



P.O.Box 236, Tororo
Gen:+256-454448842
Dir: +256-454448864
Mob: +256-782999874
Fax: +256-454436517
Email:ar@acadreg.busitema.ac.ug
Website:www.busitema.ac.ug

BUSITEMA UNIVERSITY

FACULTY OF MANAGEMENT SCIENCES

**REPORT FOR FIELD ATTACHMENT CARRIED OUT FROM JINJA NILE RESORT
LOCATED IN KIMAKA, JINJA DISTRICT IN EASTERN UGANDA**

BY

ALOWO ROSE MERCY

BU/UP/2020/2009

**SUBMITTED TO FACULTY OF MANAGEMENT SCIENCES AS A PARTIAL
FULFILMENT OF THE REQUIREMENTS FOR THE BACHELOR'S DEGREE OF
TOURISM AND TRAVEL MANAGEMENT IN BUSITEMA UNIVERSITY.**

6TH, MARCH, 2023

Declaration

Declaration

I Alowo Rose Mercy declare that all the information in this report is true to the best of my knowledge and effort acquired from my internship and it has not been submitted by anyone to any higher institution for any academic award.

Name ALOWO ROSE MERCY

Signature [Handwritten Signature]

Approval

Approval

This is to ^{certify} ~~satisfy~~ that this report has been prepared and submitted by Alowo Rose Mercy upon completion of my field attachment period at Jinja Nile Resort located in Kimaka, Jinja 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: ABONGO GORREJ

Signature: [Handwritten Signature]

Date: 14.02.23

FIELD SUPERVISOR

Name: Eliada Michael

Signature: [Handwritten Signature]

Date: 22/02/23



DEDICATION

I would like to dedicate this work to my loving and caring parents Mr Okongo Martin, Mrs Abbo Veronica for supporting me academically, financially and in all ways from childhood to this higher level of education, i sincerely appreciate them for all the efforts they have placed in for me to be successful. I also thank the Almighty God who gave me strength, wisdom, knowledge, courage, understanding and guidance when writing my report, am so grateful and I pray that He continues being there for me in all conditions.

ABBREVIATIONS

JNR- Jinja Nile Resort

F&B- Food and Beverage

H/K- House Keeping

F/O- Front Office

ACKNOWLEDGEMENT

I thank God the Almighty for guiding and enabling me complete this report. Indeed with God, all things are possible.

I acknowledge the great work done by the entire management of Jinja Nile Resort and the community in providing guests with the best services. I also extend my sincere gratitude to our caring H.O.D Mr Wampande Jowalie, my field supervisors Mr. Michael the HRM, Mr. Okiria Simon Peter the supervisor at Front Office, Ms. Acanit Kevin the Executive of H/K, Mr. Menya Medi the conference supervisor, and all my fellow trainees who co-operated and supported me during the training. May the Almighty Lord bless you all.

ABSTRACT

The recess term report covers duration of two months activities conducted at Mada Hotels Jinja Nile Resort. Chapter one talks about the introduction to internship program, goals of the internship and the introduction of the company attached to, chapter two mainly talks about the methods and materials used to achieve the internship objectives and goals, chapter three summarize the findings and clear result of the internship being guided by expectations and goals of the internship program. Chapter four talks about the field experience, skills learnt, it's relevancy to the professional growth, weaknesses, strengths, opportunity and threats facing the organization attached to. Chapter five talks about recommendations to the hotel, school on areas of Improvement and finally conclusions of the whole fields training.

Contents

Declaration.....	2
Approval	3
DEDICATION	4
ACKNOWLEDGEMENT	6
ABSTRACT.....	7
1.0 CHAPTER ONE	10
1.1 Background describing the internship program	10
1.2 The goals and objectives of internship include the following;	12
1.3 Expected results of the course;.....	12
2.0 CHAPTER TWO: MATERIALS AND METHODS	15
3.0 CHAPTER THREE: RESULTS AND DISCUSSION OF FINDINGS	18
3.1 Front office department;.....	19
3.1.1 The check-in process is as follows;.....	20
3.1.2 Check-out procedure is as follows;.....	21
3.1.3 Mode of settlement of bills	22
3.1.4 Operational functions of front office department may include;.....	23
3.2 HOUSE KEEPING DEPARTMENT:	24
3.2.1 Roles of housekeeping may include the following;	25
3.2.2 Different sections in housekeeping:.....	25
3.2.3 Room cleaning procedure is as follows:	27
3.3 KITCHEN DEPARTMENT	29
3.3.1 Banquet kitchen;	30
3.3.2 Pantry section;.....	30
3.3.3 Still room;	31
3.3.4 Silver room;	32
3.3.5 Garde (merge);.....	32
3.3.6 Butchery;.....	32
3.3.7 Tandoor kitchen;	32
3.4 FOOD AND BEVERAGE SERVICE DEPARTMENT	33
Sections in the department	33
4.0 CHAPTER FOUR: FIELD ATTACHMENT	37

4.2 EVALUATION OF THE STRENGTH AND WEAKNESS, OPPORTUNITIES AND THREATS OF ORGANISATION	39
4.2.1 STRENGTH.....	39
4.2.2 WEAKNESS.....	39
4.2.3 OPPORTUNITIES.....	39
4.2.4 THREATS.....	40
4.3 LEVELS OF ACCOMPLISHMENT OF OTHER ACTIVITIES ASSIGNED TO STUDENT BY THE FIELD SUPERVISOR.	40
5.0 CONCLUSION AND RECOMMENDATION.....	40
5.1 RECOMMENDATIONS TO THE HOTEL.....	40
5.2 CONCLUSION.....	41
5.3 REFERENCES	42

1.0 CHAPTER ONE

1.1 Background describing the internship program

An internship is a professional learning experience that offers meaningful, practical work related to a student's field of study or career interest. An internship gives a student the opportunity for career exploration and development and to learn new skills. Ideally, interns spend their time working on relevant projects, learning about the field, making industry connections and developing both hard and soft skills. Internships sometimes even lead to fulltime job offers. Summer internships are typically 40hours a week over 10 to 20 weeks.

An internship is an experiential learning opportunity that offers an invaluable chance for students to network and build crucial professional connections before they even graduate. For some students, it is a stepping-stone to bonus opportunities within the same organisation including a full-time job. However, depending on the position, interns may or may not be paid. Unpaid internships are common especially when the internship counts as academic credit toward graduation.

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 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 in African universities. 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.