
**BUSITEMA UNIVERSITY
FACULTY OF MANAGEMENT SCIENCES
INDUSTRIAL FIELD ATTACHMENT CARRIED OUT AT MBALE RESORT HOTEL
LIMITED FROM 04TH JUNE TO 24TH JULY 2023
BY
APIO RITAH
BU/UP/2021/2442**



**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**

JUN-JULY, 2023

DECLARATION

DECLARATION

I **APIO RITAH** 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.

APIO RITAH.

SIGN: APIO RITAH.....

DATE: 04th Sept. 2023 .

APPROVAL

APPROVAL

This is to satisfy that this report has been prepared and submitted by **APIO RITAH** 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..... EMUCUGUT DESTERIO
Signature..... [Signature]
Date..... 4/09/2023

FIELD SUPERVISOR

Name..... MUZAKI AMHE
Signature..... [Signature]
Date..... 29/8/2023



DEDICATION

I dedicate this field attachment report to my beloved parents Mr. and Mrs. Okwalinga who made it possible for me to participate in training at Mbale Resort hotel limited.

ACKNOWLEDGEMENT

This industrial training report has been helped by a couple of people's advice, encouragement and practical support.

First and foremost, my beloved mother Mrs. Okwalinga Angella, my dad, Mr. Okwalinga David and my uncle Mr. Okusam for the support you rendered to me throughout my studies. You are precious to me.

Special appreciation goes to Mr. Emusugut Desterio the college supervisor and the entire staff of Busitema university for the academic support and guidance you rendered me through my studies.

I cannot rule out the management of Mbale Resort Hotel who has given an opportunity to train with them. Thank you, a lot. May the Almighty reward you abundantly.

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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

HR Human Resources

H/K House Keeping

i.e. That is to say

e.g. For example

EXECUTIVE SUMMARY

This is explaining a brief summary of what is coiled in the report. This report explains the details of the events and activities with each project been involved and outlined under every chapter. Chapter one introduces you to the history, mission which is to render exceptional services and products to all our clients, guests and provide a fair return on investment and the vision is to be preferred hospitality destination in the region and values of Mbale resort hotel which the trainee was attached. Other chapters discuss about the description of work carried out, duties assigned, new knowledge and skills gained, work relationship between departments of the organization attached to and challenges experienced or encountered by the trainee and how they were handled and lastly, the conclusion, recommendation and limitations of the industrial training.

The challenges encountered during the training were: Language barrier, lack of proper kitchen facilities, lack of a well-equipped laundry unit, the Hotel has only one main kitchen with a small space that leads to congestion among cooks and trainees especially during busy days, they don't even prepare enough dishes, long distance to the hotel, the trainees are over worked on the expense of the staff, there exists sexual harassment from the male staff to the female trainees and lack of an elevator which made climbing of steps to and from the guests rooms tiresome.

In conclusion, the field work study was fair that is it was carried out with maximum cooperation that existed between the trainee, the organization, the head of department and the agency supervisor who guided me where necessary that made the internship successful.

CHAPTER ONE

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 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.

1.2 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.

5.2.3 References

Mbale resort hotel website

Students log book

East African Hotels Association