



**A TECHNICAL REPORT  
ON  
STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)**

**HELD AT  
EMIRATE TRAVEL AND TOUR  
AGENCY**

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## **DEDICATION**

It is dedicated to Almighty Allah, the giver and taker of wisdom, knowledge and understanding. And Also to my inestimable parents, **MR. AND MRS. ADEMOLA** who happens to be the instrumental of my education, and for their counselling, patience and encouragement given to me.

## **ACKNOWLEDGEMENT**

All thanks to Allah for making this SIWES a reality. My profound gratitude goes to the Head, Department Tourism and Management Technology (**MRS OYETORO**), Kwara State Polytechnic, Ilorin, Kwara State for his word of advice.

I wish to express my sincere appreciation to some of my lecturers, **\*\*\*\*\*** and many tom mention but few, for the great wisdom and knowledge impacted in me.

I also used this medium to appreciate the support of my parents, **MR. AND MRS. ADEMOLA** for their physical, moral, spiritual and financial supports that was given to me during the course of my SIWES programme.

My appreciation will not be completed if I fail to appreciate my SIWES coordinator and other staff at **EMIRATE TRAVEL AND TOUR AGENCY**

## **ABSTRACT**

This report gives the account of the training I undergone at EMIRATE TRAVEL AND TOUR AGENCY No 43 Ibrahim Taiwo Ilorin Kwara State, Nigeria. It includes all the experience I acquired during the course of my SIWES at EMIRATE TRAVEL AND TOUR AGENCY

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## **CHAPTER ONE**

### **INTRODUCTION**

Students Industrial Work Experience Scheme (SIWES) is a very big aid and a stepping stone to life after school. It is an opportunity given to students to put into practice most of the things that were taught as theory by lecturers in the Institution.

Broadcasting Station like Special Broadcasting Service (S.B.S) 96.9 F.M has been a great aid to this programme because it gives more enlightenment on what journalism and mass communication is all about. As a result of this, SIWES gives students more orientation and exposure to students in their course of training.

### **MEANING OF SIWES**

Students Industrial Work Experience Scheme (SIWES) is the accepted skills training programme, which forms part of the approved minimum academic standards in the various degree programmes for all the Nigerian Universities. It is provided to bridge the gap that exists between the theory and practical.

It is aimed that exposing students to machines and equipment, professional work methods and way of safeguarding the work areas and workers in industries and other organizations.

### **OBJECTIVE OF SIWES**

- To prepare students for the work situations they are likely to meet after graduation
- To provide an avenue for students in the Nigerian Institution to acquire industrial skills and experience in their course of study
- To strengthen employer's involvement in the entire educational process of preparing institution graduates for employment in industry
- To provide students with an opportunity to apply their theoretical knowledge in real work situation, thereby bringing the gap between institution work and actual practice.
- To expose students to work methods and techniques in handling equipments and machinery that they may not available in universities.

## **HISTORY OF SIWES IN NIGERIA**

In the earlier stage of science and technology education in Nigeria, students were graduating from their respective institution without any technical knowledge or working experience. It was in this view that students undergoing science and technology related courses were mandated for students in different institution in the view of widening their horizons so as to enable them have technical knowledge or working experience before graduating from their various institutions. The Students Industrial Training Funds (ITF) 1973 to enable students of tertiary institutions have basic knowledge of industrial works base on their course of study before the completion of their program in their respective institutions. The scheme was designed to expose the students to industrial environment and enable them develop occupational competencies so that they can readily contribute their quota to National economic and technological development after graduation.

The major background behind the embankment of students in SIWES was to expose them into industrial environment and enable them develop occupational competencies so that they can readily contribute their quota to national economical and technological development after graduation. The major benefit acquiring to students who participate consistently in SIWES are skills and competencies they acquired.

The relevant production skill remain the part of the recipients of industrial training as long as assets which cannot be taken away from them. This is because the knowledge and skills acquired through training are internalized and become relevant when required to perform jobs or functions.

## **CHAPTER TWO**

### **OVERVIEW OF THE ORGANIZATION**

Offering a cheap accommodation for guests on a budget, receive training on the importance of staying up to date with travel regulation and requirement. Assisting the secretary in cleaning and dusting the company apartment and ensuring and conducting and organised environment. Assisting with planning and booking flight and accommodation for client Received comprehensive training on air ticketing, received comprehensive training on tourist destination, Received training on travel documentation which cover various type of document required for international travel. Provided customer assistance by checked and verifying flight price for local lines earning timely and accurate information decision making

### **DESCRIPTION OF WORK DONE**

During my training program, the first week of resumption, I was shown all the departments in the organization through which I was attached into one of the department I was oriented on how to make good relationship with customers as far as Tourist work is concern. Normal meeting time starts in the morning at 8:00am to 8:30am which lasts for thirty minutes in which I was punctual throughout.



