

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

HOUZE V HOTEL AND SUITES
CATERPILLAR BUS-STOP, MONATAN, IBADAN, OYO STATE

PRESENTED BY:

ADISA HABIBAT DAMILOLA

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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. Adisa 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

Houze V Hotel And Suites is strategically situated at Caterpillar Bus-Stop, Monatan, Ibadan, Oyo State, a location that offers both convenience and accessibility for travelers and locals alike. This positioning allows the hotel to capitalize on its proximity to key transportation hubs and local attractions, making it an attractive option for those seeking convenient accommodations. The hotel's location in Monatan, a bustling area with a vibrant local culture, provides an ideal setting for guests to experience the best of Ibadan's hospitality. While specific details about the establishment's history, such as the year it was founded or by whom, are not readily available, its presence in this area suggests it plays a significant role in serving both local and visiting guests. The hotel likely aims to provide essential hospitality services to the community, contributing to the local economy through employment opportunities and supporting local businesses. By integrating itself into the community, Houze V Hotel And Suites can offer guests a unique blend of modern amenities and traditional experiences, enhancing their overall stay and fostering a mutually beneficial relationship between the hotel and its surroundings.

This strategic placement also reflects a broader trend of hospitality development in the region, catering to growing demands for quality lodging and dining experiences. As Ibadan continues to grow as a commercial and cultural hub, hotels like Houze V are well-positioned to meet the increasing needs of travelers and locals seeking comfortable and convenient accommodations. The hotel's location near major transportation routes ensures that guests can easily access other parts of the city, making it an ideal choice for both business travelers and tourists. Furthermore, the hotel's proximity to local markets and cultural sites allows guests to

immerse themselves in the rich cultural heritage of the region, providing a unique and enriching experience that goes beyond mere accommodation.

Moreover, the hotel's establishment in Monatan underscores its commitment to community engagement and development. By sourcing supplies from local vendors and participating in community events, Houze V Hotel And Suites reinforces its role as a responsible corporate citizen. This approach not only supports the local economy but also helps preserve the cultural identity of the area, ensuring that the hotel's presence is seen as a positive addition to the community. The hotel's integration into the local fabric is further enhanced by its efforts to provide employment opportunities for local residents, contributing to the economic well-being of the community and fostering a sense of ownership and pride among its staff.

In addition, the hotel's location offers a unique opportunity for guests to experience the authentic flavors and traditions of Ibadan. By partnering with local artisans and suppliers, Houze V Hotel And Suites can offer guests a genuine taste of the region's cuisine and culture, setting it apart from more generic hospitality experiences. This blend of modern amenities with traditional charm allows the hotel to cater to a wide range of guests, from those seeking a relaxing getaway to business travelers looking for a convenient and culturally enriching experience. Overall, the strategic location of Houze V Hotel And Suites at Caterpillar Bus-Stop, Monatan, positions it as a premier hospitality destination in Ibadan, offering a unique blend of convenience, culture, and comfort that enhances the guest experience and supports the local community.

2.2 OBJECTIVES OF ESTABLISHMENT

The primary objectives of Houze V Hotel And Suites are multifaceted and designed to ensure the hotel remains a preferred choice for guests. These objectives include:

- **Providing Quality Accommodation:** To offer comfortable, secure, and well-maintained lodging options for travelers and locals alike. This includes ensuring that rooms are clean, well-appointed, and equipped with necessary amenities to enhance the guest experience. The hotel aims to create a home away from home, where guests feel relaxed and rejuvenated during their stay.
- **Catering Services:** To provide a variety of culinary experiences through its dining facilities. This involves offering a diverse menu that caters to different tastes and dietary requirements, ensuring that guests have access to satisfying meals during their stay. The hotel's culinary offerings are designed to be both nourishing and enjoyable, reflecting the rich culinary heritage of the region.
- **Customer Satisfaction:** To ensure that guests have a memorable and satisfying stay, enhancing the hotel's reputation and encouraging repeat business. This is achieved through attentive service, prompt response to guest needs, and continuous improvement of facilities and services. The hotel strives to exceed guest expectations, fostering loyalty and positive word-of-mouth.
- **Community Engagement:** To contribute positively to the local economy and community by offering employment opportunities and supporting local businesses. This includes sourcing supplies from local vendors and participating in community events or initiatives. By engaging with the community, the hotel reinforces its commitment to being a responsible corporate citizen.
- **Operational Efficiency:** To maintain high standards of operational efficiency, ensuring that all departments work harmoniously to provide seamless service

