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**BUSITEMA UNIVERSITY  
FACULTY OF MANAGEMENT SCIENCES  
INDUSTRIAL FIELD ATTACHMENT CARRIED OUT AT JINJA NILE RESORT  
FROM JUNE 2025 TO JULY 2025**

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BU/UG/2023/2465**



**INDUSTRIAL ATTACHMENT INTERNSHIP REPORT  
SUBMITTED TO THE FACULTY OF MANAGAMENT  
SCIENCES IN PARTIAL FULFILMENT FOR THE AWARD  
OF A BACHELORS' DEGREE OF TOURISM AND TRAVEL MANAGEMENT**

## DECLARATION

### DECLARATION

I NAKITYO HADIJAH declare that all the above information in this report is true to the best of my knowledge and effort acquired from industrial training that has lasted for two 2 months at Jinja Nile Resort

Signature.....

Date.....28th July 2025

## APPROVAL

### APPROVAL

This is to clarify that NAKITYO HADJAH was attached to Jinja Nile Resort and has successfully completed a two months industrial training and this work was done under a close supervision of my field supervisors and approved by:

Field Supervisor

Name... NAKITYO HADJAH ...

Sign: .....

Date: .....



Academic supervisor

Name Adongo Garret .....

Signature Adongo Garret .....

Date 2/09/2025 .....

## **DEDICATION**

I dedicate this report to my beloved family, whose unwavering support, encouragement, and prayers have been a pillar of strength throughout my academic journey. Special appreciation goes to my parents for their sacrifices and guidance, and to my mentors and friends who stood by me during the course of this training. This work is also dedicated to all students pursuing careers in hospitality and tourism, may it inspire continued learning and excellence in the industry.

## **ACKNOWLEDGEMENT**

First and foremost, I thank the Almighty God for the gift of life, good health, and wisdom that enabled me to successfully complete this industrial training and compile this report.

I extend my heartfelt gratitude to the management and staff of Jinja Nile Resort, particularly the Human Resource mgt of Jinja Nile Resort, for granting me the opportunity to carry out my industrial training within such a rich and dynamic environment. Your guidance, cooperation, and mentorship throughout my internship period are highly appreciated.

Special thanks go to my academic supervisor Ms Adongo Gorret for your valuable advice and support during this training period. I am equally grateful to my field supervisor for your tireless efforts in mentoring me and ensuring that I gain practical experience.

To my lecturers and the entire faculty of Busitema University under the department of tourism and Hospitality, thank you for equipping me with the knowledge and skills that made this training meaningful.

Lastly, I appreciate my friends and fellow interns for the encouragement, teamwork, and unforgettable moments we shared during this experience.

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## **ACRONYMS**

ADR - Average Daily Rate

BOH - Back of House

BEO - Banquet Event

Order

CVB - Convention and Visitors Bureau

FOH - Front of House

F&B - Food and Beverage

GM - General Manager

HR - Human Resources

POS - Point of Sale

PMS - Property Management System

SOP - Standard Operating Procedure

OTA - Online Travel Agency

ROI - Return on Investment

RevPAR - Revenue per

Available Room TAT -

Turnaround Time VIP -

Very Important Person

CRM - Customer Relationship Management

KPIs - Key Performance Indicators

MICE - Meetings, Incentives, Conferences, and Exhibitions

FIT - Free Independent Traveler

## **ABSTRACT**

This report presents a summary of the industrial training conducted at Jinja Nile Resort in Uganda. The training aimed at providing practical exposure to hospitality operations, specifically in the Kitchen, Food & Beverage, and Housekeeping departments. Real work environments enhanced theoretical knowledge and helped in developing essential skills. Challenges encountered and recommendations are also provided.

## **CHAPTER ONE**

### **INTRODUCTION/BACKGROUND**

#### **1.0 INTRODUCTION**

Industrial training is a vital part of the hospitality curriculum, giving students hands-on experience. My internship was carried out at Jinja Nile Resort, one of Uganda's leading luxury hotels located along the shores of the River Nile.

#### **1.1 Background to Internship**

Since the 1970s, universities in developed countries began to introduce academic departments dedicated to the study and teaching of tourism at the university level. This development stemmed from a growing recognition of tourism as one of the world's most dynamic and rapidly expanding industries. The tourism sector has increasingly contributed to global economic growth, employment creation, and cultural exchange, eventually establishing itself as a critical component of national development strategies.

This global trend has continued into the 21st century, with forecasts indicating that the tourism sector is likely to grow at a faster rate than most other sectors. The East African region, including Uganda, has not been left behind in this progression. Uganda, endowed with rich biodiversity, scenic landscapes, cultural heritage, and a variety of tourism attractions, has immense potential in the tourism industry. However, the academic development of tourism as a professional field has lagged behind due to limited educational infrastructure and expertise.

Recognizing the need to bridge this gap, Makerere University, through its Department of Geography, initiated a Bachelor's program in Tourism in 1997. This program served as a stepping stone towards the establishment of a fully-fledged Department of Tourism and Hospitality Management. The goal was to nurture professionals equipped with theoretical knowledge and practical skills relevant to the tourism and hospitality industry, thereby contributing to the growth and sustainability of the sector in Uganda and the region at large.

In line with this objective, internship programs have been integrated into the academic curriculum to provide students with hands-on experience and exposure to real-world industry practices. The internship offers students an opportunity to apply classroom knowledge in

## **REFERENCES**

Jinja Nile Resort Staff Manual

Uganda Hotel Owners Association (UHOA) Guidelines

Personal observations and experiences during training

Interviews with departmental superv