HOPE TECHNICAL INSTITUTE

CATERING AND HOTEL MANAGEMENT

**FIELD ATTACHMENT REPORT**

**BY**

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**NATIONAL CERTIFICATE YEAR ONE**

ONOMO HOTEL

**June/July 2023**

ACADEMIC SUPERVISOR

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SIGN: ………

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FIELD SUPERVISOR

………………………………………

SIGN: ………………………………

## **ACKNOWLEDGEMENT**

My sincere thanks go to Watoto schools and Onomo staff, especially James, Chris, Hellen and Etipe in housekeeping. Maria, Cathy, Stephen the ones in service among others for their time and training that led to the successful completion of my field placement for the month of June/ July.

In a special way I would like to thank Coach Calvin Mulungi for giving me an opportunity to advance academically by giving me the necessary facilitation that I required during the field placement.

Thanks go to the HOD of the catering section who in one way or another guided me throughout writing this report.

## **EXECUTIVE SUMMARY**

This document is a report about field attachment (apprenticeship) that I am doing at Onomo hotel, for the period of June/July 2023. Introduction contains location and description of place of field attachment, objectives of the field attachment, structure, organization and Tasks carried out by the place attached to i.e., Housekeeping, Service and beverage service, Food production, Front office.

The main body of the report contains a description of my work of Field Attachment duties and responsibilities assigned which were taking orders, welcoming guests among others as a waitress and cleaning rooms among others.

And how they were carried out, new knowledge and skills gained such as relationship with other staff and supervisor and problems experienced such as breaking glasses, sliding off the staircases, walking in mud when catching a taxi among others and how they were handled.

In the recommendations, future interns are advised to pick a leaf from the previous interns by continuing with this new curriculum.

The organization is advised to continue receiving its children for the field attachment because of the experience, some of the requirements we can’t get from school, the field attachment has helped me to improve greatly on my skills, communication skills and customer care.

Hope Technical Institute (HTI) is advised to continue sending students to work placement and find a way of engaging them through providing all the necessary requirements for them to reach their success.

I also recommend the Institute to also engage the first years to get the same experience we are getting.

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## **LIST OF ACRONYMS**

D.V ………………Dirty and Vacant

GYM ……………… Gymnasium

S. A ………………. South Africa

OCC……………. Occupied

HR……………. Human Resource

## **CHAPTER ONE**

## **1.0 INTRODUCTION**

## **1.1 Location and description of place of field attachment**

Onomo hotel is a four-star hotel and it’s located at plot 18A Akii Bua road, Nakasero- Kampala and it’s also located in between Nakasero Hospital and Norway Embassy (Norwegian Embassy). Onomo has 21 branches in 13 African countries which include Senegal, Cote d'lvoire-, Gabon, Mali, Togo, South Africa, Guinea-Conakry, Uganda among others. Onomo Hotel Kampala’s General Manager is Mr. Quintin de Wet. Onomo Hotel has six floors and has suite, Twin and standard rooms which makes a total of 120 rooms. Onomo offers services which include a fitness room /GYM, business center, conference rooms, restaurant services and Wi-Fi in public areas and so much more.

## **1.2 Objectives of work placement**

1. To experience the realisticness of the outside world by applying previous classroom knowledge of actual situations.
2. To gain business skills
3. To be able to solve problems that we might face when in an authentic supervised environment.
4. To build networks/connections with other professionals.
5. To relate passion to career and to also tune current skills.

## **1.3 Structure/Organization**

GENERALMANAGER

FINACIAL DIRECTORS

ACCOUNTANTS

CASHIER

FRONT OFFICE

ASSISTANT MANAGER

FRONT DESK EMPLOYEES

VALVET PARKING

HR MANAGRER

ASSISTANT HR

FOOD MANAGER

KITCHEN MANAGER

EXECUTIVE CHEF

CHEF LEAD

FOOD RUNNER

WAITER

CASHIER

-RESTAURANT AMNAGER

FOOD RUNNER

WAITER

CASHIER

SALES MANAGER

ASSISTANT SALES

RESERVATION

LOGISTICS MANAGER

PURCHASE MANAGER

MAINTENANCE MANAGER

SECURITY MANAGER

DRIVER

ASSISTANT GENERAL MANAGER

DEPUTY ASSISTANT MANAGER

## **1.4 Tasks carried out by the place attached to.**

**SERVICE**

Welcoming guests and sitting them down, taking part in polishing chinaware and mise en place, taking the guest’s orders, communicating the guest’s order effectively to the kitchen in addition I also delivering them to guests.There is memorizing the menu and offering recommendations to upsell desserts, drinks, and offering the bill to the guest among others.

