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Pursuing Excellence

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FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT

**REPORT FOR FIELD ATTACHMENT CARRIED OUT FROM MBALE RESORT
HOTEL LOCATED IN BUSAMAGA, MBALE DISTRICT IN EASTERN UGANDA**

BY

ELUNGAT JOHN MICHAEL

REG NO: BU/UG/2021/3406



**INTERNSHIP REPORT SUBMITTED TO THE FACULTY OF MANAGEMENT SCIENCES,
DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT**

IN PARTIAL FULFILLMENT FOR THE REQUIREMENT OF AWARD

OF A BACHELORS DEGREE IN TOURISM AND TRAVEL

MANAGEMENT OF BUSITEMA

UNIVERSITY.

AUGUST 2023

DECLARATION

DECLARATION

I **ELUNGAT JOHN MICHAEL**, declare that the information in this report was collected and gathered by me and is true and has never been submitted by any other person for the award of a degree in Hotel and institutional Catering.

Signature.....

Date.....31/08/2023.....

ELUNGAT JOHN MICHAEL

Reg. No: BU/UG/2021/3406

APPROVAL

APPROVAL

This Industrial training report by **ELUNGAT JOHN MICHAEL** has been under my supervision and now ready for submission to the **Faculty of Management Sciences, Pallisa**

Department Of Tourism And Hospitality for the award of a degree in Tourism and hospitality.

Academic Supervisor

Name: ... *Elungat John Michael*

Signature: *[Handwritten Signature]*

Date: ... *30/Aug/2023*

Field Supervisor

Name: *MUZACI ANNE* **IBALE RESORT HOTEL LTD.**

Signature: *[Handwritten Signature]*

Date: *22/8/2023*



DEDICATION

I dedicate this piece of work to my beloved family under Elungat John Michael for the support and encouragement, they have given me towards my education.

May the almighty God bless you abundantly!

ACKNOWLEDGEMENT

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

First and foremost, my beloved father Elungat John Michael for the support you rendered to me throughout my studies. You are sincerely very precious to me.

Special appreciation goes to Mr. Emojong Ronald, my academic supervisor and the entire staff of Busitema University and all that staff from different schools I have attended for the academic support you rendered to me through my studies.

I still have to appreciate Brother Joseph and Malisera Ajambo as well as the comrades in pursuing Excellence

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

LIST OF ABBREVIATION

OCC	Occupancies.
DEP	Departure.
N/R	Not Ready.
OOO	Out of Order.
MGT	Management.
KG	Kilogram.
HK	House Keeper.
IT	Industrial Training.
DEPT	Department.
FOD	Front Office Department.
F&B	Food and Beverage.
OR	Occupied Room.
VR	Vacant Room.
DND	Do Not Disturb.

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ABSTRACT

This report book covers the recess term activities carried out in MENP and it ranges from chapters one to chapter five.

Chapter One. This chapter covers the background to internship and the description of the field attachment area. It also includes the objectives to the internship. Chapter Two covers the materials and methods of data collection used in the field to achieve the internship objectives. Chapter three gives the results attained from the internship as chapter four is in line with the field attachment experiences covering Skills learnt and how relevant they are to my professional and career growth. It further contains the strengths and weaknesses of MENP

The chapter five covers the overall conclusions and recommendations covering chapters Two, Three and Four

CHAPTER ONE

INTRODUCTION/BACKGROUND

1.0 Introduction.

This chapter covers Background describing the internship program, Background describing the organization where attached, study site/community including organizational chat, population, socio-economic issues.

1.2 Background describing internship program.

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 institutions in developing countries. The situation is worsened by the few fully established tourism programs in African universities. The department of geography, Makerere University saw the 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)