

**Deutsche Welle**  
**“Learning By Ear”**  
**Jobs & Training 04: Tourism – Hotel Manager**

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**Part 2:**

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**1 Narrator + Intro/ Outro**

**1 Voice-over: William**

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### **Intro**

Hello and welcome to our special series on jobs and training where we introduce you to people pursuing different careers, and suggest ways you could perhaps take up similar lines of work in the future? In our service part at the end you will get some information about training and job prospects. Today we meet William Mpungu Sebyala, a young hotel manager in Uganda.

### **Short Music Bridge**

How difficult is it to run a Hotel in a developing country like Uganda? Apart from foreign tourists, many local people here rarely leave their homes to sleep in hotels for a change. But the land in these countries is still unspoiled, one of the factors that has led to the fast growth in the tourism industry..

### **1. SFX Birds (low in background)**

One of the places tourists in Uganda like to visit is the shore of Lake Victoria, the biggest lake in Africa. This is the location of a luxury hotel called “The Ranch on the Lake”, just 15 miles from the Ugandan capital Kampala. William Mpungu Sebyala is responsible for making this place known to the world.

Dressed in a a white shirt and black suit, William smiles broadly as he considers the best way to describe his place of work.

**2. O- Ton William:**

“The Ranch on the Lake” is a unique place. It’s not an urban place but it’s not far from urban centres. It is endowed with different bird species, we have different species of plants so, actually, we don’t only offer hotel services. When you come it’s a wholesome experience you might not get in another places.

Birds of various types are indeed the biggest trade mark for this place. Guests come in to rest, to tour, and to escape the noisy environment of Kampala City.

“Ranch on the Lake” like its name suggests, is strategically located on a hill at the shores of Lake Victoria. From here you can see many hills on its west, and on the East, the calm waters of the Victoria as the lake stretches on and on. There are also many fish ponds run by “Ranch on the lake” for fish farming. The fish here attracts these birds that come to feed on them.

“Ranch on the lake” is even called the “Home of Birds” because of various species of birds that surround the area making endless noise.

**1. SFX Birds (like above)**

William Mpungu Sebyala at a young age, is the Marketing manager of “Ranch on The Lake”, but has also served as its manager, two of the most difficult positions to occupy in any organization.

For him, the “Ranch on the lake” is a great experience every single day he comes to work.

**3. O- Ton William:**

Hospitality work is very challenging but it is very interesting at the same time. You have to give better services to your clients if they are to come back. If you are not on top of providing the best then you have a big problem of attracting others. But it is very interesting that you get to meet a lot of people from diverse backgrounds, people you would not otherwise have met and it gives you a chance to know more of their lifestyle. Again it makes you a better person in communication and also offers the chance to make friends. I have made friends in America, Asia; they always get back to me.

As a young person, you might expect him to run where the money flows. But William Mpungu values also other things:

#### **4. O-Ton William:**

“I really enjoy my work. You learn a lot, it is not only money that you earn but there are many things you get to learn on this job that you did not learn at school. And you have chance to practice everything. That you learn that is in the interest of the business, of the customer.”

#### **5. SFX Foot steps**

William walks from one room to the other checking whether they are ready for use by the guests. Hotels in Africa are busy at different times, and William’s day is always hectic and he says it is a difficult lesson.

#### **6. O-Ton William:**

I work six days a week. At 7.30 when am in office I conduct staff meeting, work goes on, than I start my routine work: Meeting clients, guests, finding out how they feel about the place and services and where they think we need to improve until 5 in the evening when I leave. But there are times when I have to go all the way to midnight depending on the need.

In this industry your services are needed he says, but you also get to enjoy the same services.

### **7. SFX Water waves**

Ranch on the lake has access to the lake which offers William a beautiful view every single day as he carries out his work.

### **8. O- Ton William:**

I would very much advise young listeners to take up such careers in their lives. Like I told you it doesn't only come with the money you get at the end of the day but a lot of things, making friends keeping you on top of situations. It gives you positive pressure. And it is good for your life.

But nothing comes as easy. Human beings are difficult to satisfy, and doing William's job, you have to achieve that for every guest who visits your Hotel.

### **9. O- Ton William:**

I do not call them challenges but opportunities is that to give the best to your client, when they come to places like “Ranch on the Lake”, they are not looking at the services, here they are buying experience, experience they are going back with. And it is wholesome. Actually there is a cycle of experience, a guest checks in and uses all your services until they get out. That cycle of experience can only be complete if everything goes the way it is supposed to go. If there is a problem at a certain stage, then it will spoil the whole experience.

In any company, it is important for every single staff member to play his part well and for William, he has to keep the money coming in. As “Ranch on the Lake” tries to grow, William has to keep a big customer base.

**10. O- Ton William**

I have been there for the last four years and am happy that the owners have taken up a job of transforming this place to a five star resort. It is not the money that takes you to a certain level but what about the clients who support you? So, maintaining good relationship with the clients, people who have been visiting us from different parts of the world that would be my contribution.

William says he has learnt a lot of things at his job that he did not learn at school. But as you get into this industry, you have to keep a lot of things in your mind. One of them is working under pressure and how you get the best out of it.

**11. O- Ton William**

“When you choose to work in hospitality industry, it is a good environment in that it gives you the experience, the skills, those fundamental skills you need in life: the communication skills, the ability to solve problems, confidence to work with people, the opportunity to interact with different people of diverse background. It is very rewarding career but also I would say it comes with different challenges, positive pressure which you need in life as a young person and how you handle those challenges and be on top of them.”

**Outro (Music faded in under)**

As you heard William describing it, Africa’s Hotel industry is difficult to work for but with good skills and a creative mind, it can be a very exciting job. The continent has countless natural forests and many rivers that lots of people want to come and see. So, if you want to work in this industry in Africa, you have to offer the best and be ready to entice people to visit a continent that is still developing and yet is rich in nature.

**Part 2****JINGLE “Ways into the job”****Intro Part 2**

**Oranunu Amatefio is the manageress of Ramel Travel and Tours, a tourist provider based in Ghana’s Capital, Accra. She knows all about the qualifications and personal skills you will need, if you want to work in this challenging field. Our reporter Rahmatu Abubakar went to meet her.**

**Interview Rahmatu Abubakar****Outro part 2**

**That was Oranunu Amatefio, manageress of Ramel Travel and tours in Accra, Ghana, talking to our reporter Rahmatu Abubakar.**

And that’s all for today’s Learning by Ear programme about job-profiles.

Thanks for being with us. If you would like to find out more about this and our other programmes, or if you just like to listen to this show again, visit our website at

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Thank you for being with us. Good bye and good luck!