

TECHNICAL REPORT
ON
STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)
AT

BITEMORE LIMITED
OPPOSITE AMULUDUN FM, MONIYA, IBADAN, OYO STATE

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ND/23/PSM/FT/0098

TO BE SUBMITTED TO THE DEPARTMENT OF PROCUREMENT
AND SUPPLY CHAIN MANAGEMENT,
KWARA STATE POLYTECHNIC, ILORIN, KWARA STATE

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE
AWARD OF NATIONAL DIPLOMA (ND) OF PROCUREMENT AND
SUPPLY CHAIN MANAGEMENT.

FEBRUARY, 2025

DEDICATION

I dedicate my Industrial Training report to Almighty God, who has given me the grace to participate in the SIWES program, to my Parents and as many that have contributed greatly to the success of my Industrial Training.

ACKNOWLEDGEMENT

I thank God who has seen me throughout my SIWES program and also thank my Industrial based supervisor who guided me through My Industrial training. I also send out my appreciation to my lecturers, friends and Coworkers for their moral support. My special thanks to my wonderful and lovely parents Mr. and Mrs. Olojoku who were there for me in terms of care, prayers, financial support and others.

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CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND

The Students Industrial Work Experience Scheme (SIWES) is a work-based learning program designed to prepare students for the transition from academic life to professional careers. It is an integral part of the Nigerian educational system, aimed at equipping students with practical skills and knowledge to complement their theoretical studies. SIWES was established in 1973 by the Industrial Training Fund (ITF) in response to the growing concerns of employers about the lack of practical skills among graduates from tertiary institutions (Ezeabikwa, 1991). The scheme is a collaborative initiative involving students, tertiary institutions, employers of labor, and the ITF.

The program was introduced to address the gap between classroom learning and the real-world demands of industries. It recognizes that while theoretical knowledge is essential, it is often insufficient for solving practical problems in professional environments. SIWES provides students with opportunities to gain hands-on experience, develop technical competencies, and understand workplace ethics and culture (Agbai, 1992).

The scheme is a mandatory part of the curriculum for students studying courses such as engineering, technology, medical sciences, agriculture, education, and other applied sciences. It typically lasts for six months for university undergraduates and four months for students in polytechnics or colleges of education (ITF, 2024). Through this initiative, students are exposed to industrial practices and technologies that are not available within their academic institutions. This exposure enhances their employability and prepares them for the challenges of the modern workforce (Adebayo & Adesanya, 2013).

SIWES also serves as a platform for fostering partnerships between educational institutions and industries. These partnerships enable industries to contribute to curriculum development by providing feedback on the skills and knowledge required in the workplace. This collaboration ensures that graduates are better equipped to meet industry standards and expectations (Akinyemi & Abiodun, 2018).

In summary, SIWES is a vital component of Nigeria's educational system that bridges the gap between theory and practice. It plays a crucial role in preparing students for professional careers by equipping them with practical skills, knowledge, and experiences that are essential for success in their chosen fields.

1.2 BRIEF HISTORICAL DEVELOPMENT OF SIWES

The history of SIWES dates back to the early 1970s when Nigeria experienced rapid industrial growth following its independence. This growth created a demand for skilled manpower to operate and manage industrial facilities. However, employers soon realized that graduates from tertiary institutions lacked the practical skills needed to perform effectively in the workplace (Ezeabikwa, 1991).

In response to this challenge, the Industrial Training Fund (ITF) was established in 1971 by Decree No. 47 with a mandate to promote skill acquisition and manpower development in Nigeria. Two years later, in 1973, SIWES was introduced as one of ITF's flagship programs aimed at addressing the skill gap among graduates (ITF, 2024). Initially, SIWES was fully funded and managed by ITF. The program targeted students in engineering and technology-related fields who required practical training as part of their academic curriculum (Adebayo & Adesanya, 2013).

By 1978, financial constraints forced ITF to withdraw from direct management of SIWES. The Federal Government subsequently transferred oversight responsibilities to the National Universities Commission (NUC) for universities and the National Board for Technical

Education (NBTE) for polytechnics and colleges of education (Legit.ng, 2022). However, this arrangement proved ineffective due to inadequate funding and poor coordination among stakeholders. In 1984, management responsibilities were returned to ITF under a new funding arrangement supported by the Federal Government (SmartBukites, 2023).

Over time, SIWES has undergone significant changes aimed at improving its effectiveness and expanding its scope. Initially limited to engineering and technology disciplines, it now includes other fields such as medical sciences, agriculture, business administration, and education. These changes reflect an ongoing commitment to align SIWES with evolving industry needs and national development goals (Akinyemi & Abiodun, 2018).

