

**DEPARTMENT OF HOSPITALITY MANAGEMENT OPTION:
ROOM DIVISION MANAGEMENT**

By:

IMPANO MANZI Enock

REG N^o: 21RP06651

INDUSTRIAL ATTACHMENT

The department of hospitality management in partial fulfillment of the requirements for the award of an advanced diploma in hospitality management specialized in Room division management

Karongi, September 2024

DECLARATION

I, **IMPANO MANZI Enoch** do declare that I did the industrial attachment in **Livalana hotel** in other to fulfillment of the requirements for the award of advanced diploma in Hospitality Management from **Integrated Polytechnic Regional College / IPRC Karongi**

Name and signature of researcher

IMPANO MANZI Enoch

Reg n°: 21RP06651

Signature:

Date:14/September/2024

APPROVAL

I, undersigned supervisor, **Immaculée Nyirahabineza** certify that this industrial attachment program report is original work done by **IMPANO MANZI Enock** under my guidance in other fulfillment of the requirement of the award of advanced diploma in hospitality Management at RP/IPRC Karongi

NTAKIRUTIMANA Denys

Signature Date...../...../2023

DEDICATION

I wish to dedicate this work to my family for supporting me throughout my study and to my workmates for their support that contributed towards the accomplishment of this internship.

ACKNOWLEDGEMENTS

The development of this report took the effort, support and guidance of a number of people whom I wish to thank .I also wish to pay tribute to the management and staff of Livalana Hotel for offering me a chance to be part of them and for their unwavering support. Gratitude to my industrial supervisor Mrs. **Immaculée Nyirahabineza** for his efforts to assess me and advice on how to improve my skills.

I also thank my family for their support and prayers not only during my attachment period but throughout my course. I cannot end this list without paying tribute to the entire IPRC Karongi department of Hospitality management for their constructive training and the knowledge they have imparted in me throughout the 2months training .May God bless you all.

LIST OF ABBREVIATIONS AND ACRONYMS

IAP: Industrial Attachment Program

RP: Rwanda Polytechnic

IPRC: Integrated Polytechnic Regional College

WIFI: Wireless Fidelity

T.V: Television

CHAPTER 1: GENERAL INTRODUCTION AND

BACKGROUND TO THE INDUSTRIAL ATTACHMENT PROGRAM (IAP) 1.1Introduction

The industrial attachment program is an essential component of the curriculum of Rwanda polytechnic/IPRC Karongi and therefore no graduation without the industrial attachment. The attachment period is usually maximum of six weeks, during which the student is expected to acquire additional practical experience to supplement, their course of study in the university. They are also exposed to the real world of work and its challenges which will prepare them towards their future careers.

This report is the outcome of the six weeks practical training I had at Livalana Hotel.

1.2.Background of Livalana Hotel

Livalana Hotel is located in the hotel section of Karongi District, Rwanda. It is situated on a hillside overlooking Lake Kivu, the sixth largest lake in Africa. The hotel is clad largely in local and volcanic stone sourced from the nearby volcanoes of Musanze, and its design and setting give guests uninterrupted views of the lake and a chance to spot some of the bird and wildlife in the area.

The hotel is located in the central part of Lake Kivu, making it an ideal base for exploring the area. It is only 130km from Kigali by road or 20 minutes by helicopter, and it is conveniently located to explore Volcanoes National Park, where mountain gorilla tracking can be done, and Nyungwe Forest National Park, which has 20 of the world's primate species. The hotel is also the ideal base to explore Lake Kivu and its many islands, such as Napoleon Island, Monkey Island, and Peace Island.

Livalana Hotel is a luxurious and peaceful retreat that offers stunning views of Lake Kivu and the surrounding area. It is the perfect place to relax and unwind, or to explore the natural beauty and wildlife of Rwanda.

The hotel's target clientele is business travelers tourists, and families.e, Rwanda.

1.3. Scope, vision, mission, various and motto

1.3.1. Scope

This report highlights a summary of work done, problems encountered, and recommendations on how to counter the problems.

1.3.2. Vision

IPRC Karongi aspires to be the leader in professional training that provides an innovative and excellent education for knowledge-based economy and sustainable development.

1.3.3. Mission

IPRC Karongi empowers students to develop their knowledge, skills, and potential as critical thinkers. It provides high quality technological, professional and vocational training, develops creative, competitive, innovative and entrepreneurial manpower with hand-on-experience.

