
**BUSITEMA UNIVERSITY
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT**

**FIELD ATTACHMENT CARRIED OUT AT MANDRIL AFRICAN SAFARIS
KAMPALA**


**NANSEREKO FATIA
REG NO: BU/UG/2020/1953**

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

2ND Jan- 27th Feb, 2023

DECLARATION

I Nansereko Fatia declare that this report is my original work and has never been submitted for a degree or any other reward in any other university.

SIGNATURE: .....

NANSEREKO FATIA

DATE: 12th / 03 / 2023.....

APPROVAL;

This is to certify that Nansereko Fatia was attached to Mandrill African Safaris and has successfully completed a two months industrial training. I have carefully read the content of this report and its appropriate.

Student

Name: NANSEREKO FATIA

Signature: [Signature]

Academic supervisor

Name: Kwajang Ronald

Signature: [Signature]

Field supervisor

Name: [Signature]

Signature: Am M Biso Biso



DEDICATION.

I dedicate this report to my beloved mother NABIRYE HADIJAH for her continuous support towards my education. May the Almighty Allah reward her abundantly.

ACKNOWLEDGEMENT

I thank the Almighty God who created me and enabled me to go through every situation and finish my internship successfully. I also extend my deep and sincere gratitude to my mother to my mother Nabirye Hadijah for the continued support, love and care she gives to me endlessly. I really would not have made it if she did not support me morally and financially. Not forgetting my brothers and sisters for they are always there to support me in whatever I do, Kawuma yasin, Sebuliba Ali, Nansereko Asinat, Nabukalu and Nakakawa Shariat. And not forgetting my dad who is always there for me in whatever situation.

My deepest appreciation to Mr. Ahimbisibwe Colleb, the CEO of Mandrill African safaris, a company where I have successfully done my internship. The practical skills and knowledge that I have acquired have greatly opened my eyes for the employment world.

I would also like to express my special thanks of gratitude to the university supervisor Mr. Emojong Ronald for the professional guidance and direction towards this triumph. And to my HOD Mr. Wampande Jowalie Ahmed who has always been an exceptional example and a mentor not only during this field training period but throughout achieving my degree.

My sincere regards to my fellow internees from Mandrill African safaris, zalwango zam zam, Akumu Doreen Oboth, Masanyu Tyson for whichever help they extended to me during internship.

Hope to continue cooperating with you all in the future.

ABSTRACT

The internship exercise was carried out at Mandrill African safaris for eight weeks. The exercise was aimed at providing the internee with practical knowledge extracted from the theoretically knowledge got straight from lectures and concepts attained while in campus. Principles learnt in lectures are to equip the internee with competence to enable her to compete in the job market whereas the report is summarized as below.

The report consists of the internship background, materials and methods, tours and travel or hospitality plan, professional growth of student and conclusion and recommendation. The objectives of the internship were, to get acquainted with tourism and hospitality industry enterprises, to understand peculiarities of their operations and the role of team and carrying out their activities, to develop the ability to blend into the team, understand the structure and operations of the enterprise, to develop the capacity of analyzing, assessing and developing suggestions for business improvement.

The internee carried out activities such as itinerary designing, costing for a tour, article writing, passport and visa application, booking and reservations of hotels, air ticketing among others. However, there was a number of challenges including few equipment-like computers and binoculars, small space at the office which lead to congestion, the distance from where I stayed to the office was also far which also made my internship a bit hard among others.

The internee also gained a lot of skills for example skills in tour guiding, reservations, listening skills, communication skills, air ticketing skills among others. Therefore, it was very vital for the internee to conduct industrial training such that she could get exposed to the working environment to cope up with the changes in environment.

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CHAPTER ONE

INTRODUCTION

1.0 Internship Background

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.

The internship exercise 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 the internee was told on how to conduct herself that is to say discipline, teamwork, and dress code while in the field.

1.1 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 learnt in the lecture room 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, the internees 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, were also aimed at supporting students learning.

Over the eight weeks' period of field attachment, the internee was expected to be supervised by the academic and field supervisors. The academic supervisor is therefore expected to visit the internee twice during the eight weeks but she is required to engage more regular contact with the field supervisor.

1.2 EXPECTED RESULTS OF THE COURSE