## **CHAPTER THREE**

### **VARIOUS DEPARTMENTS AT THE NIGERIAN EMIRATE TRAVEL AND TOUR AGENCY**

- ❖ **1. Travel Operations Department**
- ❖ **2. Sales and Marketing Department**
- ❖ **3. Customer Service Department**
- ❖ **4. Finance and Accounting Department**
- ❖ **9. Visa and Documentation Department**
- ❖ **10. Quality Control Department**

### **GENERAL EXPERIENCE ACQUIRED**

#### **Travel and Tourism Operations**

1. Travel planning and management: Understanding the process of planning and managing travel itineraries, including booking flights, hotels, and transportation.
2. Tour operations management: Developing skills to manage tour operations, including coordinating with tour guides and suppliers, and ensuring the smooth operation of tours.
3. Travel documentation and visa processing: Understanding the process of preparing and processing travel documents, including visas, passports, and travel insurance.

#### **Customer Service and Relations**

1. Customer service and support: Developing skills to provide excellent customer service and support, including responding to customer inquiries and resolving customer complaints.
2. Client relationship management: Building and maintaining relationships with clients, including understanding their needs and preferences, and providing personalized service.
3. Conflict resolution and negotiation: Developing skills to resolve conflicts and negotiate with clients, suppliers, and other stakeholders.

## Sales and Marketing

1. Travel product knowledge: Developing knowledge of travel products, including destinations, accommodations, transportation, and activities.
2. Sales and marketing techniques: Understanding sales and marketing techniques, including up selling, cross-selling, and promoting travel packages and tours.
3. Social media marketing: Developing skills to use social media platforms to promote travel products and services.

## Administration and Management

1. Office administration and management: Developing skills to manage office operations, including staff supervision, budgeting, and financial management.
2. Time management and organization: Developing skills to prioritize tasks, manage multiple projects, and meet deadlines.
3. Leadership and teamwork: Building leadership and teamwork skills, including motivating and guiding team members, and working collaboratively with colleagues.

## Technical Skills

1. Travel software and systems: Developing skills to use travel software and systems, including global distribution systems (GDS), customer relationship management (CRM) systems, and online booking platforms.
2. Microsoft Office and Google Suite: Developing skills to use Microsoft Office and Google Suite applications, including Word, Excel, PowerPoint, and Google Docs.
3. Data analysis and reporting: Developing skills to analyze data and prepare reports, including understanding travel trends, sales performance, and customer behaviour.

## Soft Skills

1. Communication and interpersonal skills: Developing effective communication and interpersonal skills to work with clients, colleagues, and suppliers.
2. Problem-solving and adaptability: Developing problem-solving and adaptability skills to respond to unexpected situations and challenges.

3. Cultural awareness and sensitivity: Developing cultural awareness and sensitivity to work with clients and colleagues from diverse cultural backgrounds.

These experiences can be valuable in various careers, including travel and tourism, hospitality, sales and marketing, and customer service.

### **PROBLEMS/CHALLENGES FACED DURING SIWES**

I had the most problem searching for a place of attachment for my industrial training because most of the organization rejects my request due to one reason or the other. I encountered the listed below problems during my SIWES program:

- Inadequate funds/financial difficulties
- Inadequate facilities, there is no accommodation facility for the SIWES students which makes the program a little bit difficult for me.
- Inaccessible machines. Most of the SIWES students are banned from some equipments, thus; given less opportunity to operate while they ask us to learn from them while operating it.

## **CHAPTER FOUR**

### **SUMMARY OF THE WORKDONE**

Lucidly, the report tells more about my industrial training held at the **Emirate Travel and tour Agency** at No 43 Ibrahim Taiwo Road Ilorin, Kwara State. The experience centres on the knowledge I gained as a student of Tourism Management Technology.

### **RECOMMENDATIONS**

I recommended that Government NBTE should make money available for the students that are on SIWES. I also recommended that equipments that should be made available in the school for the students to understand the practical aspect of the study. While this, the duration of the training should be extended for more training experience. Frequent and proper supervision should be made by the school managements to create room for seriousness among SIWES students.

### **CONCLUSION**

**The SIWES** program undergone a **EMIRATE TRAVEL AND TOUR AGENCY**

At No 43 Ibrahim Taiwo Road Ilorin, Kwara State afforded me an in-depth exposure to some of the practical aspect of Tourism Management Technology. I was opportune to be directed to TOURIST DEPARTMENT where I was introduced to many things in term of Tourist work

The programme has been highly enlightening, interesting, beneficial and successful.

Without this training, the Ordinary National Diploma program (OND) would have been incomplete because it is a program that has really helps students to appreciate all the theoretical aspects of the work given at the institution. The aspiration of which the scheme was undergone was highly achieved.