UTB	Uganda Tourism Board

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EXECUTIVE SUMMARY

This field attachment report is made up of four explicitly presented chapters. Allow me on this particular page just give you a small pinch of what will quench your already aroused curiosity. In chapter one I present the background to the field attachment. In this I present the introduction to field attachment, the definition of field attachment, the background of Glad Flight Tours and Travel Ltd, the core values, mission, vision, purpose of the field attachment.

Chapter two includes the methods and materials I used in the field to achieve the objectives Of my internship

Chapter three includes the presentation of the results and discussions that I achieved from the internship

chapter four, it includes the skills attained by the student and how relevant they are towards the professional growth, also includes details of the student's experience. Evaluation of the strength and weaknesses of Glad flight tours and travel in relation to the professional growth. Furthermore, it contains other activities assigned to the student by the field supervise, also level of accomplishment and the relevance of the activities to the student's professional growth.

Chapter five entails conclusions and recommendations summing up chapter two, three and four

CHAPTER ONE

1. 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 organization

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.

1.1.1 Objectives of the field attachment

The field attachment carries the major objective of producing practically oriented graduates that meet the required job-related competences of their future employers.

The specific objectives are;

- To get acquainted with tourism and hospitality industry enterprises 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

1.2 Background of the organization

Glad flight Tours and Travel Ltd is a fully licensed and incorporated in Uganda. It was started by one very experienced lady by names Mrs. Kaliba Gladys who has been in the industry for more than eight years. Its major line of business over the years revolves around the travel business at any level. Alongside our other line business, we have been