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FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT

COURSE BTT, CODE: BTT2302

FIELD ATTACHMENT CARRIED OUT AT MANDRILL AFRICAN SAFARIS



BY

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REGISTRATION NUMBER: BU/UG/2020/1956

**A FIELD ATTACHMENT REPORT SUBMITTED TO BUSITEMA UNIVERSITY-
FACULTY OF MANAGEMENT SCIENCES, IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS OF THE BACHELORS' DEGREE OF TOURISM AND TRAVEL
MANAGEMENT OF BUSITEMA UNIVERSITY.**

02ND/JAN/2023-27TH/FEB/2023

DECLARATION

I ZALWANGO ZAMZAM declare that the information given in this report is true to the best of my knowledge and experience acquired during my internship from Mandrill African safaris.

Signature.....

Date.....27th/FEB/2023.....

APPROVAL

This is to certify that ZALWANGO ZAMZAM with registration number BU/UG/2020/1956 was attached to Mandrill African Safaris and has properly and successfully completed the industrial training. I have properly read the content of this report and it is appropriate and ready for submission to the Department of Tourism and Hospitality Management of Busitema University.

Academic Supervisor


Name ORINGO JONAH

Signature 

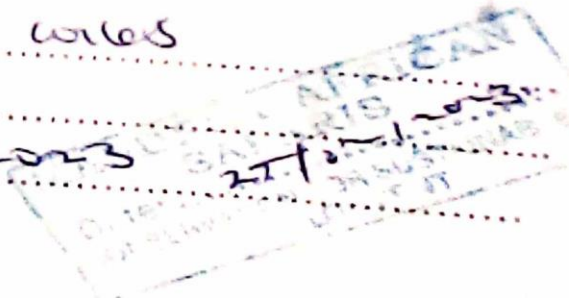
Date 15th/03/2023

Field Supervisor

Name Athimukirwa wabw

Signature 

Date 27/02/2023



DEDICATION

I dedicate this report to my parents for their continuous support towards my well being. May the Almighty God bless them abundantly. Amen

ACKNOWLEDGEMENT

I thank the Almighty God for granting me the knowledge, strength and good health that I needed to accomplish both the training and the report writing. I also thank Him for the knowledge, wisdom and understanding that he gave me to be able to successfully write my report. Couldn't have done it without Him.

I extend my sincere thanks to the Head of Department, Mr. Wampande Jowalie Ahmed for his tireless mentorship. May God bless you so much sir.

I also recognize my classmates for the cooperation, team work and willingness to offer a helping hand whenever called upon. May the Almighty richly reward you.

ABSTRACT

This document is a field attachment done at Mandrill African safaris between 02nd January to 27th of February.

Chapter one, contains the background of the internship, the details of the profile of Mandrill African safaris LTD whose mission is, “To conserve, economically develop and sustain tourism industry in Uganda in partnership with UWA and other tourism stakeholders for the benefit of Ugandans and the entire global community” it also entails the objectives of the internship.

Chapter two includes all the methods and materials I used in the field to achieve the objectives earlier mentioned in the first chapter.

Chapter three includes the presentation of the results and the objectives 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 strengths and weaknesses of Mandrill African safaris in relation to the student’s professional growth. It also contains any other activities assigned to the student by the field supervisor, the level of accomplishment and the relevance of the activities to the student’s professional growth.

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

ACRONYMS AND ABBREVIATIONS

UTB= Uganda Tourism Board

GDS= Global Distribution System

FQBB= Fare Quoting Best Buy

IATA= International Air Transport Association

TCAs= Traffic Conference Areas

KCCA= Kampala Capital City Authority

BTT= Bachelor of Tourism and Travel Management

UWA= Uganda Wildlife Authority

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CHAPTER ONE:

INTRODUCTION /BACKGROUND

This document reports about the field attachment or internship period that I underwent between 2nd January to 27th of February 2023 at Mandrill African Safaris including the work experience and skills attained, professional growth and challenges encountered during the internship.

The first chapter begins by giving the background of the internship in line with Busitema University and Mandrill African safaris, the organization where internship was carried out. The last chapter includes the conclusion and recommendations for the betterment of the internship program to be carried out in the future at Mandrill African safaris.

1.1 BACKGROUND DESCRIBING THE INTERNSHIP PROGRAM.

An internship is a professional learning experience that offers a meaningful, practical work related to a student's field of study or career interest. An internship gives a student opportunity for career exploration and development and learning new skills.

Our internship started with clear guidance from the head of department, Tourism and Hospitality Management at the faculty of management sciences, Pallisa campus of Busitema University and we were told on how to conduct ourselves that is to say discipline, teamwork, clothing suitable among others.

The objectives of the internship were as follows;

- To get acquainted with tourism and hospitality industry enterprises and organizations.
- 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.

The main purpose of this attachment was to give students a chance to relate to what they learn in class to real field conditions. This was meant to develop their ingenuity and skills to become well trained and groomed professionals as required by the industry. Therefore, we were advised to give training the due attention demanded. The students were attached to an appropriate tourism and hospitality firm that would expose them to a range of skills and competencies required from the sector. In addition to the services offered to the industry, the activities under taken during the field attachment, it also aimed at supporting students learning.