

**A REPORT ON INTERNSHIP CARRIED OUT AT LA PALM SUITES AND SPA  
HOTEL BUSIA UGANDA.**

**BY**

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**AN INTERNSHIP REPORT SUBMITTED TO BUSITEMA UNIVERSITY FACULTY  
OF MANAGEMENT SCIENCES IN PARTIAL FULLFILMENT OF THE AWARD OF A  
BACHELORS DEGREE IN TOURISM AND TRAVEL MANAGEMENT.**


**JUNE TO JULY 2023**

## DECLARATION

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I **Sande Joel Oundo** declare that the work given in this report is truly mine and it is the best of my understanding and knowledge and is original not submitted by any other person to any academic college.

Date: ..31/08/2023:.....

Signature: .........


## APPROVAL

### APPROVAL

This is to satisfy that Sande Joel Oundo has prepared and submitted his report to clarify the finishing of his recess period with **LA PALM SUITES AND SPA HOTEL BUSIA** under the guidance and supervision of which is to meet my academic external and internal examiners of tourism and travel management of Busitema University.

### ACADEMIC SUPERVISOR

Name: WASUKI JOSEPH

Signature: 

## **ACKNOWLEDGEMENT**

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**ABBREVIATION OF WORDS USED.**

F&B

FOOD AND BEVERAGE

LA`PALM

LA`PALM AND SUITES SPA HOTEL

## **ABSTRACT**

The tourism and travel management course is a practical course that requires imparting of techniques and skills directly to students in the field where they hope to work. This is the reason the university organizes the recess term for bachelor students of tourism and travel management as the curriculum requires.

The internship is majorly aimed at making us acquire practical knowledge and skills from the field alongside the theoretical classes that we conduct at the university. Some of the skills include; guiding skills such as how to give an impressive commentary, how to answer questions from the tourists, how to keep the tourist group on the truck, and the hospitality skills, such as; how to welcome guests, preparation of good meals for guests, and arrangement of the quality accommodation for the guests.

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# CHAPTER ONE

## INTRODUCTIONS

### Background of internship

#### 1.2 Description of the field attachment area.

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 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, Makerere University this need and started a bachelor of tourism program in 1997 as a stepping stone for the establishment of the department of tourism and hospitality management in future.

Tourism has a well-defined academic community and borrows some concepts and theories from other disciplines to help investigate and explain particular phenomenon and practices of tourism. In the revised tourism programme, we consider a substantial contribution from three disciplinary perspectives necessary for a bachelor of tourism that operates on the knowledge-based platform as indicated below:

Environmental and geographical sciences

Economic sciences (marketing is the core discipline, but economics and management sciences are relevant)

Social sciences (sociology is the core discipline, but contributions from psychology, anthropology, history, law and political science are regarded relevant)