



TECHNICAL REPORT
ON
STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME
(SIWES)

HELD @
SAVE HAVEN HOTEL ABEOKUTA OGUN STATE

COMPILED BY:
IBRAHIM MUINAT OMOLAYO
ND/23/BAM /PT/0215

SUBMITTED TO:
THE DEPARTMENT OF BUSINESS ADMINISTRATION , INSTITUTE OF
FINANCE AND MANAGEMENT STUDIES
(I.F.M.S)
KWARA STATE POLYTECHNIC, ILORIN
IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE
AWARD NATIONAL DIPLOMA (ND) IN BUSINESS ADMINISTRATION,
KWARA STATE POLYTECHNIC, ILORIN.

AUGUST-DECEMBER. 2024

DEDICATION

This report is dedicated to Almighty GOD who guides me throughout the completion of my SIWES program and for his mercies, loving, kindness towards me and provision of life.

ACKNOWLEDMENT

My praise goes to almighty God for his grace and mercy over my life, towards the success of my SIWES. And to my lecturers who guided me well diligently and to my entire staff in SAVE HAVEN HOTEL ABEOKUTA OGUN STATE and my supervisor OGUNDIYI SUSAN ARINOLA who have help me getting more about the profession thank you sir.

PREFACE

This program, student industrial work experience scheme SIWES gives student technical fields of discipline, the opportunity of going out into the real world of works to replenish the theoretical experience they have gained at school with practical experience which can only be obtained by day working directly with those practicing it day by day.

TABLE OF CONTENTS

TITTLE PAGE

DEDICATION

ACKNOWLEDGMENT

PREFACE

CHAPTER ONE

INTRODUCTION THE IMPORTANCE OF SIWES

AIMS AND OBJECTIVES OF SIWES

CHAPTER TWO

HISTORICAL BACKGROUND OF SAVE HAVEN HOTEL ABEOKUTA
OGUN STATE

DEPARTMENT IN THE ORGANIZATION

CHAPTER THREE

EXPERIENCE ACQUIRED DURING SIWES

CHAPTER FOUR

SUMMARY

RECOMMENDATION TO SIWES

CONCLUSION

CHAPTER ONE

1.0 INTRODUCTION

Siwes simply means student industrial work experience scheme (siwe) and is the accepted, skills training programme which forms part of the approved minimum academic standards in the various degree programme for all the Nigeria universities. it is an effort to bridge the gap existing between theory and practical of engineering and technology, science, agriculture mechanic, management and other professional educational programme in nigeria tertiary institutions and the industry can (employ of laboring) it aimed at exposing, professional work methods and ways of safe guarding the work area and workers in industries and other organization. It is for mouths industrial attachment PROGRAMME for the time student in national diploma.

1.1 THE IMPORTANCE

The student industrial work experience schemes (SIWES) is important in the science that it compliment with student theoretical experience gained if properly attended. Below are some of the importance of this program are:

1. The program gives student industrial work experience scheme (SIWES) student's technical field of discipline the opportunity they have gain at school with practicing night day by day.
2. It gives room for human relation and communication skill development which one needs in his her field.
3. It allows student to know the code of conducts i.e as stipulated by the government of the constitution of the organization
4. It serves as avenue for student to make use of the theoretical knowledge complement each

5. It gives confidence to student in the manipulative, coordination and technicality of their work especially in tasks involving engineering and machinery manipulation.

1.2 AIM AND OBJECTIVES OF SIWES

Specifically, the objectives of the students industrial work experience scheme is to

1. Provide an avenue for students industrial work experience in their course of student.
2. To enhance students contacts for later job placement.
3. Provide student knowledge in real work situation, there by bridging the gap between institution work and actual practices.
4. Prepare students to be familiar with work method and techniques in handling equipment and machinery that may not be available in the institution.
5. Prepare students for the work situation they are likely for the work situation they are likely for the work situation they are likely to meet after graduation.

