



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

HELD AT

GREEN AND WHITE HOTEL

**NO 11 TEMIDIRE STREET OFF JEBBA ROAD BEHIND SCHOOL FOR
SPECIALIST NEEDS ILORIN, KWARA STATE**

PRESENTED BY

IBIYEYE AZEEZAH OPEYEMI

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**INSTITUTE OF APPLIED SCIENCE (I.A.S) DEPARTMENT OF
HOSPITALITY MANAGEMENT KWARA STATE POLYTECHNICS,
ILORIN**

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CHAPTER ONE

HISTORICAL BACKGROUND OF SIWES

SIWES was established by ITF in 1973 to solve the problem of lack of adequate practical skills preparatory for employment in industries by Nigeria graduate of tertiary institution.

The scheme expresses students to industry based skills necessary for a smooth transition from the classroom to the world of work. It affords students of tertiary institutions the opportunity of being familiarized and exposed to the needed experienced in handling machinery and equipment which are usually not available in the educational institutions.

Participation in industrial training is a well known education strategy where classroom students are integrated with learning taught before on work experience related to the student academic major career goals. Successful internship foster an experimental learning process that not only promotes career preparation but provides opportunities for learners to develop skill necessary to become leaders in their chosen professions.

One of the primary goals of SIWES is to help students integrate leadership development into the experimental learning process. Students are expected to learn and develop basic non-profit leadership skill through a mentoring relationship with innovation non-profit leaders.

Operators of SIWES are the ITF, the coordinating against (NUC, NCCE, NBTE), employers of the labor and the institutions.

Funding- The Federal Government of Nigeria.

Beneficiaries are undergraduate students of the following: Agriculture, Engineering, Technology, Environmental, Science, Education, Medical science and Pure and Applied sciences.

Duration – Four months for Polytechnic and Colleges of Education and six months for the Universities.

PURPOSE OF SIWES

The Student Industrials Work Experience Scheme (SIWES) is a planned and supervised training intervention based on stated and specific learning and career

objectives which is geared towards developing the occupational competencies of the participants.

It is to be undergone by every tertiary institution students to expose them to industrial work situation. Therefore, SIWES is generic and cut across over 60 programs in Universities, over 40 programs in Polytechnics and about 10 programmes in Colleges of Education.

AIMS AND OBJECTIVES OF SIWES

- I. To make the transition from school to the world of work easier and enhance students contact for later job placement.
- II. To provide an avenue for students in institutions of higher learning to acquire industrial skills and experience in their courses of study.
- III. To prepare students for industrial work situation that they are likely to meet after graduation.
- IV. To expose students to work methods and techniques on handling of equipments and machineries that may not be available in their institutions.

CHAPTER TWO

HISTORY OF EXECUTIVE GUEST HOUSE

Hotel as define by the hotel proprietor Act of 1956 is any establishment set aside as offering food and beverage and if so required sleeping accommodation at a considerable rate to any customer that appear fit, willing and ready to pay for the services required.

The Guest House was opened on November 2009 with the sole aim of offering accommodation to Guest and also food and beverage with other services to customer who are willing and ready to pay. The hotel is located at the Government Reservation Area as it was made to provide service high standard of services to its customers. The hotel has a lodging capacity of rooms of different grades, adequate parking space with car wash service. It has an elegant restaurant that serves both transit and lodging quests with the capacity of 30 quests at a time. It has a medium and L shape kitchen. The hotel has both an open bar and private bar that serves all types of beverage to customers. The hotel also has a hall that is wed for all kinds of conference, wedding reception and other function and it has the capacity of 100. The sole aim of executive guest house is to provide comfortable lodging accommodation, appertizing and appealing meal and also quality food and beverages to customers, and also provide quality and efficient customer services to ensure happy and willing to

return customers and also customers satisfaction while maximazing adequate profit and also staff satisfaction.

