

Technical Report

On

STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

HELD AT

ALWAKEEL STORE

21, Ogooluwa Street Ejigun Agbede, Ogun State

Presented by:

BELLO USMAN OLAYINKA

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Submitted to:

**DEPARTMENT OF BUSINSS ADMINISTRATION AND MANAGEMENT, INSTITUTE
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**IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWARD OF
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PREFACE

This technical report is written to situate the standard of experience gain by student in the industrial as awareness of continuity at the tertiary level of learning. The technical indulgence of training has been expressed formally in these report required by the constitution of the industrial training office of polytechnic.

This report is divided into five different parts which each part explains the meaning of siwes, major organization, work actually carried out and experienced gain. Even challenged faced, conclusion and recommendation are also involved.

DEDICATION

I dedicate this report to the Almighty Allah, for granting me the privilege to commence this course. Also to my reliable and respectful loving parent: Mr. & Mrs. Bello for being there for me. I pray may the Almighty Allah reward you abundantly, Amen.

ACKNOWLEDGEMENT

I wish to express my sincere gratitude to Almighty Allah for sparing my life throughout my first year in Kwara State Polytechnic, Ilorin and for making my vision to come to reality. I also thank him for his goodness, mercy and joy throughout my life.

My greatest debt is to my indispensable parent Mr. and Mrs. Bello for their moral and financial support throughout the duration of my training may Almighty God reward you abundantly.

My special thanks go to the head department and the entire staff of Business Administration and Management department, Kwara State Polytechnic.

My appreciation also goes to the entire staffs of Alwakeel Store

I also acknowledge the effort of my friends and siblings for their financial, moral and spiritual support throughout my academic pursuit. Also to my SIWES supervisor for his great work.

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CHAPTER ONE

1.1 MEANING OF SIWES

SIWES is skill development program designed to prepare students of all institutions for transition from the collage environment to work. Also to promote and encourage the acquisition of skills in industry and commerce with a view of generating a poll of indigenous trained manpower sufficient to meet the needs of the Nigeria economy

It is also described as work experience in a education program in while attending school, while the work experience gives student opportunity to be part of an actual work situation outside the classroom.

1.2 BRIEF HISTORY OF SIWES

The government decrees no 47 of 8th October, 1971 as amended in 1990 highlighted the capacity building resource in industry commerce and government through training and re-training of workers in order to effecting provide the much needed high quality goods and services in a dynamic economy as ours (Jemerigbo 2003) the decree led the establishment of Industrial Training Fund (ITF) in 1973/1974.

The growing concern among our industrialist that graduates of our institution lack adequate practical background studies preparatory for

employment in industries, led to the information of student industrial work experience scheme (SIWES) by ITF 1993/1994

The student industrial work experience scheme (SIWES) is a skill training program designed to expose and prepare student of agriculture, technology, environmental science, medical science and applied science for the industrial work situation which they are likely to meet after graduating.

1.3 AIMS AND OBJECTIVES OF SIWES

1. The main aim is the exposing of students to work method and technologies in handling equipment and machinery that may not be available in educational institutions.
2. SIWES provide an avenue for students in institutions of higher learning to acquire industrial skills and experience in their course of study especially in engineering.
3. To strengthen employers involvement in the educational process of preparing students for past graduation work situation.
4. To make transition from school to the world of Work easier and to enhance student contact for later job placement.
5. To provide student an opportunity to apply their knowledge in actual practice
6. Provide opportunity for students to apply their knowledge in real work situation thereby bringing the gain between theory and practical.

CHAPTER TWO

ALWAKEEL STORE

Alwakeel Store began its operation in the year 2010. Continued success in business made the organization grow.

