

---

**FACULTY OF MANAGEMENT SCIENCES  
DEPARTMENT OF TOURISM AND HOSPITALITY  
INDUSTRIAL FIELD ATTACHMENT CARRIED OUT AT ROCK CLASSIC  
HOTEL LIMITED  
NAMAJJA DANIELA  
BU/UP/2021/0889**



**SUBMITTED TO THE FACULTY OF MANAGMENT  
SCIENCES IN PARTIAL FULFILMENT FOR THE AWARD  
OF A BACHELORS' DEGREE OF TOURISM AND TRAVEL MANAGEMENT  
AUGUST, 2023**

## DECLARATION

### DECLARATION

I **NAMAJJA DANIELA BU/UP/2021/0889** hereby declare that this attachment report conducted at rock classic hotel limited is entirely my own document, experience during my training as a result of my own effort and to the best of my knowledge, this work is purely mine and original and has never been submitted before in any other university or higher institution of learning and the scholars for any academic award of any level or any other related qualification elsewhere in the world.

Name NAMAJJA DANIELA.....

Signature .....

# APPROVAL

## APPROVAL

This is to certify that this report has been prepared and submitted by **NAMAJJA DANIELA** upon completion of her field attachment period at Rock Classic Hotel Tororo, it meets the academic partial requirements for the undergraduate Bachelor's degree in Tourism and Travel Management at Busitema University as approved by;

### FIELD SUPERVISOR

Name: **MR. TUMUHEKI GIDEON**

Signature: .....

Date: .....



### ACADEMIC SUPERVISOR

Signature: *[Handwritten Signature]* .....

Name: *Emmanuel Akello* .....

Date: *05/09/2023* .....

## **DEDICATION**

Every challenging work needs self-efforts as well as guidance of elders especially those who were very close to our heart.

My humble effort I dedicate this report to my sweet, caring and loving parents Kateme Jacqueline and Mayo Samuel and my sister Logose Jacqueline and my friends.

Whose affection, love, encouragement and prayers of day and night make me able to get such success and honor.

## **ACKNOWLEDGEMENT**

First and foremost, praises and thanks to the Almighty God, for his showers of blessings throughout my report work to complete the report successfully.

I would like to express my deep and sincere gratitude to my beloved lecturer, Mr. Wampande Jowalie Ahmed for teaching us the theoretical part of the hospitality industry which helped me during my training. His dynamism, vision, sincerity and motivation have deeply inspired me and my sincere gratitude also goes to my academic supervisor Mr. Emojong Ronald who supervised me during my internship period for the valuable guidance.

Am really appreciative for my mother Kateme Jacqueline and my father Mayo Samuel for supporting me morally as well as financially and am grateful for that. I appreciate your help, love, care, the positive impact you have had on my life, your concern and supportive advice has meant to me a lot. I am extremely grateful for your love, prayers, caring and sacrifices for educating and preparing for my future.

My special thanks go to all my friends for their acceptance and patience during the discussion I had with them during my research.

I would like to express my sincere gratitude to BUSITEMA UNIVERSITY for letting me fulfill my dream of being a student here.

I appreciate my friends Angel Gloria, Dauglus, Meron, Emmanuel, Ritah, field supervisors, Mr Kato Jacob, Mr Kigene Brian, Mr Tumuheki Gideon, Mrs. Justine for the love they showed me at the work place, for their acceptance and patience during the discussion I had with them during my internship period and lastly our class coordinator Galimakamate Julius. I want to acknowledge and appreciate their efforts and transparency during my research. Their information helped me to complete this report.

May the Almighty God bless you.

### **LIST OF ABBREVIATIONS**

HK.....	HOUSE KEEPING
F & B .....	FOOD AND BEVERAGE SERVICE
RCH.....	ROCK CLASSIC HOTEL
GM.....	GENERAL MANAGEER
KG.....	KILOGRAMS
VR.....	VACANT ROOM.
MGT.....	MANAGEMENT.

## Table of contents

<b>Contents</b>	
DECLARATION .....	i
APPROVAL .....	ii
DEDICATION .....	iii
ACKNOWLEDGEMENT .....	iv
LIST OF ABBREVIATIONS .....	v
Table of contents .....	vi
ABSTRACT .....	viii
CHAPTER ONE .....	1
INTRODUCTION AND BACKGROUND OF INTERNSHIP .....	1
1.0 INTRODUCTION .....	1
1.2 OBJECTIVES OF INTERNSHIP .....	1
1.3 HISTORICAL BACKGROUND OF ROCK CLASSIC HOTEL .....	1
1.5 VISION OF THE COMPANY .....	3
1.7 ROCK CLASSIC HOTEL FACILITIES .....	4
CHAPTER TWO .....	6
MATERIALS AND METHODS USED IN THE INTERNSHIP TO COLLECT DATA .....	6
2:0 INTRODUCTIONS .....	6
2:1 MATERIALS USED TO COLLECT DATA .....	6
2:2 METHODS USED IN DATA COLLECTION .....	7
CHAPTER THREE .....	10
RESULTS AND DISCUSSIONS .....	10
3.0 Introduction .....	10
3.1.1 Objectives of housekeeping in rock classic hotel .....	10
3.1.2 Sections in housekeeping .....	10
3.1.3 Problems faced by housekeeping department .....	12
3.1.4 Suggestions for improving service or work in the department .....	12
3.2 front office department .....	13
3.2.2 Procedures followed when checking out .....	14

