

**FACULTY OF MANAGEMENT SCIENCES  
DEPARTMENT OF TOURISM AND HOSPITALITY  
INTERNSHIP REPORT CARRIED OUT AT HOTEL LE CONFIDENTIEL IN  
WESTNILE REGION, ARUA CITY.**

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BU/UG/2021/3400**



**A REPORT SUBMITTED TO THE FACULTY OF MANAGEMENT SCIENCES IN  
PARTIAL FULLFILMENT OF THE REQUIREMENTS FOR THE BACHELORS'  
DEGREE OF TOURISM AND TRAVEL MANAGEMENT AT BUSITEMA  
UNIVERSITY**

**AUGUST, 2023**

## DECLARATION

### DECLARATION

I, **Ofoyrwoth Emmanuel BU/UG/2021/3400** hereby declare that 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 OFOYRWOTH EMMANUEL

Signature 

# APPROVAL

## APPROVAL

This is to certify that this internship report by **Ofoyrwoth Emmanuel** registration number **BU/UG/2021/3400** 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 my approval as the Field supervisor and the academic supervisor.



stamp.....Date..... 31<sup>st</sup> July 2023

Mr. Silas Kiti

General manager hotel le confidential.

(ACADEMIC SUPERVISOR)

Signature..... Wejuli Joseph

Date..... 02/9/23

Mr. Wejuli Joseph

## DEDICATION

This entire work is dedicated to my family especially my mother, Ayio Grace for the endless financial and moral support towards my academics. The love you show me as a mother always makes me stronger to face the reality of life. My siblings for always standing and encouraging me to take academics as a serious mantle hoping for the great future one day.

## ACKNOWLEDGEMENT

Am so grateful to the Almighty God for having given me the grace to accomplish this task to write this internship report. Amidst all the challenges, he had been faithful to keep me till the end of it all.

I extend my sincere gratitude and heartfelt to the management of Hotel Le Confidentiel Arua city for granting me an opportunity to train with your establishment and above all, I thank you for being available every time and giving me the quality guide and training ever. The Head of Departments from the various sections, the field supervisors, the departmental teams and all the various staff members regardless of your position, I am so grateful for your contribution. In fact, without you, this report would have been impossible.

My heartfelt thanks go to my beloved lecturer and the academic supervisor, Mr. Wampande Ahmed Jowalie who had always been available to guide me through as I write this report. I thank you so much for your generosity and kindness and I pray that may the lord richly bless you.

Utmost thanks to Busitema University at large for giving me a chance for this internship, my sincere thanks go to my sisters, brothers, friends, course mates and lectures especially for their dedicated support throughout this internship program and the report and to all the people who have been resourceful throughout this study. It is due to your support and ideas that I have been able to produce this work.

## **LIST OF ACRONYMS AND ABBREVIATIONS**

KOT- kitchen order ticket

GRC-- guests registration card

F&B- food and beverages

HK- housekeeping

POS- point of sales

e.g., - for example

i.e., - that is to say

HLC - hotel le confidentiel

OPM – operation manager

GM – general manager

KTN - kitchen

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## ABSTRACT

The internship attachment was carried out for two months with primary purpose of exposing the students into the real-life situation in their industry with the reason of giving them clear picture and practical experience of relating the theoretical knowledge gained in the class into practical field. The objectives of the internship attachment, the challenges faced in the real life in the industry and possible solutions that can be provided to them. The report as well outlines some key practical work done in different department, the practical recommendation to the university and to the hotel. Finally, the general conclusion regarding the internship attachment.

## CHAPTER ONE

### 1.0 Introduction

This chapter clearly describes the background of the internship attachment, the location and description of the field attachment including the organizational structure, the tasks carried out by the place attached to.

### 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 world's single largest industry. This scenario has not changed in any way: and instead, the 21<sup>st</sup> 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 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)

The main purpose of this attachment is to give students a chance to relate to what is learnt in class to real field conditions. This is meant to develop the ingenuity and skills to become well

## **REFERENCES**

<http://www.hotel le confidentiel.com>

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