VISION AND MISSION

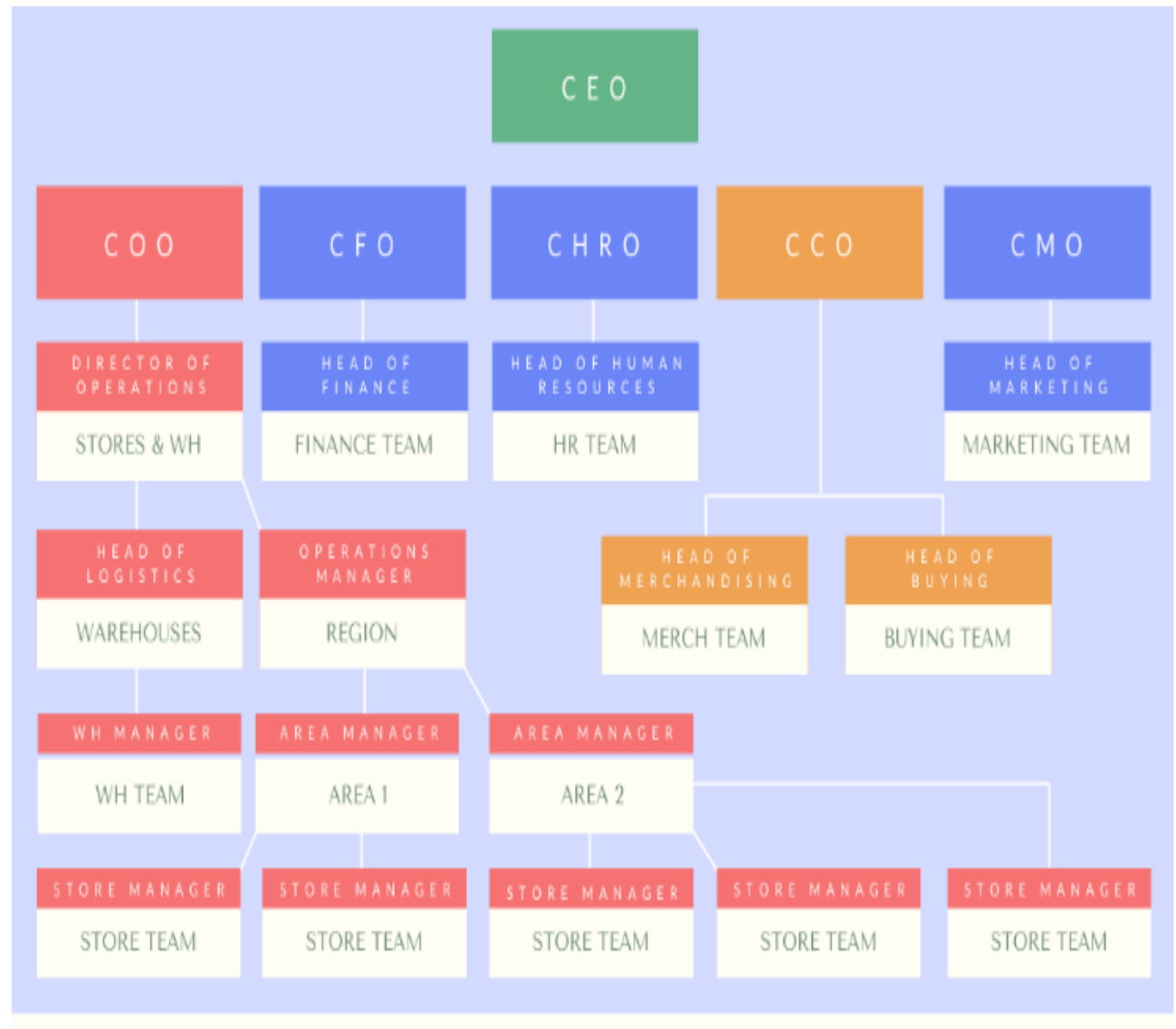
Mission

To offer a wide selection of products that meet our customers' needs with exceptional customer service, creating a seamless shopping experience that exceeds expectations and builds long-term relationships.

Vision

To be the leading provider of high-quality, affordable products that enhance our customers' everyday lives, while fostering a sustainable and innovative retail experience.

THE ORGANIZATION STRUCTURE AND CHART



2.3 DIFFERENT DEPARTMENT IN THE ORGANIZATION

- ❖ Director administration department:- it consist of admin officers, executive officers, clerical, secretarial, cleaners, drivers and security.

- ❖ Director finance and supplies department:- it consists of reconciliation, salary, main accounts
- ❖ Director programmes department:- it consist of announcers, production and presentation.
- ❖ Director news and current affairs department;- their functionality include editorial review, language and current affairs
- ❖ General manager:- corporate affairs

2.4 INTERPERSONAL RELATION WITH THE ORGANIZATION

There was mutual understanding and love among the staff and the student that did their SIWES programme there because they took all the student like their own children, advising and guiding them to do the right thing at the right time.

