
BUSITEMA UNIVERSITY
FACULTY OF MANAGEMENT SCIENCES
INDUSTRIAL FIELD ATTACHMENT CARRIED OUT AT NILE VILLAGE HOTEL
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INDUSTRIAL ATTACHMENT REPORT
SUBMITTED TO THE FACULTY OF MANAGMENT
SCIENCES IN PARTIAL FULFILMENT FOR THE AWARD
OF A BACHELORS' DEGREE OF TOURISM AND TRAVEL MANAGEMENT

JUNE – AUGUST, 2025

DECLARATION

I MIROYO MARY declare that this attachment report conducted at Nile Village Hotel is entirely my own documents, experience during my training, as a result of my own effort and has never been submitted before to any other university or any other higher institution of learning for any academic award.

MIROYO MARY

SIGN: 

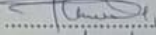
DATE: 27/8/25

APPROVAL

This is to certify that this industrial training report has been prepared and submitted by MIROYO MARY upon completion of her field attachment period at Nile Village Hotel under my supervision and guidance and it meets the examiner's requirements for the Bachelor's Degree in Tourism and Travel Management.

FIELD SUPERVISOR

MS. NANGOBI GLORIA

SIGN: 

DATE: 30/7/2025

ACADEMIC SUPERVISOR

MS. ADONGO GORRETT

SIGN: 

DATE: 27/08/2025

DEDICATION

I dedicate this field attachment report to my beloved parents Mr. Kato Anaya Stephen and MS.Enzaru Harriet, my siblings, my course mate and the lecturers of Busitema University.

ACKNOWLEDGEMENT

I wish to extend my sincere gratitude to my academic supervisor MS. Adongo Gorrette and my field supervisor Mr. Nangobi Gloria the reservation manager of Nile Village Hotel for their unreserved guidance, advice and support during the development of my internship report and time for my internship at Nile Village Hotel . You contributed unconditionally in imparting knowledge on which I was instrumental in this endeavor.

Many thanks go to Busitema University, the Faculty of management sciences in particular for their endless support and their patience with me during this journey. I would like to thank my lovely lecturers, MS. Taaka Hope, MR. Oringo Jonah and MS. Adongo Gorrette because their knowledge and wisdom is the foundation of this great work. Also, my hand of applauds goes to my only Head of Department and lecturer Mr. Wampande Jowalie for the academic guidance, advise and kindness rendered, for the continued support and timely reminders, thank you so much.

Finally I thank God the almighty for the wisdom, knowledge and good life He blessed me with.

Table of contents

DECLARATION	Error! Bookmark not defined.
APPROVAL.....	Error! Bookmark not defined.
DEDICATION.....	iii
ACKNOWLEDGEMENT.....	iv
LIST OF FIGURES.....	viii
Figure 1 Organizational Structure of Nile Village Hotel.....	viii
Figure 2 Showing the structure of the kitchen.....	viii
Figure 3 Showing structure of F&B service	viii
Figure 4 Showing Housekeeping structure.....	viii
Figure 5 Showing Front Office Structure	viii
LIST OF ACRONYMS/ABBREVIATIONS	ix
EXECUTIVE SUMMARY	x
CHAPTER ONE	1
1.0 Introduction	1
1.1 Background of the internship.....	1
1.2 Objectives of field Study.	1
1.3Description and Background of Field Attachment Area	2
1.4 Mission, vision and organizational goals.....	2
1.4.1 Tasks carried out by the Hotel.....	3
Figure 1.....	3
1.7 Organizational Structure of Nile Village Hotel	3
2.0 CHAPTER TWO	5
2.1 Methods and materials	5
2.1.1 Orientation by Head of Department	5
2.1.2 Regular briefings and training	5
2.1.3 Practical	6
2.1.4 Observation	6
2.1.5 Text Books.....	6
2.1.6 Delegation.....	6