delivery. This involves regular training for staff, effective resource management, and adherence to industry standards. The hotel aims to optimize its operations to minimize waste and maximize guest satisfaction.

- **Sustainability and Environmental Responsibility:** To adopt practices that minimize environmental impact, ensuring sustainable operations that benefit both the hotel and the community. This may include energy-saving measures, waste reduction strategies, and promoting eco-friendly practices among guests and staff. The hotel recognizes the importance of environmental stewardship and strives to reduce its ecological footprint.
- **Innovation and Adaptability:** To continuously innovate and adapt to changing guest needs and market trends. This involves investing in technology, updating amenities, and staying abreast of industry developments to remain competitive. The hotel seeks to stay ahead of the curve, offering guests the latest in hospitality technology and services.

2.3 ORGANIZATION STRUCTURE

The organizational structure of Houze V Hotel And Suites is typically hierarchical, with various roles and responsibilities designed to ensure efficient operation. While specific details about the structure are not available, it generally includes:

- **General Manager:** Oversees the entire operation, ensuring all departments work efficiently and effectively. The General Manager is responsible for strategic planning, budgeting, and maintaining high standards of service and quality. This role involves setting overall direction, managing key relationships, and making critical decisions that impact the hotel's success.
- **Department Heads:** Manage specific areas such as the front desk, housekeeping, kitchen, and maintenance. These heads are responsible for the day-to-day operations

of their respective departments, ensuring that tasks are completed to the required standard. They also provide leadership and guidance to their teams, fostering a positive work environment.

- **Front Desk Team:** Includes receptionists and concierges who handle guest check-in and check-out, manage room reservations, and provide customer service. This team is often the first point of contact for guests, setting the tone for their stay. Effective front office operations are crucial for creating a positive guest experience.
- **Housekeeping Staff:** Responsible for maintaining cleanliness and orderliness of guest rooms and public areas. This includes ensuring linens and amenities are replenished as needed. The housekeeping department plays a vital role in ensuring that rooms are prepared to a high standard, contributing to overall guest comfort and satisfaction.
- **Kitchen and Dining Staff:** Prepares meals for guests through the hotel's dining facilities. This team is responsible for maintaining kitchen cleanliness and adhering to health and safety standards. The kitchen staff are skilled in preparing a variety of dishes that cater to diverse tastes and dietary requirements.
- **Maintenance Personnel:** Ensures all facilities are in good working condition. This includes performing repairs and maintenance tasks as needed to prevent disruptions to hotel operations. The maintenance team is essential for maintaining the hotel's infrastructure and ensuring that all facilities are operational.
- **Security Team:** Ensures the safety and security of guests and hotel property. This involves monitoring CCTV, responding to emergencies, and maintaining a visible presence throughout the hotel. The security department is vital for ensuring that guests feel safe during their stay.

2.4 DEPARTMENTS IN THE ESTABLISHMENT AND THEIR FUNCTIONS

1. Front Office Department:

- **Responsibilities:**
 - Handles guest check-in and check-out processes efficiently.
 - Manages room reservations and ensures accurate billing.
 - Provides customer service and responds to guest inquiries promptly.
 - Maintains guest records and handles room assignments.
- **Importance:** The front office is often the first point of contact for guests, setting the tone for their stay. Effective front office operations are crucial for creating a positive guest experience. This department plays a key role in managing guest interactions, ensuring that every guest feels welcome and valued.