High level of discipline was displayed among the student, even though the staffs a make sure that every problem encountered by the student are been tackled and solved out by both the student and staff all in the aspect of bringing about unity and peace.

CHAPTER THREE

3.1 WORK ACTUALLY CARRIED OUT

A sales representative at a store, particularly in a retail environment like a store venture, has a variety of tasks to handle. Here are some key responsibilities that took impact:

1. Customer Engagement

- **Greeting customers** as they enter the store, creating a welcoming atmosphere.
- **Assisting customers** in finding products, answering questions, and providing product recommendations based on their needs.
- **Understanding customer needs** to offer personalized service and suggest relevant products.

2. Product Knowledge

- **Staying informed** about the store's products, promotions, and any new arrivals.
- **Explaining product features** and benefits to customers, helping them make informed purchasing decisions.
- **Demonstrating products** when necessary, especially for more complex or technical items.

3. Sales and Upselling

- **Meeting sales targets** by actively promoting products and encouraging customers to make purchases.
- **Cross-selling** and **upselling** additional products to increase the average transaction value.
- **Promoting store promotions or discounts** to customers, highlighting sales events and special deals.

5. Customer Service

- **Handling customer inquiries** and resolving complaints or issues in a professional manner.
- **Processing returns and exchanges** according to store policies.
- **Providing after-sales support**, such as offering product care tips or answering follow-up questions.

CHAPTER FOUR

4.1 EXPERIENCED GAINED

I can actually say I gained a lot from my SIWES Programme by having the opportunity to know my capability on the work I have been taught in school.

A sales representative (or sales rep) is a professional who is responsible for selling products or services to potential customers. They often work on behalf of a company or organization, and their main goal is to generate sales and revenue. Sales reps may work in various industries, such as retail, manufacturing, pharmaceuticals, or technology.

Customer Needs Assessment

- Understand customer needs: Engage with prospects to identify their specific needs, challenges, and pain points.
- Offer solutions: Recommend the company's products or services that can meet those needs or solve the customer's problems.

Product Demonstrations and Presentations

- Present products/services: Demonstrate how the products work or how services can benefit the customer.
- Tailor presentations: Customize presentations based on the client's industry, business needs, or preferences.

Sales Negotiation

- Negotiate terms: Discuss pricing, payment terms, delivery schedules, and any other details of the sale.
- Handle objections: Address customer concerns or objections and find solutions to close the sale.

Sales Closing

- Close deals: Finalize agreements with customers, ensuring that both parties are satisfied with the terms.
- Follow up: Confirm the sale and ensure that the customer has all the necessary information to proceed with the purchase.

Order Processing and Documentation

- Process orders: Complete necessary paperwork or digital forms to process the sale and make sure the order is fulfilled.
- Maintain records: Keep detailed records of customer interactions, sales progress, and transaction details.

Customer Relationship Management

- Build long-term relationships: Maintain ongoing communication with clients to ensure satisfaction and encourage repeat business.
- Provide after-sales support: Address any concerns or issues that arise after the sale and ensure that customers are happy with their purchases.

Sales Reporting

- Track sales goals: Monitor sales performance and compare it against targets or quotas.
- Report to management: Provide updates to management regarding sales activity, customer feedback, and market trends.

Collaboration

- Work with other departments: Coordinate with marketing, customer service, and product teams to ensure customer satisfaction and align on business goals.

4.2 CHALLENGES FACED

I don't actually face much challenges in the organization and department, only on control room which I have to get to the office by 8:00am and start working. But most times I normally get late to the office, due to traffic which is compulsory I must face every morning. So I will have to wait for other student to be through with their work before I start my and take it to my supervisor which I knew I will face the penalty on it for bringing it late.

CHAPTER FIVE

CONCLUSION AND RECOMMENDATION

5.1 CONCLUSION

Student Industrial Work Experience Scheme (SIWES) is a good programme for higher institution in the sense that it adds to one's practical knowledge based on your course of study. As for me SIWES as a course has truly exposed me to face in a growing information world that depend on Business Administration and Management.

5.2 RECOMMENDATION

As a bonafide student of the department of Business Administration and Management of Kwara State Polytechnic and who has undergo industrial training. I hereby make the recommendation that the government should continue funding this programme (SIWES) and pay directly to student after the completion of the programme due to the stress inclined to the programme, in order to serve as encouragement to student that want to increase their practical and technical knowledge.