3.4 THE KITCHEN.....	20
3.4.1 Organizational chart of the kitchen department .....	21
3.4.2 Storing in rooms .....	22
3.4.3 Storage in deep freezer room .....	22
3.4.4 Safety, sanitation and hygiene.....	22
3.4.5 Cost control .....	23
3.5 DISCUSSING OF RESULTS ATTAINED FROM MY TWO MONTH INTERNSHIP TRAINING BASING ON THE INTERNSHIP OBJECTIVES .....	24
3.6 PRESENTATION OF WELL DETAILED AREAS FOR IMPROVEMENT .....	27
CHAPTER FOUR.....	28
ATTACHMENT EXPERIENCES BY STUDENTS .....	28
4.0 Introduction .....	28
4.1 skills learnt and how relevant they are to my professional and carrier growth.....	28
4.2 EVALUATION OF THE STRENGTH, WEAKNESS, OPPORTUNITIES AND THREATS OF ROCK CLASSIC HOTEL. ....	34
4.2.1 Strength .....	34
4.2.2 weaknesses .....	35
4.2.3 Opportunities.....	35
4.2.4 Threats.....	36
CHAPTER FIVE .....	37
CONCLUSION AND RECOMMENDATION.....	37
5.0 Introduction .....	37
5.1 CONCLUSIONS .....	37
5.2 RECOMMENDATIONS .....	38
5.2.1 Recommendation to rock classic hotel.....	38
5.2.2 Busitema University, Faculty of Management Sciences.....	39
5.2.3 Recommendations for the Future Internees .....	39
5.3 References .....	40
5.4 APPENDICES.....	41

## **ABSTRACT**

The internship period covers duration of two months activities carried out at rock classic hotel limited. Chapter one talks about the introduction of internship, objectives of internship, historical background of rock classic hotel, description of rock classic hotel, vision and mission of rock classic hotel ,management of rock classic hotel.

Rock classic hotel departments, and its organizational structure, Chapter two covers the materials and methods used in the field to achieve my internship objectives, chapter three presents a clear discussion and results of internship basing on the internship objectives, presentation of a well detailed areas of improvement and a detailed proposed work plan and how it can be achieved. Chapter four summaries the skills learnt and how they are relevant my professional and career growth and the evaluation of the strength, weaknesses, opportunities and threats of the organisation. Chapter five covers the recommendations, conclusions and the reference.

## **CHAPTER ONE**

### **INTRODUCTION AND BACKGROUND OF INTERNSHIP**

#### **1.0 INTRODUCTION**

An internship is a professional learning experience that offers meaningful, practical work related to a student's field of study or career interest. It gives a student the opportunity for career exploration and development, and to learn new skills.

#### **1.2 OBJECTIVES OF INTERNSHIP**

To provide an opportunity to the student to apply principles and techniques to heoretically learnt into real life problem solving solutions.

To get hands on experience in real life situations that they are expected to work in when they graduate or after accomplishing the degree.

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.

To expose a student to new knowledge through team work, challenges and risks in addition to other issues in the working environment.

To develop students understanding and work ethics, employment demands, responsibilities and opportunities and improve on the research capabilities.

To enhance linkage between Busitema University and the various organisations.

#### **1.3 HISTORICAL BACKGROUND OF ROCK CLASSIC HOTEL**

Rock classic hotel is a luxury hotel that was established in 1962 in a small place which is current Rock high school on Uhuru drive under the government management. It was later transferred to its current location on plot 70 Osukuru road along Malaba-Kampala highway.

In 1995, the government privatized the hotel to the Greenland group of companies under the ownership of kedged Suleiman who managed it until the year 2001 and at this time the hotel was limited and only had 30 rooms.

### 5.3 References

[www.rock](http://www.rock)

classichotelbooking.com

Rockclassichotel.com

[www.booking.com](http://www.booking.com)

[www.hotels.com](http://www.hotels.com)

[www.orbitz.com](http://www.orbitz.com)

[www.reseervations.com](http://www.reseervations.com)

[www.luxurioushotelguides.com](http://www.luxurioushotelguides.com)

[www.meetings-convention.com](http://www.meetings-convention.com)

students log book