ACTIVITIES OF THE GUEST HOTEL

Executive Guest House has a large number of activities to carry out as long as satisfying customers is their major concern, and this include

1. Keeping all rooms in good condition and all the facilities in the rooms in working condition.
2. Handling Reservation properly and effectively both individual and group reservation.
3. Ensuring customers safety and security during their stay in the hotel.
4. Ensuring that the Hotel environment is serence and of high hygienic standard to ensure customer comfort.
5. Proper preparation and service of food and beverage that are of good quality and high standard in a serene and hygienic environment to customer.
6. Handling of all guest data and financial transactions that are carried out in the hotel.
7. Training and supervision of staffs in the hotel to ensure effective and efficient service.

SECTION OF THE GUEST HOUSE

There are various department in the hotel and this include .

- a. The front office
- b. The food and beverage department
- c. The kitchen
- d. The house keeping department
- e. The laundry section
- f. The management

HIGHLIGHTS OF THE DUTIES OF THE VARIOUS DEPARTMENT

THE FRONT OFFICE DEPARTMENT (RECEPTION)

The front is simply known as the front of the house and as well is the sole nucleus of the hotel establishment. It is the first entrance of the hotel building where guests are received and welcomed. It is made up of the receptionist, the front office manager and bridge. Equipment found at the front office include,

A big counter

A table

Chair (depending on how many receptionist per shift)

Guest register

Lodgers book

Key rag

Television set with central satellite connection

Time book

Reservation chart

Room tariff

The three major function of the front office is that

- a. The front office is where guests are welcomed by the receptionist.
- b. The guests registration, choice of room and payment of bill are made.
- c. Allocation of guests rooms

Therefore activities that are carried out at the front desk include

1. Recieving and welcoming of guest
2. Selling of accommodation
3. Checking in of guest and registering them.
4. Checking out of guest and dealing with settlement of guest bills.
5. Handling enquires and providing information when needed
6. Deal with advance reservations when required
7. Allocation of rooms.
8. Handling incoming and outgoing mails and calls.

9. Keeping up to minutes records of rooms status.

10. Keeping proper records of guest information.

The Food And Beverages Department

This comprises of the restaurant and the bar

The Restaurant

The activities carried out at the restaurant included;

1. Cleaning of the restaurant and its equipment in readiness for services
2. Confirmation of menu from the cheff
3. Welcoming of guest
4. Sales of food on the menu to the customers
5. Cleanining of the restaurant and all used equipment
6. Keeping record of sales made.

The Bar

The activities carried out at the bar included;

1. Welcoming of customers and serving them
2. Confirmation of stock at resumption of duty
3. Requisition of items that are out of stock
4. Purchasing of items that are out of stock
5. Closing of stock at close of work before handling over.

6. Cleaning of bar and bar equipment
7. Recording of all purchases and sales made.
8. Making proper account of sales made.

The Kitchen

The activities carried out in the kitchen include;

1. Preparation and production of all kinds of food required from the guest.
2. Keeping proper record of all food items in stock both frozen and dry foods.
3. Requisition of items and purchase of items when out of stock.
4. Keeping proper record of all purchase made .
5. Keeping proper record of the number of covers carried out of the kitchen and sold.

The Laundry Section

The activities carried out in the laundry include;

1. Keeping records of all guest house linens.
2. Purchase of cleaning agents used in cleaning when out of stock.
3. Keeping of all guest house linens clean.
4. Cleaning of guest cloths when required.
5. Keeping record of guests cloths and issuing them accordingly.