2. Housekeeping Department:

- **Responsibilities:**
 - Maintains cleanliness and orderliness of guest rooms and public areas.
 - Ensures linens and amenities are replenished as needed.
 - Conducts regular inspections to ensure high standards of cleanliness.
 - Reports any maintenance issues to the relevant department.
- **Importance:** Cleanliness is a key factor in guest satisfaction. The housekeeping department plays a vital role in ensuring that rooms are prepared to a high standard, contributing to overall guest comfort and satisfaction. This department's attention to detail helps maintain the hotel's reputation for quality accommodations.

3. **Kitchen Department:**

- **Responsibilities:**

- Prepares meals for guests through the hotel's dining facilities.
- Maintains kitchen cleanliness and adheres to health and safety standards.
- Develops menus that cater to diverse tastes and dietary requirements.
- Manages kitchen inventory and orders supplies as needed.

- **Importance:** The kitchen department is essential for providing culinary experiences that enhance the guest's stay. High-quality food service can significantly impact guest satisfaction and loyalty. The kitchen team's creativity and attention to detail ensure that meals are both nourishing and enjoyable.

4. **Maintenance Department:**

- **Responsibilities:**

- Ensures all facilities are in good working condition.
- Performs repairs and maintenance tasks as needed to prevent disruptions to hotel operations.
- Conducts routine inspections to identify potential issues before they become major problems.
- Coordinates with external contractors for specialized repairs.

- **Importance:** The maintenance department is crucial for maintaining the hotel's infrastructure and ensuring that all facilities are operational. This helps in preventing guest complaints and maintaining a positive reputation. By addressing issues promptly, the maintenance team contributes to a smooth and enjoyable guest experience.

5. Food and Beverage Department:

- **Responsibilities:**
 - Manages the hotel's dining services, including restaurants and bars.
 - Oversees food quality and presentation to ensure consistency with hotel standards.
 - Develops menus and pricing strategies to attract guests and locals.
 - Manages inventory and orders supplies for the dining areas.
- **Importance:** The food and beverage department plays a key role in enhancing the guest experience through culinary offerings. It also contributes significantly to the hotel's revenue and reputation. By offering a diverse range of dining options, the hotel can attract a broader clientele and increase customer loyalty.

6. Security Department:

- **Responsibilities:**
 - Ensures the safety and security of guests and hotel property.
 - Monitors CCTV and responds to emergencies promptly.
 - Maintains a visible presence throughout the hotel to deter potential threats.
 - Collaborates with local law enforcement as necessary.
- **Importance:** The security department is vital for ensuring that guests feel safe during their stay. Effective security measures also protect the hotel's assets and reputation. By maintaining a secure environment, the hotel can reassure guests and staff alike, fostering a sense of trust and confidence.

7. **Human Resources Department:**

- **Responsibilities:**
 - Manages recruitment, training, and development of staff.
 - Handles employee relations and resolves conflicts.
 - Oversees payroll and benefits administration.
 - Develops policies to ensure compliance with labor laws.
- **Importance:** The human resources department is essential for maintaining a skilled and motivated workforce. It ensures that staff are equipped to provide high-quality service, which is critical for guest satisfaction and loyalty. By fostering a positive work environment, the HR department contributes to staff retention and overall hotel performance.

8. **Accounting and Finance Department:**

- **Responsibilities:**
 - Manages financial operations, including budgeting and forecasting.
 - Oversees billing and payment processes.
 - Prepares financial reports for management and stakeholders.
 - Ensures compliance with financial regulations.
- **Importance:** The accounting and finance department is crucial for ensuring the hotel's financial stability and growth. It provides essential data for strategic decision-making and ensures that financial operations are transparent and compliant with legal requirements. By managing finances effectively, the hotel can invest in improvements and expansions, enhancing its competitiveness in the market.

