

---

**A REPORT ON INTERNSHIP CARRIED OUT AT JINJA NILE RESORT IN KIMAKA-  
JINJA DISTRICT**



**BY**  
**NALUMANSI DORCUS**  
**2000400804**  
**BU/UP/2020/0804**

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

**13<sup>TH</sup> MARCH, 2023**

## DECLARATION

### DECLARATION

I **NALUMANSI DORCUS** hereby declare that this internship report is my original work and it has never been submitted to Busitema University for any degree award.

Signature.....  .....

Date: ..... 13th March, 2023 .....

# APPROVAL

## APPROVAL

This report has been submitted for examination by the approval of my supervisor for the award of a Bachelor of Tourism and Travel Management of Busitema University.

### Academic Supervisor

Name ADONSO GORRET  
Signature [Signature]  
Date 14.02.2023

### Field Supervisor

Name Elvin Michael  
Signature [Signature]  
Date 28/02/23



## **DEDICATION**

I dedicate this report to my parents Mr. and Mrs. Lutalo for their unwavering support financially and through motivating me to give my best. Thank you for being there for me, I Love You So Much.

## **ACKNOWLEDGEMENT**

I thank the Almighty Father for granting me the 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, BTT class year two for the cooperation, team work and willingness to offer a helping hand whenever called upon. May the Almighty Father richly reward you.

Lastly, I thank the management of Mada Hotels, Jinja Nile Resort for allowing me to conduct my internship from there. Thank you so much for the knowledge and skills that you have shared with me

## **ABSTRACT**

The industrial training was carried out at Mada Hotels- Jinja Nile Resort in the tourism and hospitality department for the period of (8) weeks beginning from 2<sup>nd</sup> January to 25<sup>th</sup> February, 2023 with various aims and objectives to acquire skills and equip the student in the related field.

During the period, several activities were carried out by the student under the supervision of the field supervisor. These activities were carried out in the different departments of the Resort such as front office, housekeeping, kitchen, food and beverage Service Department and the Procurement and Store department.

Chapter one details the background of the internship and description of the field attachment that is, background, departments and management of Jinja Nile Resort.

Chapter two details the methods and materials used in the field to achieve the internship objectives.

Chapter three details presentation of results and discussion of internship issues, attachment experiences by the student and presentation of well detailed areas for improvement.

Chapter four is about the professional growth of a student and it details the skills learnt and how relevant to their career growth and, Evaluation of strength, weaknesses, opportunities and threats of the park.

Lastly, chapter five details the conclusion and recommendation covering chapters two, three and four.

## **ACRONYMS AND ABBREVIATIONS**

**JNR** – Jinja Nile Resort

**F&B** – Food and Beverage

# Contents

DECLARATION .....	i
APPROVAL .....	ii
DEDICATION .....	iii
ACKNOWLEDGEMENT .....	iv
ABSTRACT.....	v
ACRONYMS AND ABBREVIATIONS .....	vi
CHAPTER ONE: .....	1
INTRODUCTION/BACKGROUND.....	1
1.0 Introduction.....	1
<b>1.1 Background of Internship</b> .....	1
<b>1.2 Description of Jinja Nile Resort</b> .....	3
<b>1.2.1 Organizational chart of the organization</b> .....	7
<b>1.3 Management of Jinja Nile Resort</b> .....	7
<b>1.4 Departments of Jinja Nile Resort</b> .....	8
CHAPTER TWO: .....	9
MATERIALS AND METHODS.....	9
2.0 Introduction.....	9
<b>2.1 Methods I Used in The Field to Achieve the Internship Objectives</b> .....	10
<b>2.2 Materials Used to Collect Data</b> .....	11
CHAPTER THREE: .....	12
RESULTS AND DISCUSSIONS.....	12
3.0 Introduction.....	12
<b>3.1 HOUSE KEEPING</b> .....	13
<b>3.1.1 Objectives of JNR House Keeping</b> .....	13
<b>3.1.2 House Keeping Department Layout at JNR</b> .....	13
<b>3.1.3 Sections in housekeeping</b> .....	14
<b>3.1.4 PROCEDURE FOR CLEANING THE GUEST ROOM AT JNR</b> .....	16
<b>3.1.5 STRUCTURE OF HOUSE KEEPING STAFF AT JNR</b> .....	17
<b>3.2 FOOD AND BEVERAGE SERVICE DEPARTMENT</b> .....	21
<b>3.2.1 Structure of F&amp;B service department</b> .....	23
<b>3.2.2 Duties of food and beverage Service Staff</b> .....	24
<b>3.2.3 F&amp;B ANCILLARY DEPARTMENTS</b> .....	30



