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DEPARTMENT OF HOSPITALITY MANAGEMENT
OPTION: ROOM DIVISION MANAGEMENT

By:
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REG N°: 21RP09497

INDUSTRIAL ATTACHMENT

Karongi, October 2023

DECLARATION

NSABIMANA Jean Claude

Livalana hotel

Integrated Polytechnic Regional College / IPRC Karongi

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Reg n°: 21RP09497

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APPROVAL

MUKANDASI Edith

, - **NSABIMNA Jean Claude**

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MUKANDASI Edith

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DEDICATION

ACKNOWLEDGEMENTS

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 & **Daniel Mukeshimana**
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LIST OF ABBREVIATIONS AND ACRONYMS

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CHAP 1: GENERAL INTRODUCTION AND BACKGROUND TO THE INDUSTRIAL ATTACHMENT PROGRAM (IAP)

1.1 Introduction

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1.2. Background of Livalana Hotel

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1.3. Scope, vision, mission, various and motto

1.3.1. Scope

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1.3.2. Vision

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1.3.3. Mission

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1.3.4. Values

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1.3.5. Motto

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1.5. Aims and objectives of the IAP

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1.6 importance of the industrial attachment program (IAP)

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CHAPTER 2: DESCRIPTION OF ACTIVITIES UNDERTAKEN DURING THE INDUSTRIAL ATTACHMENT

2.1. Experience

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2.2. Method I used to achieve and success my attachment

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2.2.2. Questions

2.2.3. Interaction

2.2.4. REPORT OF WORK DONE

Department	Activities	Duration
3	<p>Answered and directed phone calls in a polite and professional manner, being mindful of guest privacy.</p> <p>Greeted and welcomed guests with a smile and a friendly attitude.</p> <p>Answered guest questions and provided information about the hotel and the surrounding area in a clear and concise way, being mindful of guest privacy.</p> <p>Answered guest questions and provided information about the hotel and the surrounding area in a clear and concise way, being mindful of guest privacy.</p>	>? , @

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CHAPTER 3: LESSONS, EXPERIENCE, AND SKILLS

3.1. Introduction

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3.2. Lessons and experiences

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Operating as a team: ! , - ,
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Resume enhancements: - 5

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3.3. Skills

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Communication skills& ' -

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Time management& ! -

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Flexibility. !

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Initiative& A - > @

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CHAPTER 4: CHALLENGES, LIMITATIONS, RESOLUTIONS, AND AREAS FOR IMPROVEMENT

4.1. Introduction

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4.2 .Challenges faced and how I was able to manage them

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CAadopting to the working environment& '

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4.3. Enjoyments derived from industrial attachment.

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4.4 Social experience

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4.5. Challenges and Limitations

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5.1 CONCLUSION

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I recommend students:

6.1. Appendices

Some pictures of Livalana Hotel