9. Marketing Department:

○ Responsibilities:

- Develops marketing strategies to attract new guests and retain existing ones.
- Manages the hotel's online presence, including social media and website.
- Coordinates promotional activities and events.
- Analyzes market trends to inform business decisions.

- **Importance:** The marketing department plays a vital role in promoting the hotel and attracting new business. By leveraging digital platforms and traditional marketing channels, the hotel can increase its visibility and appeal to a wider audience. Effective marketing strategies help drive occupancy rates and revenue growth.

10. Information Technology (IT) Department:

○ Responsibilities:

- Manages the hotel's IT infrastructure, including hardware and software.
- Ensures network security and data protection.
- Supports staff with IT-related issues.
- Implements new technologies to enhance guest experience and operational efficiency.

- **Importance:** The IT department is essential for maintaining the hotel's technological infrastructure, ensuring that systems are secure and efficient. By embracing technology, the hotel can streamline operations, enhance guest services, and stay competitive in a rapidly evolving hospitality landscape.

CHAPTER THREE

INDUSTRIAL EXPERIENCE

3.1 WORK DONE

During my 14-week SIWES programme at Houze V Hotel And Suites, I was involved in a variety of tasks across different departments. This hands-on experience provided me with a comprehensive understanding of the hospitality industry and the roles that various departments play in ensuring smooth operations.

- **Front Desk Operations:** I assisted with guest check-in and check-out processes, managed room reservations, and handled customer inquiries. This role helped me develop strong communication skills and understand the importance of first impressions in hospitality. I learned how to efficiently manage guest records, handle room assignments, and provide accurate billing information. Additionally, I was responsible for answering phone calls, responding to emails, and addressing any issues that guests might have during their stay. This experience taught me the value of being proactive and responsive to guest needs, ensuring that their stay is comfortable and enjoyable.
- **Housekeeping Department:** I participated in maintaining the cleanliness and orderliness of guest rooms and public areas. This included ensuring linens and amenities were replenished as needed. This experience taught me about attention to detail and the critical role housekeeping plays in guest satisfaction. I was involved in conducting regular inspections to ensure high standards of cleanliness and reporting any maintenance issues to the relevant department. I also learned how to use various cleaning equipment and supplies effectively, ensuring that all areas were sanitized and well-maintained. Understanding the importance of maintaining a clean environment

not only enhances guest satisfaction but also contributes to the hotel's overall reputation.

- **Food and Beverage Service:** I was involved in serving meals and beverages to guests, which helped me understand the importance of prompt service and maintaining high standards of food quality. This role also allowed me to interact with guests and receive feedback on the hotel's culinary offerings. I learned how to manage inventory, prepare menus, and ensure that dining areas were clean and well-maintained. This experience highlighted the need for efficiency in service delivery, ensuring that guests receive their orders promptly and that the dining experience is enjoyable. I also gained insight into the importance of menu planning, considering dietary restrictions and preferences to cater to a diverse clientele.
- **Event Planning:** I assisted with coordinating events such as weddings and corporate meetings. This involved setting up venues, managing logistics, and ensuring that events ran smoothly. This experience highlighted the importance of planning and coordination in hospitality. I was responsible for communicating with clients, arranging catering services, and overseeing event setup and teardown. I learned how to manage timelines, allocate resources effectively, and ensure that all aspects of an event are well-coordinated. This role taught me the value of attention to detail and the need for flexibility when dealing with last-minute changes or unexpected challenges.
- **Customer Service:** Throughout my placement, I was constantly engaged in providing customer service, responding to guest inquiries, and resolving any issues promptly. This reinforced the importance of customer satisfaction in the hospitality industry. I learned how to handle complaints professionally and ensure that guest needs were met efficiently. This experience emphasized the need for empathy and understanding

when dealing with guest concerns, ensuring that solutions are provided promptly and courteously.

