
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF TOURISM AND HOSPITALITY
**A REPORT FOR INTERNSHIP CARRIED OUT AT HOTEL LE
CONFIDENTIEL HOTEL IN ARUA DISTRICT FOR TWO MONTHS FROM JUNE
TO AUGUST 2023**

BY
NANTAMBI WINFRED
BU/UP/2021/3013



**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**

AUGUST, 2023

DECLARATION

DECLARATION

I **NANTAMBI WINFRED** hereby declare that this internship report is my original work and it has never been submitted to Busitema University for any degree award.

Date: 02/09/2023

Sign 

APPROVAL

APPROVAL

This is to certify that this internship report by **NANTAMBI WINFRED** registration number **BU/UP/2021/3013** in the **hospitality industry, Hotel Le Confidential in Arua city, West Nile region, Uganda** has been under my supervision and is now submitted in partial fulfillment of the requirements for the bachelors' degree of tourism and travel management at Busitema university with **[Signature]** as the Field supervisor and the academic supervisor.



stamp..... Date..... 31st JULY 2023

Mr. Silas Kiti

General manager hotel Le Confidential.

(ACADEMIC SUPERVISOR)

Signature..... *Wejuli Joseph*S

Date 02/07/23

Mr. Wejuli Joseph

DEDICATION

I dedicate this report to my lovely parent MRS AUMA EDITH OLIVER and my brother Joseph whose financial support, love, encouragement, and prayers of day and night has enabled me to attain such a level in my life, not only to those two but also my friends and my great lectures for giving the knowledge not for getting the management of Hotel Le Confidential.

ACKNOWLEDGMENT

I extend my sincerer gratitude to the almighty God for leading me through the internship and the management of hotel Le Confidential for allowing me to train and spending time with me during the training, the support given, knowledge given to me and willingness to train me

Not forgetting my great lectures, supervisors and the university as Busitema at large for the guidance before the internship. I really acknowledge

LIST OF ACRONYMS OR ABBREVIATIONS

KOT- kitchen order ticket

GM General manager

OPM Operation manager

HLC Hotel Le Confidential

F&B Food and beverage

HK House Keeping

GRC Guest registration card

FD Front Desk

KTN kitchen

POS- Point of Sale

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ABSTRACT

The report is composed of the back ground and location of the place attached too for internship, back ground of the internship, activities carried out in all the departments and what I was assigned to do as seen in the activities, knowledge and skills gained, the problems faced, how they were handled, recommendations, the organization structures, the conclusion of the brief summary what was learnt in relation to the objectives. The report is comprised of four chapters.

CHAPTER ONE

1.0 INTRODUCTION.

This chapter comprises of the back ground to the internship, the location and the back ground of the place attached too, the tasks carried out by the place attached too, objectives of the field of the field attachment, structure of the organization.

1.1 Background to internship

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 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 programme, 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

Economic sciences (marketing is the core discipline, but economics and management sciences are relevant)

5.0 REFERENCES

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