1.3.4. Values

IPRC Karongi takes great pride in the quality of education that is provided to its students. The community as well as the country expect IPRC Karongi to produce qualified and competitive technicians able to solve technological, socio and economic problems facing the community. To meet all of these, IPRC Karongi has identified values to guide in service delivery of every day:

Hands-on-experience professionalism, creativity, competitiveness

Community engagement

Self-reliance

1.3.5. Motto

Skills for a better destiny

1.4. Period of the attachment

The attachment period lasted one months and two weeks that begun on 8th July to august 23rd , 2024.I worked under an internal supervisor in Livalana Hotel and I recorded in the logbook the daily and weekly report on work carried out during the entire period.

1.5. Aims and objectives of the IAP

Some of the objectives of the industrial attachment program are as follows

To assess the interest of the student in the occupation he/she plans to undertake.

To provide the students with an opportunity to apply knowledge in real work situation thereby closing the gap between University work and the actual practice.

To enlist and strengthen employers involvement in institutional activities and in the entire educational process of preparing the students for employment in industry.

To enhance industry's satisfaction with the graduate of the Faculty in particular and the University at large.

1.6 importance of the industrial attachment program (IAP)

The industrial attachment seek to offer students a practical translation of the theory they have been taught. It has also got individual benefit of liaising the college to the industries, hence brightening the employment chances of the students in the college. Through this attachment, I have generated a good interpersonal relationship through my interaction with my supervisors and colleagues. This has assisted me to interact confidently with people irrespective of the position.

CHAPTER 2: DESCRIPTION OF ACTIVITIES UNDERTAKEN DURING THE INDUSTRIAL ATTACHMENT

2.1. Experience

Through my attachment, I have gained some new experiences in preparing different dishes from local dishes and the international dishes, soup and other types of soups. I have also learnt how to welcome the guest, taking order, and napkin and I have improved my interpersonal skills by interacting with clients and also have improved on social life through interaction with the work mates.

2.2. Method I used to achieve and success my attachment

In order to achieve the objectives of my field attachment, I embarked on the following methods of learning:

2.2.1. Observation

This method was implored during the first week of the attachment in order to see how activities were run in the kitchen. The second week was about to start practicing the small easy dishes such salad, tea, juice soup, soups and Mali nation of meat and meat.... .

2.2.2. Questions

The method was used to obtain assistance when it difficulties to know how process is followed while you are preparing, to ask the measure can be use and the quantity was a part of the question.

2.2.3. Interaction

The method put in practice what I've observed and to create interpersonal relationships at workplace and to learn the channels of organizational communication

2.2.4. REPORT OF WORK DONE.

As I mentioned above, my internship was really focusing on the kitchen and house keeping department.

Department	Activities	Duration
Front office	<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>	(4 weeks in front office)
HouseKeeping Department	<p>cleaning guest rooms and public areas</p> <p>Laundry and linen services</p> <p>Conducting quality control checks on the work of other housekeepers</p> <p>Inventorying and ordering cleaning supplies and equipment</p>	(2weeks in houseKeeping

CHAPTER 3: LESSONS, EXPERIENCE, AND SKILLS

3.1. Introduction

Chapter three underline the various lessons I undertook, the experiences I got when performing specific tasks repeatedly, and the skills that were added to my career. The below are some of the lessons, experiences and skills I achieved during this field attachment period at Livalana Hotel.

3.2. Lessons and experiences

Experiences simply means the value someone gets as the result of performing a given tasks or tasks repeatedly for some time the placement at Livalana Hotel was associated with a number of tasks and assignment which tunes a person mind toward the general work environment within the organization. The following are some of the experiences I got during my stay at Livalana.

Operating as a team: Being a team of many workmates this enabled me to work hand in hand so as to perform the assigned tasks effectively and efficiently, being a team planner, I always took the lead and this gave me more confidence about future. team work helped me to learn what wasn't previously known from the fellow colleagues or even the officers which was beneficial to everyone. This called for maximum co-operation and team work in order to accomplish the different tasks.

Resume enhancements: I gained valuable experiences and accomplishment to add to my resume and enhance my application to university. It also created an advantage over other graduate school applicants.