Today, SIWES is recognized as one of Nigeria's most successful initiatives for bridging the gap between academic learning and industrial practice. It has become an essential component of tertiary education in Nigeria, contributing significantly to skill development and employability among graduates.

1.3 OBJECTIVES OF SIWES

The primary objectives of SIWES are multifaceted and aim to enhance both student learning and industry engagement:

- To provide students with industrial skills and experience relevant to their field of study.
- To expose students to work methods and techniques that may not be available in their academic institutions.
- To facilitate a smoother transition from academic life to professional employment by enhancing students' networks with potential employers.
- To allow students to apply theoretical knowledge in practical settings, thereby bridging the gap between theory and practice.

- To strengthen employer participation in the educational process by fostering collaboration between educational institutions and industries (Ezeabikwa, 1991; ITF, 2024).

CHAPTER TWO

DESCRIPTION OF THE ESTABLISHMENT OF ATTACHMENT

2.1 LOCATION AND BRIEF HISTORY OF ESTABLISHMENT

Bitemore Limited, where I completed my SIWES programme, is strategically located opposite Amuludun FM, Moniya, Ibadan, Oyo State. This location is advantageous due to its proximity to a major road network, providing easy access for both customers and suppliers. Although specific details about the history of Bitemore Limited were not provided during my attachment, it is clear that the establishment is part of a broader network of Bitemore entities in Nigeria, including Bitemore Restaurant, which has locations in Ikeja, Lagos, and Ibadan, Oyo State.

Bitemore Limited, as a food restaurant, likely shares a similar history with other Bitemore establishments, which have been operating for several years. The restaurant in Ikeja, Lagos, for instance, is known for offering fast food prepared in a special way, indicating a focus on quality and customer satisfaction. However, the specific history of Bitemore Limited in Moniya, Ibadan, was not detailed during my programme. The location of Bitemore Limited in Moniya, Ibadan, is strategic, providing easy access to a large customer base. Ibadan is a major city in Oyo State with a significant population, making it an ideal place for a food establishment. The proximity to Amuludun FM also offers potential marketing opportunities and visibility, as the radio station can serve as a platform for advertising and promoting the restaurant's services.

Moreover, the restaurant's location in a bustling area ensures a steady flow of customers, including commuters, local residents, and visitors. This strategic positioning allows Bitemore Limited to capitalize on the demand for convenient and quality food services in the area. The restaurant benefits from being situated near a popular radio station, which can help increase brand awareness and attract new customers. Additionally, the location facilitates easy access

to suppliers, reducing logistical challenges and ensuring that the restaurant can maintain a consistent supply of fresh ingredients and other necessary materials.

The strategic location of Bitemore Limited also supports its role in contributing to the local economy. By providing employment opportunities and sourcing supplies from local vendors, the restaurant helps retain wealth within the community. This not only supports the local workforce but also fosters economic growth by stimulating demand for local products and services. Furthermore, the restaurant's presence in the area can encourage other businesses to establish themselves nearby, further enhancing economic activity and development in the region.

In summary, the location of Bitemore Limited is a key factor in its success, offering advantages in terms of accessibility, market presence, and community engagement. While the specific history of the restaurant may not be detailed, its impact on the local economy and community is evident through its contributions to employment, local purchasing, and market stimulation. The restaurant's strategic positioning opposite Amuludun FM in Moniya, Ibadan, positions it well for continued growth and success in the food service industry.

2.2 OBJECTIVES OF ESTABLISHMENT

The primary objectives of Bitemore Limited, as observed during my attachment, include:

- **Customer Satisfaction:** Providing high-quality food and excellent customer service to ensure customer satisfaction and loyalty. This involves maintaining a clean and welcoming environment, offering a diverse menu, and ensuring prompt service.
- **Market Presence:** Establishing a strong presence in the local food market by offering unique and appealing menu options. Bitemore Limited aims to differentiate itself from competitors by providing a distinct dining experience that attracts repeat customers.

- **Economic Contribution:** Contributing to the local economy by providing employment opportunities and sourcing supplies from local vendors. This not only supports the local workforce but also helps retain wealth within the community.
- **Quality Assurance:** Maintaining high standards in food preparation and service to ensure customer safety and satisfaction. This includes adhering to strict hygiene practices, using fresh ingredients, and continuously improving menu offerings based on customer feedback.