**HOUSEKEEPING**

Cleaning guest’s rooms during occupancy and after departure, making beds, replacing dirty linen and towels, restocking guest’s amenities like toiletries, drinking glasses and notepads, removing garbage, recycling and room service trays, picking up and returning valve laundry items.

## **CHAPTER TWO**

## **2.0 REPORT**

## **2.1 Description of work carried out.**

LAYING OF BEDS IN HOUSEKEEPING:

I laid beds on floor 5 and I was to take a trolley that would help me carry all linen.

**2.2 Duties and responsibilities assigned and how they were carried out.**

In housekeeping, I was assigned to scrub the staircase and I used a brush, water, liquid soap and a rug to clean and wipe them dry.

I was also assigned to make DV rooms clean and ready (VR). I used a trolley to carry the necessities to make the room clean that included linen, towels amenities, brushes, green pads, liquid soap, for scrubbing the bathroom and toilet floors, lemon glue for polishing the door, furniture cleaner for furniture, window cleaner and towels for cleaning the windows among others. I was also assigned to replace dirty linen with clean one.

I laid many beds and that included both suites and standard rooms that were OCC.

In food service where I was assigned to welcome visitors, take their orders, post them, and deliver them. Which I did. I was later assigned to take part in the mise en place to clean both glass and chinaware and I did it using hot water with vinegar.

## **2.3 New knowledge learnt, and skills gained.**

* I gained skill in laying beds as a housekeeper and learnt how to clean a guest’s room in case they are in the room and when they have departed.
* I learnt and gained a skill on how to communicate to the guest in case they would like anything while in service.
* I got the knowledge of effective communication with guests.
* I gained the knowledge of setting up a restraint in an attractive way for guests and conferences.
* I have knowledge on different chemicals used in cleaning furniture like lemon glue for doors among others.

## **2.4 Relationship with other staff and supervisor**

* My relationship with other staff members was not bad, because I bonded with them so fast since I wanted to learn more about the outside world and how it operates.
* I worked with the staff and supervisor who assigned me to take guest’s orders, post them and deliver them respectively. Besides, I also took part in setting up a conference room and delivering meals in rooms.
* In housekeeping I was entrusted to do deep cleaning with other staff members, operated a washing machine and scrubbed the staircases.

## **2.5 Problems experienced.**

## **2.5.1 PROBLEMS/ CHALLENGES**

1. I found it hard to understand the menu and guest’s orders.
2. I also found a challenge in what beverage suited what food.
3. I got wounds during the scrubbing of staircases and during deep cleaning of rooms.
4. Failed to know the different amenities that suited a guest room.

## **2.5.2 WAY FORWARD**

1. I learnt that white meat with white wine and red meat with red wine.
2. For the problem of understanding the menu I was helped by the staff and supervisor who assigned me to take guest’s orders.
3. Getting wounds was solved by getting treated in the Onomo hotel housekeeping office by aunty Janice.
4. My supervisors taught me the different amenities need in a guest room which included cloth hungers, hair dryers, iron and iron board etc.

## **CHAPTER THREE**

## **3.0 CONCLUSION AND RECOMMENDATIONS**

## **3.1 Conclusion**

The student gained the knowledge of hospitality while with other people especially guests, staff members and supervisors.

The student gained a skill in baking and confectionery, especially when applying various methods of cooking in food production for example sweating, braising among others.

## **3.2 RECOMMENDATIONS**

## **3.2.1. Recommendation for future interns**

I recommend that all future interns should start as early as possible and there should be enough funds to make that come to pass.

I recommend that there should be a rotation from one work placement to another so as for the students to experience other workplaces with different schedules and 24 hr. duties.

## **3.2.2. Recommendation for the field attachment organization**

I recommend that Onomo Hotel should enable students to experience their day to day running of work by letting them get involved in the different shifts that take place during the day.

I also recommend that Onomo Hotel connects excellent, hardworking, passionate students to other branches when they are done with their studies.

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## **3.2.3. Recommendations for HTI**

I recommend that HTI (Hope Technical Institute) should sensitize the benefits of Field work attachment and they should be done as early as possible.

I also recommend that all internship reports/ to write an internship report should be taught to all students going for Field attachment by their HOD (Head of Department) to overcome problems, panic and ignorance when it comes to report writing.

## **REFERENCES**

**NAME PHONE OCCUPATION**

Steven Opil 0702595139 Hotelier/ Waiter

Jaycob 0783194162 Hotelier/ Waiter

Chris 0780585836 Housekeeping

Steven 0700626311 Housekeeping

## **APPENDICES**

**mise en place:**

Is the preparation of the restaurant and the surrounding.

**DRAWINGS/PICTURES**

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