

**FACULTY OF MANAGEMENT SCIENCES**

**REPORT FOR FIELD ATTACHMENT CARRIED OUT FROM HOIMA RESORT  
HOTEL LOCATED IN HOIMA SENIOR QUATORSS , HOIMA CITY IN WESTERN  
UGANDA**

**BY**

**TWINAWE CHARITY**

**BU/UG/2021/3398**



**SUBMITTED TO FACULTY OF MANAGEMENT SCIENCES AS A PARTIAL  
FULFILMENT OF THE REQUIREMENTS FOR THE BACHELOR'S DEGREE OF  
TOURISM AND TRAVEL MANAGEMENT AT BUSITEMA UNIVERSITY.**

**5<sup>th</sup>/06/2023**

## Declaration

### Declaration

I Twinawe Charity, declare that all the information in this report is true to the best of my knowledge and effort acquired from my internship and it has not been submitted by anyone to any higher institution for any academic award.

Name... TWINAWE CHARITY .....

Signature...  .....

# Approval

## APPROVAL


This is to satisfy that this report has been prepared and submitted by **Twinawe Charity** upon completion of her field attachment period at Hoima Resort Hotel, 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

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

  
Julius Tameje  
24/7/2023


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### ACADEMIC SUPERVISOR

Signature \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Mr. EGIKU JOSEPH  
  
05/09/2023

## **DEDICATION**

I would like to dedicate this work to my loving and caring family especily my sisters Kasemire Shilar Bright and Sharon Bright Amanyanya for supporting me academically, financially and in all ways from childhood to this higher level of education, i sincerely appreciate them for all the efforts they have placed in for me to be successful.

## **ABBREVIATIONS**

HRH-Hoima Resort Hotel

GM-General Manager

LPO-Local Purchase Order

F&B- Food and Beverage

H/K- House Keeping

F/O- Front Office

HOD-Head of department

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I thank God the Almighty for guiding and enabling me complete this report. Indeed with God, all things are possible.

I acknowledge the great work done by the entire management of Hoima Resort Hotel for providing me with the practical knowledge as far as hospitality is concerned. I can now handle guests as well as offering the best services. I also extend my sincere gratitude to our caring H.O.D Mr Wampande Jowalie, my academic supervisor Mr. Esuku Joseph my field supervisors Mr. Kamukama Patrick, the general manager HRH, Mr. Julius the deputy manager as well as my overall field supervisor, chef Deus Kirega , head chef HRH, madam Iren Adyeeri the banqueting supervisor, and all my fellow trainees who co-operated and supported me during the training. May the Almighty Lord bless you all.

## **ABSTRACT**

The recess term report covers duration of two months activities conducted at Hoima Resort Hotel. Chapter one talks about the introduction to internship program, goals of the internship and the introduction of the company attached to, chapter two mainly talks about the methods and materials used to achieve the internship objectives and goals, chapter three summarize the findings and clear result of the internship being guided by expectations and goals of the internship program. Chapter four talks about the field experience, skills learnt, it's relevancy to the professional growth, weaknesses, strengths, opportunity and threats facing the organization attached to. Chapter five talks about recommendations to the hotel, school on areas of Improvement and finally conclusions of the whole fields training.

## **1.0 CHAPTER ONE**

### **1.1 Background describing the internship program**

An internship is a professional learning experience that offers meaningful, practical work related to a student's field of study or career interest. An internship gives a student the opportunity for career exploration and development and to learn new skills. Ideally, interns spend their time working on relevant projects, learning about the field, making industry connections and developing both hard and soft skills. Internships sometimes even lead to fulltime job offers. Summer internships are typically 40hours a week over 10 to 20 weeks.

An internship is an experiential learning opportunity that offers an invaluable chance for students to network and build crucial professional connections before they even graduate. For some students, it is a stepping-stone to bonus opportunities within the same organisation including a full-time job. However, depending on the position, interns may or may not be paid. Unpaid internships are common especially when the internship counts as academic credit toward graduation.

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 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 in African universities. The department of tourism and hospitality management in future.

### **5.3 REFERENCES**

www.hotels.com

hoimaresorthotel.com.ug

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

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