
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF TOURISM AND HOSPITALITY
**INTERNSHIP REPORT CARRIED OUT AT HOTEL LE CONFIDENTIEL IN
WESTNILE REGION, ARUA CITY.**

BY

KAMUSIIME PATIENCE

BU/UG/2021/3405



**INDUSTRIAL TRAINING REPORT SUBMITTED TO BUSITEMA UNIVERSITY
FACULTY OF MANAGEMENT SCIENCES IN PARTIAL FULLFILMENT OF THE
AWARD OF A BACHELORS DEGREE IN TOURISM AND TRAVEL MANAGEMENT.**

AUGUST 2023

DECLARATION

DECLARATION

I KAMUSIIME PATIENCE T her by declare that this internship report is my original work and it has never been submitted to Busitema University for any degree award.

Date:02/09/2023..... *gaba*.....

APPROVAL

APPROVAL

This is to certify that this internship report by **KAMUSIIME PATIENCE** registration number **BU/UG/2021/3405** in the **hospitality industry, Hotel Le Confidential in Arua city, West Nile region, Uganda** has been under my supervision and is now submitted in partial fulfillment of the requirements for the **Bachelor's degree of tourism and travel management at Busitema university** with my approval as the field supervisor and the academic supervisor.

(FIELD SUPERVISOR) **31 JUL 2023** ★
Signature: 
P.O. Box 340020, Arua

stamp..... Date **31st July 2023**

Mr. Silas Kiti
General manager hotel Le Confidential.

(ACADEMIC SUPERVISOR)

Signature: s
Date **02/07/23**

Mr. Wejuli Joseph

DEDICATION

I dedicate this report to my beloved mother Akot Vicky, who has laid a foundation that has led me to this level and also offered me financial support, affection, love, encouragement and prayers then friends for their motivation and development ideas ,lastly my lecturers for their continuous sacrifice to give me knowledge, Manager and entire staff of Hotel Le Confidential.

ACKWNOLEDMENT

I acknowledge the almighty God who has given me the strength and will to pursue this study

My special appreciation goes to my supervisor Mr Wampande Jowalie Ahmed in the department of tourism and travel management who took effort to guide and advice me during this study.

I am also indebted to my Mother Akot Vicky for all her support and encouragement during the study and my special thanks go to all my friends and staff of Hotel Le Confidential for their acceptance and patience during the discussion I had with them during my research.

ABSTRACT

This report gives account of my stay at Hotel Le Confidential Arua for a period of 8 weeks working in several hotel departments that is front desk(reception), food and beverage (service), kitchen and housekeeping under the supervision of the various department managers and overall the manager.

Chapter one, contains the background of the internship, the details of the profile of Hotel Le Confidential Arua. 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, include the discussion and findings 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

ACRONYMS

GRC.....GUEST REGISTRATION CARD

F&B.....FOOD AND BEVERAGES

POS.....POINT OF SALE

PBX.....PRIVATE BRANCH EXCHANGE

LPO.....LOCALPURCHASEORDER

OOO.....OUTOFORDER

KOT.....KITCHENORDER

FD.....FRONT DESK

CHAPTER ONE

INTRODUCTION AND BACKGROUND OF STUDY

1.0 INTRODUCTION

1.1 Background to internship

Since the 1970s universities, in development countries started introducing academic departments to promote and enhance the teaching 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, Makerere University saw this need and started a bachelor of tourism program in 1997 as a stepping stone for the establishment of the department of tourism and hospitality management in future.

Tourism has a well defined academic community and borrows some concepts and theories from other disciplines to help investigate and explain particular phenomenon and practices of tourism. In the revised tourism programme, we consider a substantial contribution from three disciplinary perspectives necessary for a bachelor of tourism that operates on the knowledge based platform as indicated below:

Environmental and geographical sciences

Economic sciences (marketing is the core discipline, but economics and management sciences are relevant)

Social sciences (sociology is the core discipline, but contributions from psychology, anthropology, history, law and political science are regarded relevant)