

## Hoteliers trained in Hospitality and food management

The Ministry of Tourism Wildlife and Heritage Organized training for hoteliers in various disciplines, including customer care, front desk operations and food and beverage. The Training attracted over 100 People from different hotels around Kampala. The major objective of the training was to develop Human resource in the hospitality sector ahead of the high visitor arrivals anticipated in 2012.



The training was an eight day program, four days for Food production and Beverage services, and four days for House keeping and front office groups. The course was conducted by instructors from the Hotel and Tourism Training Institute in Jinja, these were considered the best in the industry. The course overall was a major success, a network of hoteliers with a high sense of responsibility and commitment was created. Similar trainings from will be conducted in all other parts of the country in the remaining two quarters of the finical year at a regional basis.

## **First Ever Cultural Heritage Calendar (2012) launched by The Cross-Culture Foundation of Uganda (CCFU)**

The function took place on 2<sup>nd</sup> December 2011 at the National Theatre (Cultural Center). It was organized by The Cross-Culture Foundation of Uganda (CCFU), a Non Governmental Organization that promotes Culture as a vital ingredient for human development. The function was organized to launch the first ever National Cultural Heritage Calendar 2012 and at the same time recognize the 12 winners of the Cultural Heritage writing competition. The function was attended by a number of people from different sectors including academia, business and the media. The Ministry of Tourism Wildlife and Heritage was represented by the Acting Under-Secretary and the Tourism Officer.

CCFU has played a tremendous role in promoting Cultural Heritage, through generating, analyzing and sharing knowledge on Culture for equitable development. It has also provided advisory and training services which have helped to bridge cultural differences and deepen the understanding of Cultural Heritage especially among the youth. The concept of the National Cultural Heritage Calendar, aims at embracing all cultures in the country a source of strength for all Ugandan.

The calendar is an outcome of the: **Young Ugandans' on our Heritage" writing completion**, which attracted over 109 participants from which the best twelve were selected. The competition was about participants expressing Cultural heritage through poems in a creative format. The best twelve poems have been used to come up with a calendar 2012.

Heritage being a testimony of our social life, which can be expressed through, food, music, arts and crafts, technology and clothes; the youth where cautioned to endeavor and learn their local language, norms and culture through all the available means, for that's the only way they will learn to appreciate cultural heritage.

## **Uganda Trains Hotel Assessors**

In an effort to have comparable hospitality establishment, Uganda through the Ministry of Tourism, Wildlife and Heritage embarked on training of hotel assessors Ugandan Chapter for EAC. The two month programme has been running in Jinja at the Hotel and Tourism Training Institute since December, 2011. Over 24 trainee Assessors will be completing the extensive training course in February 2012 with a mock classification exercise. Upon assessment of their practical and theory examinations, the successful candidates will be certified as EAC recognized

assessors. They will be available to assess and classify according to the EAC Standards Criteria for Classification of Accommodation and Restaurant Establishments.

These professional hotel assessors will play a leading role in grading the accommodation and restaurants establishments and advise current and potential investors on best practices in developing and management of these facilities. The Standards Criteria provides guidelines for approved non star rated hotels, guest houses, hostels, home stays and approved camping/caravan sites. They also provide requirements for classification of lodges, motels, tented camps, town hotels, vacation hotels, villas cottages and services apartments and restaurants for attaining up to a five (5) star rating.