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# **FACULTY OF MANAGEMENT SCIENCES**

## **INDUSTRIAL FIELD ATTACHMENT CARRIED OUT AT MBALE RESORT HOTEL LIMITED**

**By**

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BU/UP/2023/1300**

**YEAR II**



**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**

**10<sup>th</sup> JUNE- 28<sup>th</sup> JULY, 2025**

## DECLARATION

I BWIRE NELSON 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.

BWIRE NELSON

SIGN: *Bwire Nelson*

DATE: 24/08/2025

## APPROVAL

This is to certify that this industrial training report has been prepared and submitted by BWIRE NELSON upon completion of her field attachment period at Mbale Resort Hotel Limited under my supervision and guidance and it meets the examiner's requirements for the Bachelors Degree of Tourism and Travel Management.

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(Field Supervisor)

SIGN: *Lilian Namataka*

DATE: *25<sup>th</sup> Aug - 2025*



MR ISMAEL OKIROR

(Academic Supervisor)

SIGN: *Ismael Okiror*

DATE: *26<sup>th</sup> 08/25*

## **DEDICATION**

I dedicate this field attachment report to my beloved Kisakye Mildred.

## **ACKNOWLEDGEMENT**

I wish to extend my sincere gratitude to my academic supervisors **MR OKIROR ISMAEL** and my field supervisor **MR EMOJONG RONALD** 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 go to **MRS LILIAN**

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## **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: INTRODUCTION AND BACKGROUND**

### **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.

### **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.

### **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.

## 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