3.3. Skills

Skills is proficiency gained in carrying out specific tasks or acquired technical knowledge in doing work and during events hosted by the organization. The following are some of the skills I got during this placement

Communication skills. Different communication skills helped me to be positive and interact more with other workmates at the Organization. During lectures in class in the course unit for Communication Skills, I was taught more on how to handle and communicate to people in a diplomatic and firm way hence the internship helped me a lot in increasing such skills.

Internship gave me an opportunity to improve on the communication process because my team and I always had to give our supervisor feedback on different tasks assigned.

Time management. Being able to successfully take a full course load every semester and meet assignment deadlines to some extent gave me that time management skills. But during internship, I was able to organize my time and produce results. I was able to prioritize responsibilities and recognize when it was appropriate to multitask on various tasks.

Flexibility. Being so focused to change and with willing to learn attitude towards new things we were being trained. When it came to focusing in one section, I was so flexible to adopt to the kitchen section with a willing to learn attitude.

Initiative. Especially contributing towards a discussion of what to cover (depth) so as my team and I can do not only basics but also anything that is related to hospitality.

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

4.1. Introduction

Every single scenario in life possess both a negative and positive impact. Therefore, Chapter four notes the various challenges, Limitations, enjoyments and disappointments I encountered during this internship period

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

These challenges were personal, organizational, work group, community and others. Despite the fact that they were really so depressing, I found possible ways of going about them and they include following

- **Adopting to the working environment.** Due to the fact that I was new in the organization, it took some time to get used and cope with the working environment. I was not used to this culture and society this was a big challenge. Therefore, in the first days of internship I did not have much to do especially after 07h00' where I was not having much to do, this was a challenge because it made me so idle and bored for the first week.

4.3. Enjoyments derived from industrial attachment.

My stay at Livalana Hotel also brought me a number of unforgettable moments. These came with fascinating experiences each day after the other among which include.

I was able to meet and work with potential employers and other staff members from the different Staff I was assigned at like kitchen Trainer workers

Exposure to the demands and challenges of the work place like giving feedback in the appropriate time, reporting early enough at work, and relating with different categories of people as well as performing the daily activities.

4.4 Social experience

I learnt how to take responsibilities and do assignments with less or no supervision. For instance, in most times when the team was idle, I always approached the supervisor for an assignment so as to keep the team busy every time.

I greatly improved on my communication and interpersonal skills when it came to dealing with different personnel within different levels of competences and qualifications the working environment.

4.5. Challenges and Limitations

Financial constraints. This was mostly on working overtime and tickets which were so expensive within and around the organizational premises whose costs were so high. This was quite inconveniencing since we had to walk with feet in order to minimize some expenses. and sometimes we come at work at unplanned hour and I closed my shift at overtime even in the end of the training no any some amount of money I got.

Another challenge was at first day was not easy to be adapted and become familiar with the co-worker in organization like to know there name, the system that they use in organization.

CHAPTER 5: CONCLUSION AND RECOMMENDATIONS.

5.1 CONCLUSION

My training period was appreciable and an occasion to put into practical work what we have learned theoretical knowledge gained from classes and other fields. Industrial attachment/Practical training is very important for students and very indispensable because it helped them to put into practice the theoretical knowledge they got in class, it enabled us to have self-confidence and know to handle other problems related to mechanical field and work management, and find out quick and sustainable solutions. It helped me to know many things about the practicing, welcoming the guest and works requiring some techniques not found studied in class The internship program is a very helpful program that provides skills, knowledge, work experience, and even moral behavior towards the workers for the students. For the 8 weeks, I have spent in Livalana Hotel, I have got much knowledge about the profession of Front office and Housekeeping

5.2 RECOMMENDATIONS

I recommend students:

They are recommended else to be careful when they attend to apply on their industrial attachment because the industrial area is a good place where knowledge may be extracted as well as in Livalana Hotel.

I recommend IPRC KARONGI to increase practical part in the everyday courses and should help students to find internship because it is very difficult to request it individually. I would like to request RP that must find out the industrial attachment allowances at a time so that they will be no delay of beginning industrial attachment and in order to work very well.

Recommend to the hotel they have to recruit other staff in order to avoid overtime for their workers and some times they have to give and plan their trainer some thing like job or money in order to thank them as motivation.

6.1. Appendices

Some pictures of Livalana Hotel