The Housekeeping department

Activities carried out here include;

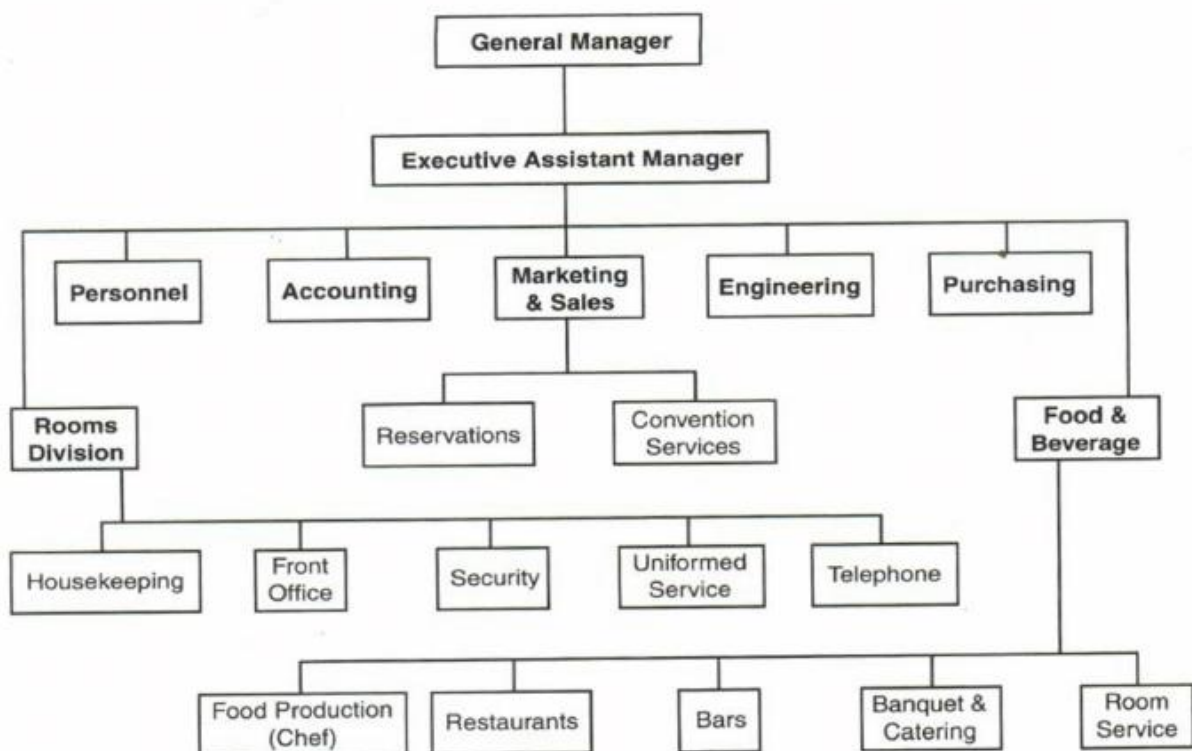
1. The house keeping department are responsible for the cleaning and maintenance of the guest house and its facility therein.
2. Cleaning of guests room.
3. Informing the maintenance section of any facility that required repair.
4. They return every guest items forgotten in the rooms to the reception for identification.
5. Taking care of the maintenance of the guest house.
6. Being in charge of the security of the guest.

Administration Department

1. This is overseen by the general manager, including heads of each department.
2. They are in charge of the entire management of the guest house.
3. They take charge of preparation of voucher and payment for staff salary.
4. They prepare rules and regulations that control the workplace and standards for the effective and efficient running of the guest house.
5. Control and inspect the guest house to ensure the proper management and maintenance of the premises

6. Controls and inspect every financial transactions carried out in the guest house.
7. Entertain guests complains and develop measures in solving them.
8. Crates and maintain a good working environment for both staffs and customer.

ORGANISATIONAL STRUCTURE OF THE GUEST HOUSE.



CHAPTER THREE

EXPERIENCE AT THE GUEST HOUSE

The experience I had at the guest house would be summarized based on the section of the guest house .i was posted to and I was only opportuned to work in four section in the guest house .

The front office

At the reception I carried out the following task.

1. Welcoming of guests.
2. Presentation of guest house tariff to guests and answering any questions where necessary.
3. Selling of accommodation
4. Directing guest on how to fill their resenation forms
5. Writing guests receipt for either full or part payment.
6. Checking in of guest
7. Checking out of guests and dealing with settlement of bill.
8. Handling enquiries and providing information when needed.
9. Dealing with advance reservation
- 10.Allocation of rooms.
- 11.Handling incoming and out going mail.
- 12.Preparation of guest lodger
- 13.Keeping up to minute records of room status
- 14.Keeping records of guest information.

