

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT

**REPORT FOR FIELD ATTACHMENT CARRIED OUT FROM MBALE RESORT
HOTEL LOCATED IN BUSAMAGA, MBALE DISTRICT IN EASTERN UGANDA**

MORO AMBROSE

BU/UG/2021/3403



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

Aug, 2023

DECLARATION

DECLARATION

I **Moro Ambrose** 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..... MORO AMBROSE

Signature..... [Handwritten Signature]

APPROVAL

APPROVAL

This is to satisfy that this report has been prepared and submitted by **Moro Ambrose** upon completion of my field attachment period at Mbale Resort Hotel located in Busamaga, Mbale district, under the supervision and guidance of my field supervisors and academic supervisor, It meets the academic partial requirements for the under graduate Bachelor's degree in Tourism and Travel Management at Busitema university as approved by:

ACADEMIC SUPERVISOR

Name..... WESILI JOSEPH

Signature..... [Signature]

Date..... 02/09/2023

FIELD SUPERVISOR

Name..... MUZACI AMET

Signature..... [Signature]

Date..... 29/8/2023



DEDICATION

I would like to dedicate this work to my loving and caring parents **Mr. Emeri Bonny** and **Mrs Alum Lucy** 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. I also thank the Almighty God who gave me strength, wisdom, knowledge, courage, understanding and guidance when writing my report, am so grateful and I pray that He continues being there for me in all conditions.

ACKNOWLEDGEMENT

I thank God the Almighty for guiding and enabling me complete this report. Indeed with God, all things are possible. My heartfelt gratitude goes out to my beloved parents **Mr.Emeri Bonny** and **Mrs Alum Lucy**

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Gratitude to my field supervisors at Mbale Resort Hotel namely: **Ms. Annet Muzaki, Mrs Namataka Lillian** the supervisor at Front Office, **Mr. Okwii**, and other staff such as **Sam,Grace,Kevin ,Irene, Abdul** among others

May the Almighty Lord bless you all.

LIST OF ACRONYMS/ABBREVIATIONS

MRH	Mbale Resort Hotel
KFP	Kitchen and Food Production
F&B	Food and Beverage
HRO	Human Resource Officer
F/O	Front office
HR	Human Resources
H/K	House Keeping
i.e.	That is to say
e.g.	For example

ABSTRACT

The recess term report covers duration of two months activities conducted at Mbale 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.

TABLE OF CONTENTS

DECLARATION	ii
APPROVAL	iii
DEDICATION	iv
ACKNOWLEDGEMENT	v
LIST OF ACRONYMS/ABBREVIATIONS	vi
ABSTRACT	vii
TABLE OF CONTENTS	viii
CHAPTER ONE	1
INTRODUCTION AND BACKGROUND TO INTERNSHIP	1
1.0 Background describing the internship program	1
1.1 The goals and objectives of internship include the following;	2
1.2 Expected results of the course;	3
1.3 Description and background of Field Attachment Area	3
1.4 Vision	3
1.5 Slogan	3
1.6 Nature of Business	4
1.7 Organizational chart of Mbale Resort Hotel Limited	4
CHAPTER TWO	5
MATERIALS AND METHODS	5
2.0 Introduction	5
2.1 Interview method;	5
2.2 Observation method;	5
2.3 Questionnaire method;	5
CHAPTER THREE	7
RESULTS AND DISCUSSION OF FINDINGS	7
3.0 Introduction	7
3.1 Front office department;	8
3.1.1 The check-in process is as follows;	9

3.1.2 Check-out procedure is as follows;	10
3.1.3 Mode of settlement of bills.....	10
3.1.4 Operational functions of front office department may include;.....	11
3.2 HOUSE KEEPING DEPARTMENT:	12
3.2.1 Roles of housekeeping may include the following;	12
3.2.2 Different sections in housekeeping:	12
3.2.3 Room cleaning procedure is as follows:	13
3.3 KITCHEN DEPARTMENT	14
3.3.1 Banquet kitchen;.....	15
3.3.2 Pantry section;	16
3.3.3 Still room;.....	16
3.3.4 Silver room;.....	17
3.3.5 Garde (merge);	17
3.3.6 Butchery;	17
3.4 FOOD AND BEVERAGE SERVICE DEPARTMENT	18
Sections in the department	18
CHAPTER FOUR.....	21
SKILLS LEARNT AND ITS RELEVANCY TO THE STUDENT’S PROFESSIONAL AND CAREER GROWTH	21
4.0 Introduction	21
4.1.0 EVALUATION OF THE STRENGTH AND WEAKNESS, OPPORTUNITIES AND THREATS OF ORGANISATION.....	24
4.1.1 STRENGTH.....	24
4.1.2 WEAKNESS	24
4.1.3 OPPORTUNITIES	24
4.1.4 THREATS	25
4.1.5 LEVELS OF ACCOMPLISHMENT OF OTHER ACTIVITIES ASSIGNED TO STUDENT BY THE FIELD SUPERVISOR.	25
4.1.6 DUTIES AND RESPONSIBILITIES ASSIGNED TO THE TRAINEE AND HOW THEY WERE CARRIED OUT	25
4.1.7 F&B SERVICE.	25
4.1.8 HOUSEKEEPING	26

The work carried out by trainee in housekeeping department as follows below,	26
4.1.9 FRONT OFFICE	26
4.2.0 FOOD PRODUCTION /KITCHEN DEPARTMENT.....	27
The work carried out by the trainee in the kitchen was as follows below,	27
4.2.1 CHALLENGES FACED BY THE TRAINEE AND HOW THEY WERE HANDLED.....	27
CHAPTER FIVE	29
RECOMMENDATIONS AND CONCLUSIONS	29
5.1 RECOMMENDATIONS TO THE HOTEL.	29
5.2 RECOMMENDATIONS TO THE UNIVERSITY	30
5.3 APPENDICES;.....	31
Appendix 4: A picture showing an internee chopping vegetables and onions.....	32
Appendix 5: A picture showing a filled log book by the internee	33
5.3 REFERENCES	34
East African Hotel Association.....	34
www.mbale resort website .com.....	34

CHAPTER ONE

INTRODUCTION AND BACKGROUND TO INTERNSHIP

1.0 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 week.

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 21st 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 little fully established tourism in African universities. The department of tourism and hospitality management in future.

5.3 REFERENCES

East African Hotel Association

www.mbale resort website .com