3.2 TOOLS AND EQUIPMENT USED

During my SIWES programme, I utilized a variety of tools and equipment to perform my duties effectively. These included:

- **Hotel Management Software:** I used software systems to manage room reservations, check-in/check-out processes, and billing. This technology helped streamline operations and improve efficiency. I was trained on how to navigate the system, manage guest records, and generate reports. Understanding how to use this software effectively allowed me to automate tasks, reduce errors, and enhance the overall guest experience.
- **Communication Devices:** Mobile phones and intercom systems were essential for coordinating with other departments and responding to guest requests promptly. I used these tools to communicate with colleagues, manage room assignments, and address guest inquiries. Effective communication is crucial in hospitality, and these devices enabled me to respond quickly to guest needs and ensure seamless operations.
- **Housekeeping Equipment:** Vacuum cleaners, laundry machines, and cleaning supplies were used to maintain cleanliness and hygiene standards. I was responsible for ensuring that all equipment was in good working condition and that cleaning supplies were replenished as needed. This experience taught me the importance of maintaining equipment properly to prevent breakdowns and ensure continuous operations.
- **Food Service Equipment:** In the kitchen and dining areas, I used equipment such as dishwashers, refrigerators, and cooking appliances to prepare and serve meals. I learned how to operate these appliances safely and efficiently, ensuring that food was

prepared to high standards. Understanding the proper use of kitchen equipment is essential for maintaining food safety and quality, which are critical in the hospitality industry.

- **Event Setup Tools:** Tables, chairs, sound systems, and decorative items were used to set up and manage events. I was involved in arranging these items to create an inviting atmosphere for guests and ensuring that all logistical aspects of events were well-coordinated. This experience highlighted the importance of attention to detail in event planning, ensuring that every aspect of the event is carefully considered to meet client expectations.

3.3 SAFETY PRECAUTIONS

Safety and security were paramount during my SIWES programme. I adhered to several safety precautions to ensure a safe environment for both guests and staff:

- **Personal Protective Equipment (PPE):** In areas like the kitchen and housekeeping, I used gloves and masks to prevent exposure to chemicals and maintain hygiene. This was essential for protecting myself and others from potential health risks. Understanding the importance of PPE in preventing accidents and maintaining a healthy work environment is crucial in hospitality.
- **Fire Safety:** I was trained on the use of fire extinguishers and evacuation procedures in case of emergencies. This training helped me understand the importance of being prepared for emergencies and knowing how to respond effectively. Fire safety is critical in hotels, where the risk of fire can be high due to kitchen operations and electrical equipment.
- **Guest Safety:** Ensuring that guest rooms and public areas were free from hazards and that emergency exits were clearly marked was a priority. I conducted regular inspections to identify any potential risks and reported them to the relevant

department. This experience emphasized the need for vigilance in maintaining a safe environment for guests, ensuring that their stay is not only comfortable but also secure.

- **Health and Safety Protocols:** I followed strict protocols for handling food, cleaning, and waste disposal to prevent health risks. This included ensuring that food was stored and prepared safely, and that all areas were cleaned regularly to maintain high hygiene standards. Understanding these protocols is essential for preventing outbreaks of illness and maintaining the hotel's reputation for cleanliness and safety.

3.4 CHALLENGES FACED DURING MY SIWES PROGRAMME

Despite the valuable experiences gained during my SIWES programme, I encountered several challenges that tested my skills and adaptability:

- **Time Management:** Balancing tasks across different departments and managing time effectively to meet deadlines was a significant challenge. This required prioritizing tasks and coordinating with colleagues to ensure smooth operations. I learned to manage my time efficiently, focusing on the most critical tasks first and delegating responsibilities when necessary.
- **Communication Barriers:** Occasionally, language barriers or misunderstandings with guests or colleagues presented challenges. However, these situations helped me develop my communication skills and learn to approach problems with empathy and patience. I realized the importance of clear communication in resolving issues promptly and ensuring that all parties understand each other's needs.
- **Technical Issues:** Technical glitches with hotel management software or equipment sometimes disrupted operations. These situations taught me the importance of troubleshooting and seeking assistance promptly to minimize downtime. I learned to

remain calm under pressure and seek help when needed, ensuring that technical issues did not impact guest satisfaction.

