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# DEPARTMENT OF HOSPITALITY MANAGEMENT OPTION: ROOM DIVISION MANAGEMENT

By:

NSABIMANA Jean Claude REG Nº: 21RP09497

INDUSTRIAL ATTACHMENT

#### **DECLARATION**

#### **NSABIMANA Jean Claude**

#### Livalana hotel

### Integrated Polytechnic Regional College / IPRC Karongi

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Reg nº: 21RP09497

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#### APPROVAL

#### **MUKANDASI** Edith

, - NSABIMNA Jean Claude

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#### **MUKANDASI Edith**

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### **DEDICATION**

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#### ACKNOWLEDGEMENTS

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#### LIST OF ABREVIATIONS AND ACRONYMS

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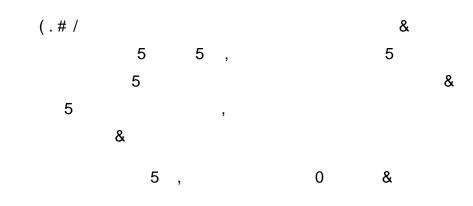
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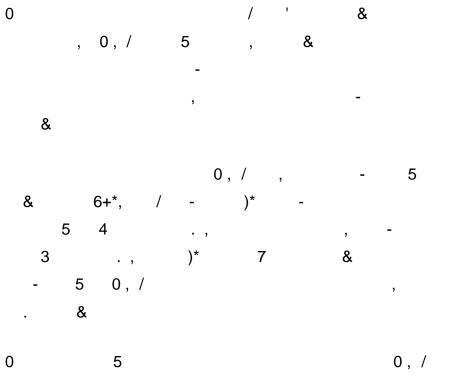
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## CHAP 1: GENERAL INTRODUCTION AND BACKGROUND TO THE INDUSTRIAL ATTACHMENT PROGRAM (IAP)

#### 1.1Introduction



#### 1.2.Background of Livalana Hotel



#### 1.3. Scope, vision, mission, various and motto

#### 1.3.1. Scope

- & **1.3.2. Vision** .#/ 5 8-& **1.3.3. Mission** .#/ , & 8 8 5 & **1.3.4.** Values .#/ , & 5 .#/ & .#/ \$ 8 8 5 # 8 1.3.5. Motto

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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

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#### 2.1. Experience

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1.5. Aims and objectives of the IAP

#### 2.2. Method I used to achieve and success my attachment

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### **&2.2.2.** Questions

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#### 2.2.3. Interaction

2.2.4. REPORT OF WORK DONE&

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

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### CHAPTER 3: LESSONS, EXPERIENCE, AND SKILLS

#### 3.1. Introduction

#### 3.2. Lessons and experiences

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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&! -					
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

11	Intro	duction	
4.1.	Intro	aucuor	1

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

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#### CAdopting 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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## CHAPTER 5: CONCLUSION AND RECOMMENDATIONS. 5.1 CONCLUSION

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#### **5.2 RECOMMENDATIONS**

#### I recommend students:

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## 6.1. Appendices Some pictures of Livalana Hotel

