



**BUSITEMA  
UNIVERSITY**  
*Pursuing Excellence*

P.O. Box 236, Tororo, Uganda  
Gen: +256 - 45 444 8838  
Fax: +256 - 45 4436517  
Email: [info@adm.busitema.ac.ug](mailto:info@adm.busitema.ac.ug)

[www.busitema.ac.ug](http://www.busitema.ac.ug)

---

**BUSITEMA UNIVERSITY  
FACULTY OF MANAGEMENT SCIENCES  
INDUSTRIAL FIELD ATTACHMENT CARRIED OUT AT MBALE RESORT HOTEL  
LIMITED**

**NATUKUNDA ANGEL GLORIA  
BU/UG/2021/3401  
YEAR II**



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

**5<sup>th</sup> JUNE-30<sup>th</sup> JULY, 2023**

## DECLARATION

### DECLARATION

I NATUKUNDA ANGEL GLORIA declare that this attachment report conducted at Mbale Resort Hotel Limited 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.

Natukunda Angel Gloria

SIGN: AG Gloria

DATE: 31<sup>st</sup> / 08 / 23

## APPROVAL

### APPROVAL

This is to satisfy that this report has been prepared and submitted by **NATUKUNDA ANGEL GLORIA** 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... WEJULU JOSEPH  
Signature... [Signature]  
Date... 31/08/2023

### FIELD SUPERVISOR

Name... MUZAKI ANNE  
Signature... [Signature]  
Date... 29/8/2023



## **DEDICATION**

I dedicate this field attachment report to my beloved grandmother Mrs. Agnes Jeyes, my father Mr. Kirya Adam, my sister Ritah Nayebale, my Aunt Musiimenta Martha, my roommate and course mate Asimwe Meron and last but not least my dear friend and smentor Nabaasa Anthony Blair.

## **ACKNOWLEDGEMENT**

I wish to extend my sincere gratitude to my academic supervisors Mr. Emojong Ronald and Mr. Wejuli Joseph and my field supervisor Mrs. Muzaki Annet for their unreserved guidance and support during the development of my internship report and time for my internship at Mbale Resort. You contributed immensely in imparting knowledge on which I was instrumental in this endeavor. Special thanks goes to my Grandmother Mrs. Agnes Jeyes, my father Mr. Kirya Adam, my sister Nayebare Ritah Thank you.

I would also like to acknowledge Asiimwe Meron for taking time to guide me through my work by helping me identify the mistakes made while developing this report and also thank her the great time we had together during internship. I would also like to extend many thanks to significant persons I met a long my journey; Nabaasa Anthony Blair you have been a constant source of inspiring ideas, Namajja Daniela. Special appreciation goes to my classmates, Shalom, Irene, Emmanuel, Makoha, Fred lastly but not least Galimaaka our class coordinator who did everything possible in class thank you for the hospitality.

Many thanks go to Busitema University specifically to the Faculty of management sciences for their endless support and their patience with me. I would like to thank my Head of Department and lecturer Mr. Wampande Jowalie for the academic guidance and kindness offered, for the continued support and timely reminders.

Finally I thank God the almighty for the good life and knowledge he gave me.

## Table of contents

DECLARATION .....	i
APPROVAL.....	ii
DEDICATION.....	iii
ACKNOWLEDGEMENT.....	iv
LIST OF FIGURES.....	ix
Figure 1 ..... Organizational Structure of Mbale Resort Hotel Limited. ....	ix
Figure 2 ..... Showing the structure of the kitchen. ....	ix
Figure 3 ..... Showing structure of F&B service .....	ix
Figure 4 ..... Showing Housekeeping structure .....	ix
Figure 5 ..... Showing Front Office Structure .....	ix
LIST OF ACRONYMS/ABBREVIATIONS .....	x
EXECUTIVE SUMMARY .....	xi
CHAPTER ONE .....	1
1.0 Introduction .....	1
1.1 Background of the internship.....	1
1.2 Objectives of field Study. ....	1
1.3 Description 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
1.4.2 Vision .....	3
1.4.3 Slogan .....	3
1.6 Nature of Business .....	3
Figure 1.....	4
1.7 Organizational Structure of Mbale Resort Hotel Limited. ....	4
2.0 Introduction .....	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.....	7
2.2 Description of work carried out by the departments in the organization. ....	7
Description of work carried out by the departments in the organization.....	7
Figure 2: Showing the structure of the kitchen.....	7
Table 1. Showing some of the equipment used in the kitchen.....	8
Duties carried out in the kitchen department are .....	8
Sections in the kitchen .....	8
2.2.1 FOOD AND BEVERAGE SERVICE.....	10
This department deals basically in serving of guests in terms of arranging the restaurant and halls where the guests have decided or opted to dine from. ....	10
Figure 3: Showing structure of F&B service.....	10
Table 2: Showing equipment used in F&B Service.....	11
Duties and responsibilities of the food and beverage service department staff are;.....	12
Food and beverage supervisor.....	12
Head Waiter .....	12
Waiters/waiters .....	12
2.1.2 Housekeeping department.....	12
Figure 4: Showing Housekeeping structure .....	13
Table 3: Showing: equipment used in housekeeping and their functions. ....	13
Duties and Responsibilities of the Housekeeping department.....	14
In charge rooms .....	14
Room attendants .....	14
2.1.3 Front Office.....	14
This is a department where all check ins and checkouts including room allocation amongst others is done before the guest access the restaurant or rooms for service. ....	14
Figure 5: Showing Front Office Structure.....	15
Duties and Responsibilities of the Front office Staff.....	15

Front Office Supervisor. ....	15
Receptionists.....	16
Concierge.....	16
2.2 Duties and responsibilities assigned to the trainee and how they were carried out.....	16
2.2.1 Food Production /kitchen department .....	16
The work carried out by the trainee in the kitchen was as follows below, .....	16
2.2.2 F&B Service. ....	17
2.2.3 Housekeeping.....	17
The work carried out by trainee in housekeeping department as follows below, .....	17
2.3 The skills and new knowledge gained by the trainee. ....	18
2.3.1 Food Production. ....	18
2.3.2 F&B Service. ....	18
2.3.3 Housekeeping.....	18
2.3.4 Front Office.....	19
2.4 Work relationship between departments of the organization attached to.....	19
2.5 Challenges faced by the trainee and how they were handled.....	20
3.0 Introduction .....	22
CONCLUSION AND RECOMMENDATIONS .....	22
3.1 Knowledge gained in line with the objectives .....	22
3.2 Recommendations.....	22
3.3 Conclusion .....	23
CHAPTER FOUR .....	24
4.0 Introduction .....	24
4.1 Skills Learnt .....	24
4.2 Evaluation of the strengths, weakness, opportunities and threats of the organization.....	25
4.3 Other Activities .....	27
4.4 Recommendations .....	27
4.4.1 Recommendations to the organization.....	27
4.6 Conclusion.....	29
APPENDICES.....	30
MBALE RESORT HOTEL.....	30
.....	<b>Error! Bookmark not defined.</b>

..... 30

30

..... **Error! Bookmark not defined.**

..... 30

**Error! Bookmark not defined.**

..... 30

5.2.3 References ..... 31

## **LIST OF FIGURES**

**Figure 1 ..... Organizational Structure of Mbale Resort Hotel Limited.**

**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**

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

## **EXECUTIVE SUMMARY**

The internship training was carried out at Mable Resort 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 in 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 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 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.mbaleresorthotel.com](http://www.mbaleresorthotel.com)

<https://mbaleresorthotel.com-uganda.com>

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

<https://www.eac.int.com>

Students log book