<b>3.3 FRONT OFFICE DEPARTMENT .....</b>	<b>30</b>
<b>3.3.1 Organizational structure of the front office department.....</b>	<b>31</b>
<b>3.3.2 GUEST CYCLE .....</b>	<b>33</b>
<b>3.3.3 CHECK-IN PROCEDURE AT THE JNR .....</b>	<b>33</b>
<b>3.3.4 CHECK-OUT PROCEDURE AT JNR .....</b>	<b>34</b>
<b>3.3.5 EQUIPMENT USED AT THE RECEPTION.....</b>	<b>35</b>
<b>3.4 KITCHEN DEPARTMENT .....</b>	<b>36</b>
<b>3.4.1 Organisational chart of the kitchen department.....</b>	<b>37</b>
<b>3.4.2 Duties in the department.....</b>	<b>38</b>
<b>3.5 DISCUSSING OF RESULTS ATTAINED FROM THE INTERNSHIP TRAINING BASING ON THE INTERNSHIP OBJECTIVES .....</b>	<b>40</b>
<b>CHAPTER FOUR:.....</b>	<b>42</b>
<b>PROFESSIONAL GROWTH OF A STUDENT.....</b>	<b>42</b>
<b>4.0 Introduction.....</b>	<b>42</b>
<b>4.1 SKILLS LEARNT AND HOW RELEVANT TO THE STUDENT’S PROFESSIONAL AND CAREER GROWTH.....</b>	<b>42</b>
<b>4.2 EVALUATION OF STRENGTHS, WEAKNESSES, OPPORTUNITIES AND THREATS OF MFNP.....</b>	<b>46</b>
<b>4.3 LEVELS OF ACCOMPLISHMENT AND OTHER ACTIVITIES ASSIGNED TO A STUDENT BY THE FIELD SUPERVISOR.....</b>	<b>48</b>
<b>CHAPTER FIVE: .....</b>	<b>49</b>
<b>CONCLUSION AND RECOMMENDATION .....</b>	<b>49</b>
<b>5.0 Introduction.....</b>	<b>49</b>
<b>5.1 CONCLUSIONS .....</b>	<b>49</b>
<b>5.1.1 Limitations of the internship.....</b>	<b>49</b>
<b>5.2 RECOMMENDATIONS.....</b>	<b>50</b>
<b>5.2.1 To the JNR.....</b>	<b>50</b>
<b>5.2.2 To Busitema University, Faculty of Management Sciences .....</b>	<b>50</b>
<b>5.2.3 Recommendations for the Future Internees .....</b>	<b>50</b>
<b>APPENDICIES .....</b>	<b>51</b>

## **CHAPTER ONE:**

### **INTRODUCTION/BACKGROUND.**

#### **1.0 Introduction**

This chapter covers the back ground to internship and description of the field attachment area. It also includes the objectives of internship and the organizational chat.

#### **1.1 Background of Internship**

An internship is a professional learning experience that offers a meaningful, practical work related to a student's field of study or career interest.

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 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, 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 program, we consider a substantial contribution from three disciplinary perspectives necessary for a bachelor of tourism that operates on the knowledge based plat form as indicated below:

Environmental and geographical sciences