The food and beverage section

This comprises of the restaurant and bar and I carried out the following task while serving there;

At the restaurant

1. Confirmation of menu each day from the chef
2. Welcoming guest into the restaurant.
3. Introduction of the menu to the guests and taking order the use of docket.
4. Serving of guest accordingly
5. Presentation of guests bills once they are done with their meals.
6. Receive payment and record all payment made.
7. Cleaning of the restaurant at the end of service each day
8. Cleaning of tables after service

The Bar

1. Checking of stock at resumption of duty.
2. Stock confirmation and placing of order for item not available or those that are less.
3. Welcoming of guest into the bar
4. Taking order from guests and serving them.
5. Cleaning of the bar after service
6. Recording every sales made in relation to what is on the stock book.

House keeping

At the house keeping section I carried out the following task;

1. Receives key from the reception for rooms that the guests have checking.
2. Dusts all items available in the rooms.
3. Checking that all appliance are in good working condition and any fault notice is then reported to the reception.
4. Change the bed layings and lay new beddings properly.
5. Dusts,sweep and mop the rooms and toilet properly.
6. Sweeping and cleaning of all passages.

7. Checking for forgotten items and retuning such items to the receptions for identification and claims.
8. Leaving cleaned rooms open for 15 minute for ventilation and for the rooms to dry properly.
9. Handling over all used bed sheet and blanket to the laundry.
10. Handling over keys of cleaned rooms over to the reception.
11. Rooms still are cleaned only when permission is being granted by the guest occupying the rooms.

CHAPTER FOUR

CHALLENGES ENCOUNTERED

1. Difficult in locating a place of attachment.
2. Poor attitude of staffs of the establishment towards student on attachment.
3. Refusal to allocate duties to students on attachment.
4. Inadequate fund for transportation to and fro to place of attachment.
5. Lack of proper supervision while on attachment.

IMPACT CREATED

1. Introduction of uniform to be worn by the staffs of the establishment.
2. Suggestion on proper stock taking and records to the establishment.
3. Suggestion on how to improve staff to staff as well as staffs to customer relationship
4. Suggestion on good maintenance procedure to be followed to avoid frequent breakdown of equipment which leads to a break in services.

EXPERIENCE GAINED IN SIWES

Experience denotes the knowledge and skills that one has gained through doing one thing or another for a period of time. My experience during my SIWES makes me understand practical aspect of hospitality, I learnt how to relate with people and also it prepares me for a professional career

SUMMARY

Student industrial work experience scheme programme has exposed me to the basic knowledge of the activities carried out in Hotels and guest house

such as welcoming of guests as well as creating a serene, accommodating and conducive environment for the guests during their stay, staff satisfaction, good staffs and customer relationship while maximizing profit and maintaining an establishment goals and objective and also maintaining standard and these has gone a long way to give me relevant knowledge of hospitality and tourism as a course of study.

CONCLUSION

In conclusion, the SIWES programme has bridged the gap between theory and practice among student of tertiary institution, as it provides on-the-job practical experience for students as they are exposed different work methods and techniques.

RECOMMENDATION

It is therefore recommended that,

- (i) SIWES should be properly presented to potential sponsors, such as banks, multinational companies, and other corporate institutions for support in creating placement opportunities, training, equipment, facilities as well as direct funding from SIWES.
- (ii) Policies guiding the overall operation of this scheme should be formulated and heeded to.
- (iii) SIWES program should kick start with a transportation allowance given to students to enable them transport themselves to their place of attachment.
- (iv) Proper awareness should be created on the relevance of SIWES in the various institutions around the nation.
- (v) Students' performances during the industrial attachment should be rewarded in order to motivate them to do more.