2.3 ORGANIZATION STRUCTURE

The organizational structure of Bitemore Limited, as observed during my SIWES programme, typically includes:

- **Management Team:** Oversees the overall operations of the restaurant, making strategic decisions and ensuring that objectives are met. This team is responsible for setting policies, managing budgets, and overseeing major projects.
- **Kitchen Staff:** Responsible for food preparation and presentation, ensuring that dishes meet the restaurant's quality standards. The kitchen staff includes chefs, cooks, and kitchen assistants who work together to prepare meals efficiently.
- **Front-of-House Staff:** Handles customer service, including taking orders, serving food, and managing the dining area. This team is crucial for ensuring customer satisfaction and maintaining a positive image of the restaurant.
- **Store Keeping Department:** Manages inventory, orders supplies, and ensures that all necessary materials are available for operations. The store keeper plays a vital role in maintaining the smooth operation of the restaurant by ensuring that ingredients and supplies are always available.

2.4 DEPARTMENTS IN THE ESTABLISHMENT AND THEIR FUNCTIONS

While Bitemore Limited primarily focuses on food service, the departments and their functions observed during my attachment were as follows:

- **Kitchen Department:**
 - **Function:** Prepares and cooks food according to the restaurant's menu.
 - **Activities:** Includes tasks such as meal preparation, cooking, and plating dishes for presentation. The kitchen staff must adhere to strict hygiene standards and ensure that all dishes are prepared to the restaurant's quality standards.
- **Front-of-House Department:**
 - **Function:** Handles customer service and manages the dining area.
 - **Activities:** Includes tasks such as taking orders, serving food, managing tables, and ensuring customer satisfaction. This department is responsible for creating a welcoming atmosphere and ensuring that customers have a positive dining experience.
- **Store Keeping Department:**
 - **Function:** Manages inventory and supplies for the restaurant.
 - **Activities:** Includes tasks such as ordering supplies, receiving deliveries, and maintaining inventory records. The store keeper must ensure that all necessary ingredients and materials are available at all times to support kitchen operations.

- **Administrative Department:**

- **Function:** Handles administrative tasks such as financial management, human resources, and marketing.
- **Activities:** Supports the operational departments by managing payroll, supplies, and other administrative duties. This department is crucial for ensuring that the restaurant operates efficiently and effectively.

- **Procurement Department:**

- **Function:** Responsible for sourcing and purchasing supplies, managing inventory, and ensuring a smooth supply chain.
- **Activities:** Includes tasks such as negotiating with suppliers, managing orders, and ensuring timely delivery of goods. This department plays a critical role in maintaining the restaurant's operations by securing high-quality ingredients and supplies.

CHAPTER THREE

INDUSTRIAL EXPERIENCE

3.1 WORK DONE

During my SIWES programme at Bitemore Limited, I was primarily involved in the store keeping department, where I gained hands-on experience in inventory management and supply chain operations. My responsibilities included assisting in the receipt and storage of supplies, managing inventory levels, and ensuring that all necessary materials were available for restaurant operations. This involved working closely with the procurement team to ensure that orders were placed correctly and that deliveries were received on time.

One of my key tasks was to assist in the ordering process, which involved communicating with suppliers to ensure timely delivery of goods. I also participated in conducting regular inventory checks to identify any discrepancies and prevent stockouts. These checks were crucial for maintaining accurate inventory records and ensuring that the restaurant had sufficient supplies to meet customer demand. Additionally, I was involved in maintaining the cleanliness and organization of the storage area, which was essential for preventing damage to supplies and ensuring a safe working environment.

I also had the opportunity to observe and assist in other areas of the restaurant, such as the kitchen and front-of-house departments. This provided insights into how different departments work together to ensure smooth operations and customer satisfaction. For instance, I observed how the kitchen staff relied on the store keeping department to ensure that all ingredients were available for meal preparation. Understanding these interdepartmental relationships helped me appreciate the importance of effective communication and coordination in achieving operational efficiency.

Furthermore, I was involved in managing inventory levels to prevent overstocking or understocking. This required analyzing sales data and seasonal trends to predict demand and

adjust inventory accordingly. By doing so, the restaurant could minimize waste and ensure that popular items were always available. I also assisted in implementing inventory control measures such as first-in, first-out (FIFO) to ensure that older stock was used before newer stock, reducing the risk of expired or spoiled goods.