CHAPTER THREE.	8
Description of work carried out by the departments in the organization.....	8
Figure 2: Showing the structure of the kitchen.....	8
Table 1. Showing some of the equipment used in the kitchen.....	8
Duties carried out in the kitchen department are	9
Sections in the kitchen	9
2.2.1 FOOD AND BEVERAGE SERVICE.....	11
Figure 3: Showing structure of F&B service.....	11
Table 2: Showing equipment used in F&B Service.....	11
Duties and responsibilities of the food and beverage service department staff are;.....	13
Food and beverage supervisor.....	13
Head Waiter	13
Waiters/waiters	13
Housekeeping department.....	13
Figure 4: Showing Housekeeping structure	14
Table 3: Showing: equipment used in housekeeping and their functions.	14
Duties and Responsibilities of the Housekeeping department.....	15
Housekeeping manager.....	15
Room attendants	15
Front Office	15
Figure 5: Showing Front Office Structure.....	16
Duties and Responsibilities of the Front office Staff.....	16
Front Office Supervisor.	16
Receptionists.....	17
Concierge.....	17
Duties and responsibilities assigned to the trainee and how they were carried out.....	17
Food Production /kitchen department	17
The work carried out by the trainee in the kitchen was as follows below,	17
F&B Service.	18
2.2.3 Housekeeping.....	18
The work carried out by trainee in housekeeping department as follows below,	18
The skills and new knowledge gained by the trainee.	19

Food Production.....	19
F&B Service.	19
Housekeeping	19
Front Office	20
Work relationship between departments of the organization attached to.	20
Challenges faced by the trainee and how they were handled.	21
CHAPTER FOUR	22
4.0 Introduction	22
4.1 Skills Learnt	22
4.2 Evaluation of the strengths, weakness, opportunities and threats of the organization.....	23
4.3 Other Activities	24
CHAPTER FIVE	25
Conclusion and Recommendations	25
Knowledge gained in line with the objectives.....	Error! Bookmark not defined.
Recommendations.....	25
Conclusion	25
APPENDICES.....	268
Photos taken in house keeping department	26
5.2.3 References	29

LIST OF FIGURES

Figure 1 Organizational Structure of Nile Village Hotel

Figure 2 Showing the structure of the kitchen.

Figure 3 Showing structure of F&B service

Figure 4 Showing Housekeeping structure

Figure 5 Showing Front Office Structure

LIST OF TABLES

Table 1..... Showing some of the equipment used in the Kitchen

Table 2: Showing equipment used in F&B Service

Table 3..... Showing equipment used in Housekeeping and their functions.

Table 4:Showing equipment used at Front Office and their functions 1

LIST OF ACRONYMS/ABBREVIATIONS

OCC	Occupancies.
DEP	Departure.
N/R	Not Ready.
OOO	Out of Order.
MGT	Management.
KG	Kilogram.
HK	House Keeper.
IT	Industrial Training.
DEPT	Department.
FOD	Front Office Department.
F&B	Food and Beverage.
OR	Occupied Room.
VR	Vacant Room.
DND	Do Not Disturb.
i.e.	That is to say
e.g.	For example

EXECUTIVE SUMMARY

The internship training was carried out at Nile Village Hotel .The internship training was aimed at exposing the internee with practical knowledge extracted from the theoretical knowledge got from lectures in the lecture room and, acquire professional competencies to enable the student to compete on the job market around the world in the hospitality sector.

The report consists of the background of internship, objectives of the internship, description of the organization, vision, and activities carried out while in the field.

The internee participated in various activities such as welcoming guests, arranging halls for guests, serving buffets and as the internee was able to learn valuable lessons such as communication skills, flexibility, good inter-personal relationships, record keeping, proper documentation, ethical code of conduct, time management, among others.

All in all, the internship training equipped the student with practical skills despite the theoretical skills she acquired while attending lectures. Thus it was necessary for the internee to undertake the industrial training so that the student could get further exposed and acquire knowledge and skills to be applied in the working environment.

CHAPTER ONE

1.0 Introduction

This chapter mainly consists of the background of internship, objectives of field attachment, description of the organization, Location, tasks carried out mission, vision and goals of the organization and field organization structure.

1.1 Background of the internship

Since the 1970s, universities in developed countries started introducing academic departments to promote and enhance the teaching of 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 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 at Makerere University saw this need and started a Bachelors' of Tourism program in 1997 as a stepping stone for the establishment of the department of tourism and hospitality management in future.

1.2 Objectives of field Study.

- i. To enable students, get acquainted with tourism and hospitality industry enterprises and organizations.
- ii. To enable students, understand peculiarities of their operations and the role of teamwork and carrying out their activities.
- iii. To enable students, develop ability to blend into a team, understand structure and operations of enterprise.
- iv. To enable students, develop the capacity of analyzing, assessing and developing suggestions for business improvement.

5.2.3 References

www.nilevillagehotel.com

Students log book

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