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



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**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.**

14TH AUGUST, 202

DECLARATION

DECLARATION

I GALIMAKA MATTE JULIUS hereby write this internship report to Busitema University and it's my original work, it has never been submitted to Busitema for any degree award

Signature.....

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

APPROVAL

APPROVAL

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

Academic supervisor

Name ALONGO GORRET

Signature [Signature]

Date 31st August 2023

Field supervisor

Name Elwale Michael

Signature [Signature]

Date 31/8/23



DEDICATION

I dedicate this report to my parents Mr. and Mrs. SERRUZI MATTE 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 5th June to 24th July, 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

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It is responsible for preparing menus, foods and managing inventory of food and beverage items. It includes food and beverage preparation and service for restaurant, lounge, coffee shops, bars, parties and room service	8
House keeping	8
It includes the duties of keeping the hotel areas clean, tidy, hygienic and pleasant. It also performs the duties pertaining to decoration of hotel premises	9
Sales and Marketing.....	9
All sales services, advertising, promotions and public relations are taken care of by this department	9
Security.....	9
This department works to keep the resort and its guests safe and secured from external hazards	9
Accounts	9
It conducts all financial activities like producing bills and receiving payments, computing employees' compensations and delivering payments. They also carry out compiling monthly and annual income statements, depositing and securing cash, controlling and monitoring assets.....	9
Maintenance department	9
It is responsible for the maintenance of the property. It takes care of repairing furniture and fixtures and painting the required areas.	9
Engineering and Technology	9

It is responsible for keeping all of the hotel equipment operational. The duties include, maintaining the telephone, hotel management software, internet among others. It is also responsible for implementing any new changes required such as upgrading the software and hardware.....	9
Human Resources Department.....	9
It is responsible for interviewing and recruiting qualified staff to be placed at the appropriate positions. It also conducts exit interviews for employees who wish to quit work. It works to set wages and salaries based on regional market rates and ensure that the hotel meets safety and health administration standards	9
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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 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 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