3.2 TOOLS AND EQUIPMENT USED

During my attachment, I used a variety of tools and equipment essential for store keeping and inventory management. These included:

- **Inventory Management Software:** Used to track stock levels, manage orders, and monitor inventory movements. This software was crucial for maintaining accurate records and identifying trends in inventory usage.
- **Barcode Scanners:** Assisted in efficiently tracking and managing inventory by scanning items during receipt and storage. This helped reduce errors in inventory tracking and ensured that all items were accounted for.
- **Storage Equipment:** Shelves, bins, and pallets used to organize and store supplies in a secure and accessible manner. Proper storage was essential for preventing damage to goods and ensuring that they remained in good condition.
- **Communication Devices:** Phones and radios used to communicate with suppliers and other departments within the restaurant. Effective communication was vital for coordinating deliveries, resolving issues, and ensuring that all departments were informed about inventory status.
- **Cleaning Tools:** Brooms, mops, and disinfectants used to maintain the cleanliness of the storage area. Regular cleaning was necessary to prevent pest infestations and maintain a safe working environment.

3.3 SAFETY PRECAUTIONS

Safety was a top priority during my SIWES programme. To ensure a safe working environment, several precautions were taken:

- **Personal Protective Equipment (PPE):** I wore gloves and safety shoes when handling heavy supplies or working in the storage area to prevent injuries. This was especially important when moving large crates or boxes.
- **Hygiene Practices:** Regular cleaning and disinfection of equipment and surfaces were emphasized to maintain cleanliness and prevent contamination. This included washing hands frequently and ensuring that all utensils and equipment were properly sanitized.
- **Proper Lifting Techniques:** Staff were trained on proper lifting techniques to prevent strains and injuries when handling heavy supplies. This involved bending at the knees, lifting with the legs, and avoiding twisting.
- **Emergency Procedures:** Protocols were in place for handling emergencies such as fires or accidents, ensuring that all staff knew what to do in such situations. Regular drills helped prepare staff for potential emergencies.

3.4 CHALLENGES FACED DURING MY SIWES PROGRAMME

Despite the valuable experience gained during my SIWES programme, I encountered several challenges. One of the main challenges was adapting to the fast-paced environment of a restaurant, where tasks needed to be completed efficiently to support operations. This involved managing multiple responsibilities simultaneously, such as receiving supplies, conducting inventory checks, and communicating with suppliers.

Another challenge was dealing with logistical issues related to supply chain disruptions. Occasionally, delays in delivery from suppliers required quick thinking and problem-solving to ensure that the restaurant had the necessary ingredients and supplies. This involved communicating with suppliers to expedite deliveries or exploring alternative sources for

essential items. For instance, if a shipment of fresh vegetables was delayed, we would contact local farmers to see if they could provide the needed items on short notice.

Additionally, I faced challenges in understanding and implementing some of the technical aspects of inventory management, such as using inventory management software. While the software was designed to streamline inventory tracking and management, it required a learning curve to fully understand its capabilities and optimize its use. However, with guidance from experienced staff members, I was able to overcome these challenges and gain a deeper understanding of these systems.

Lastly, there were occasional challenges in maintaining the organization and cleanliness of the storage area, especially during peak periods when the restaurant received large shipments of supplies. Ensuring that all items were properly stored and easily accessible required careful planning and attention to detail. This involved labeling shelves, organizing supplies by category, and ensuring that frequently used items were placed in accessible locations.

Overall, the challenges faced during my SIWES programme provided valuable learning opportunities and helped me develop skills in adaptability, problem-solving, and teamwork. These experiences not only enhanced my understanding of store keeping and inventory management but also prepared me for the realities of working in a fast-paced service industry environment. The programme highlighted the importance of effective communication, strategic planning, and continuous learning in achieving operational efficiency and customer satisfaction.

CHAPTER FOUR

SUMMARY, CONCLUSION, AND RECOMMENDATION

4.1 SUMMARY

My SIWES programme at Bitemore Limited provided a comprehensive learning experience in the store keeping department of a food restaurant. Located opposite Amuludun FM, Moniya, Ibadan, Oyo State, the restaurant is strategically positioned to serve a large customer base. During my attachment, I gained hands-on experience in inventory management, supply chain operations, and customer service.

I was exposed to a range of tools and equipment essential for store keeping, including inventory management software, barcode scanners, and storage equipment. Safety was a top priority, with strict adherence to personal protective equipment use, hygiene practices, and emergency procedures. These practices not only ensured a safe working environment but also helped maintain the health and well-being of staff and customers.

Throughout the programme, I observed the importance of teamwork and collaboration among different departments within the restaurant. The store keeping department played a crucial role in ensuring that all necessary supplies were available for operations, while the kitchen and front-of-house departments relied on these supplies to provide quality service to customers. Understanding these interdepartmental relationships helped me appreciate the importance of effective communication and coordination in achieving operational efficiency.

I also gained insights into the broader aspects of restaurant operations, including customer service and marketing strategies. For instance, I observed how the restaurant used social media to promote its services and engage with customers, which helped increase brand awareness and attract new customers. Additionally, I learned about the importance of maintaining a clean and welcoming environment to ensure customer satisfaction and loyalty.