- **High Expectations:** Meeting the high expectations of guests and management was a constant challenge. This required maintaining a high level of professionalism and attention to detail in all tasks. I understood that exceeding guest expectations is crucial for building loyalty and enhancing the hotel's reputation.
- **Adapting to New Roles:** Transitioning between different departments and roles required flexibility and a willingness to learn quickly. This experience helped me understand the interconnectedness of various hospitality functions and appreciate the value of teamwork. I learned to adapt to new situations, ask questions when unsure, and seek guidance from experienced colleagues.

Overall, these challenges provided valuable learning opportunities that enhanced my skills and prepared me for a career in the hospitality industry. By facing and overcoming these challenges, I developed resilience, improved my problem-solving skills, and gained a deeper understanding of the complexities involved in managing a hotel effectively.

CHAPTER FOUR

SUMMARY, CONCLUSION, AND RECOMMENDATION

4.1 SUMMARY

My SIWES experience at Houze V Hotel And Suites was a comprehensive learning journey that spanned 14 weeks. During this period, I was exposed to various aspects of hotel operations, including front desk management, housekeeping, food and beverage service, event planning, and customer service. I utilized a range of tools and equipment, from hotel management software to kitchen appliances, to perform my duties effectively. Safety and security were prioritized throughout my placement, with adherence to protocols such as fire safety, guest safety, and health and safety standards.

Throughout my experience, I encountered several challenges, including time management, communication barriers, technical issues, meeting high expectations, and adapting to new roles. Despite these challenges, I developed essential skills in communication, problem-solving, and teamwork, which are crucial for success in the hospitality industry.

4.2 CONCLUSION

In conclusion, my SIWES programme at Houze V Hotel And Suites was invaluable for my academic and professional development. It provided me with practical insights into the hospitality industry, allowing me to apply theoretical knowledge in real-world settings. The experience reinforced the importance of customer satisfaction, teamwork, and adaptability in hospitality management.

Through this programme, I gained a deeper understanding of the interconnectedness of various hotel departments and the critical role each plays in ensuring smooth operations. I also developed a strong appreciation for the challenges faced by hospitality professionals and the skills required to overcome them.

Overall, my SIWES experience was a transformative learning opportunity that prepared me for a career in hospitality management by equipping me with the skills, knowledge, and confidence needed to succeed in this dynamic industry.

4.3 RECOMMENDATION

Based on my SIWES experience, I recommend the following for future students and hospitality establishments:

- **Flexibility and Adaptability:** Future students should be prepared to adapt to different roles and responsibilities. This flexibility is essential for gaining a comprehensive understanding of hotel operations and developing a broad skill set.
- **Strong Communication Skills:** Developing strong communication skills is crucial for effective interaction with guests and colleagues. This includes being able to articulate clearly, listen actively, and respond empathetically to guest concerns.
- **Continuous Training and Development:** Hospitality establishments should prioritize continuous training and development for their staff. This includes workshops on customer service, technical skills, and safety protocols to ensure that staff are equipped to meet evolving guest needs and industry standards.
- **Emphasis on Customer Satisfaction:** Both students and establishments should prioritize customer satisfaction. This involves not only meeting but exceeding guest expectations through attentive service, prompt response to needs, and continuous improvement of facilities and services.
- **Integration of Technology:** Hotels should invest in modern technology to streamline operations, enhance guest experiences, and improve efficiency. This includes adopting advanced hotel management software, mobile apps for guest services, and digital platforms for marketing and customer engagement.

- **Safety and Security:** Establishments should maintain rigorous safety and security protocols to protect both guests and staff. This includes regular training on emergency procedures, maintaining high standards of cleanliness, and ensuring that all facilities are well-maintained.