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Over the weekend, I joined some friends for a Chaîne des Rôtisseurs gala dinner at Sheraton Kampala Hotel and it was a unique and memorable experience.

Chaîne des Rôtisseurs is an international gastronomic society that celebrates culinary excellence, fine dining, hospitality, and the preservation of food and wine traditions worldwide.

The food was exquisite. You know the food you eat at home regularly, sometimes eating it and other times giving it a miss. Well, I never knew buga and yams could taste so good, or that I could eat cooked *fenne*. Okay, I must confess: I tried it, but it did not go down very well.

The creativity with which everyday food can be transformed into something spectacular can only come from the hands, minds and hearts of people who are passionate about what they do and are extremely proud of it. I commend the chefs. They outdid themselves. It was evident that their years of training and mastery have not gone in vain. They have irreplaceable talent and skills.

Aside from the food, what impressed me even more was the quality of service. It was refreshing to experience the level of hospitality and attention to detail expected at a Chaîne des Rôtisseurs event, with the hotel delivering and hosting the experience exceptionally well.

That said, Sheraton has stood the test

Beyond the meal: Where passion, training, and service come together



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of time and is known for consistency, so maybe I should not have been so surprised.

Nonetheless, what struck me was the attention to detail in everything. This was a formal sit-down dinner, and everything was intentional and precise. Even the cutlery placement was exact. At one point, I noticed that my vegan neighbour not only had a completely different starter but also that the cutlery for her setting was arranged specifically for her meal.

That level of detail does not happen by accident; it is all about intentionality.



Train and invest in people for quality results. PHOTO/EDGAR R. BATTE

That ability comes with a level of effort that requires time and patience to teach others a competence and skill they may not have had naturally.

To me, it reinforced my opinion that competence can be taught with the right learning and the right tutor. I actively sought out the managing director of Sheraton to speak with him, as

I was curious about the thinking and preparation that went into such an experience. I wanted to understand how teams are trained to deliver service at that standard consistently.

What intrigued me most was his explanation that everyone in the hotel is first trained in the same foundational basics. From there, staff are developed

into specialised clusters based on areas of strength. The result is a workforce that has both depth and flexibility to respond to unique client requests. Instead, the hotel already has teams with a strong grounding, the right attitude, and the ability to adapt to different customer needs and experiences.

Perhaps that is the bigger lesson here. Technology continues to reshape the workplace and disrupt industries, causing panic and anxiety everywhere. Businesses have just had to adapt because that is what it is.

However, technology cannot replace people in all sectors. The service industry still needs genuine human connection, emotional intelligence, curiosity, teams that take pride in service, and the ability to create truly memorable experiences.

Instilling these qualities does not just happen on its own. They come from being intentional, training people well, investing in them, and bringing in individuals with the right mindset and attitude. People who are open to learning, willing to grow, and who understand what it means to give a customer an experience they will not forget.

I experienced exactly that on Saturday night, and it is something I will remember for a long time. Exceptional customer experience is never accidental. It is built over time through consistency, discipline, teamwork, and a genuine commitment to developing people. It comes from choosing the right individuals and supporting them in delivering service that truly stands out.

Thank you, Chaîne des Rôtisseurs Uganda chapter and Sheraton Kampala for my experience on Saturday night. It is one I will not forget anytime soon.