Despite the valuable experiences, I encountered challenges such as adapting to the fast-paced environment, managing logistical issues, and understanding technical aspects of inventory management. These challenges provided opportunities for growth and skill development in adaptability, problem-solving, and teamwork.

4.2 CONCLUSION

In conclusion, my SIWES programme at Bitemore Limited was a transformative experience that deepened my understanding of store keeping and inventory management in the food service industry. The programme not only equipped me with practical skills in managing supplies and inventory but also provided insights into the broader aspects of restaurant operations, including customer service and interdepartmental collaboration.

The experience highlighted the importance of effective communication, strategic planning, and continuous learning in achieving operational efficiency and customer satisfaction. It also underscored the need for adaptability and problem-solving in response to challenges such as supply chain disruptions and inventory management issues.

One of the key takeaways from my experience was the significance of maintaining a well-organized storage area. This involved ensuring that all supplies were properly labeled, stored in accessible locations, and protected from damage. By doing so, the restaurant could minimize losses due to spoilage or theft and ensure that all necessary items were available when needed.

Additionally, I learned about the importance of inventory control measures such as first-in, first-out (FIFO) to ensure that older stock was used before newer stock, reducing the risk of expired or spoiled goods. This practice not only helped maintain the quality of supplies but also supported cost management by minimizing waste.

Overall, the SIWES programme was a valuable learning experience that prepared me for a career in procurement and supply chain management by combining theoretical knowledge with practical skills and real-world challenges.

4.3 RECOMMENDATION

Based on my experience and observations during the SIWES programme, I recommend the following:

- **Investment in Technology:** Bitemore Limited should consider investing in advanced inventory management systems that can automate tasks such as tracking stock levels and predicting demand. This would enhance efficiency and reduce errors in inventory management. For instance, implementing a cloud-based inventory management system could provide real-time updates on stock levels, allowing for more accurate forecasting and ordering.
- **Staff Training and Development:** Regular training programs should be implemented to enhance the skills of store keeping staff, particularly in areas such as inventory management software and supply chain logistics. This will help them adapt to new challenges and technologies in the industry. Training sessions could cover topics such as inventory optimization, supplier management, and customer service skills.
- **Supply Chain Diversification:** To mitigate the risks associated with supply chain disruptions, the restaurant should diversify its suppliers and explore alternative sources for essential materials. This could involve building relationships with local farmers to source fresh produce, which would also support the local economy. Diversifying suppliers can help ensure a consistent supply of high-quality ingredients, even during times of shortage or logistical challenges.
- **Community Engagement:** Bitemore Limited should continue and expand its community engagement initiatives. This could include hosting events, offering

discounts to local residents, and partnering with local businesses to promote mutual growth. Community engagement not only fosters goodwill but also helps disseminate best practices in food service, contributing to broader economic and social development.

- **Environmental Sustainability:** The restaurant should prioritize environmental sustainability by adopting practices that minimize waste and reduce its ecological footprint. This could involve implementing recycling programs for waste materials, using energy-efficient equipment, and promoting sustainable sourcing practices. For example, the restaurant could explore using biodegradable packaging materials and reducing water usage in its operations.
- **Market Expansion:** Bitemore Limited should explore opportunities to expand its market reach, both locally and nationally. This could involve developing marketing strategies to promote its services, engaging with larger retailers, and potentially franchising its brand. Expanding market reach can help increase revenue and provide a buffer against local market fluctuations.
- **Research and Development:** The restaurant should invest in research and development to stay ahead of industry trends and challenges. This could involve collaborating with culinary schools or research institutions to explore new menu options, improve food safety practices, and enhance customer experience. Research initiatives could focus on areas such as menu innovation, sustainable food systems, and customer preference analysis.

By implementing these recommendations, Bitemore Limited can enhance its operational efficiency, improve its environmental impact, and contribute more significantly to the local community and economy. The restaurant will be better positioned to adapt to future challenges and capitalize on emerging opportunities in the food service industry.

Furthermore, these recommendations align with broader goals of sustainable business practices and community development. By promoting sustainability and engaging with the local community, Bitemore Limited can contribute to a more resilient and equitable food system. This not only benefits the restaurant itself but also supports the well-being of the community and the environment, ensuring a positive legacy for future generations.

In conclusion, my SIWES experience at Bitemore Limited was invaluable, providing insights into the operational complexities of a food restaurant and the importance of effective supply chain management. The recommendations outlined above are designed to support the restaurant's continued growth and success while contributing positively to the local community and environment.