CHAPTER TWO

2.0 SAVE HAVEN HOTEL ABEOKUTA OGUN STATE

HISTORICAL BACKGROUND

Save Haven Hotels, Abeokuta - a home away from home - is a combination of historic traditions and modern life. Our city is culturally-rich, located in the heart of the Southwest, Nigeria, and surrounded by gorgeous scenery and a variety of adventure possibilities for every level of fitness. We provide a 24-hour front desk and room service for guests. You'll find an ideal balance of character, comfort, and customer service.

With two beautiful locations conveniently situated from all of Rock City's best attractions, Save Haven is a place of world-class hospitality. Even if unprepared, you are not likely to leave without lodging! Save Haven Hotels in Abeokuta, Ogun State, Nigeria, presents a harmonious blend of historic traditions and modern amenities, offering guests a welcoming and comfortable experience. The hotel is strategically located in the culturally rich heart of Southwest Nigeria, surrounded by scenic landscapes and a variety of adventure opportunities suitable for all fitness levels.

The hotel operates two beautiful locations in Abeokuta, each conveniently situated near the city's prime attractions, ensuring guests have easy access to explore the vibrant surroundings. Both locations are designed to provide a home-away-from-home atmosphere, emphasizing character, comfort, and exceptional customer service.

Save Haven Hotels offers a range of services to cater to diverse guest needs:

- **Lodging:** Each room is air-conditioned and tastefully decorated with rustic charm, providing a clean and friendly base for exploration.
- **Restaurants:** The hotel places a strong emphasis on food, with restaurants integral to its success. Menus are inspired by seasonality, freshness, and local flavors, offering guests a delightful culinary experience.
- **Bars:** The hotel's bars are designed to bring people together, offering a selection of perfectly curated drinks in a modern setting, complemented by genuine hospitality.

To enhance the guest experience, Save Haven Hotels provides first-class facilities, including free Wi-Fi throughout the property, flat-screen TVs with DSTV channels in each room, spacious lounges for relaxation and meetings, private bathrooms equipped with essential amenities, and uninterrupted power supply ensured by a dedicated electricity grid and standby generators.

The hotel maintains a 24/7 customer care service, ensuring that guest needs are promptly addressed at any time. The two locations in Abeokuta are:

- **Leme, Opposite Sam Ewang Estate:** 19, Oyenekan Oyerogba Street, Olosan, Off Abiola Way, Abeokuta, Ogun State. Contact: +234 907 033 1285, +234 815 567 1111.
- **Idi-Aba (Annex):** Save Haven Hotel Building, Sogbamu Close, Idi-Aba, Abeokuta, Ogun State. Contact: +234 808 049 1892, +234 904 452 6030.

Save Haven Hotels invites guests to experience world-class hospitality in Abeokuta, ensuring that even those arriving unprepared are likely to find comfortable lodging. The hotel looks forward to welcoming visitors to their 'Safe Haven.'



LODGING

Each of our rooms are air-conditioned and tastefully decorated with a rustic charm, providing you a clean, friendly base for exploring all that SAVE HAVEN has to offer.

While our rooms are decked out in classic design, they each have a modern flair, and contain all the modern comforts expected in today's luxury hotels. We're always available to explain each room in more detail so you can make the best selection that is good for you.



RESTAURANTS

We are passionate about food and regard our restaurant as integral to the success of our hotels. Seasonality, freshness and local flavours are fundamental inspirations to our menus' composition.

As we believe well-being is a holistic lifestyle, eating good food is paramount. In this way, our menus respect today's healthy dietary requirements to propose dishes that are a feast for the eyes and a delight for the palate. Our certified nutritionist collaborates with our chefs to create mouth-watering options without compromising your healthy eating habits.



BARS

At Save Haven legendary bars, we bring people together with perfectly selected hotel drinks and genuine hospitality in a modern bar setting. A range of drinks is provided at the bar.

2.3 PROBLEM ENCOUNTERED DURING THE PROGRAMME

1. The major problem I encountered was the problem of finance as I had to transport myself from home to the station and the organization did not pay IT student.
2. Another problem I encountered was that in the station, they see IT student as clerk thereby sending us on errands like buying food, washing plate, making tea for the staff and so on.
3. Another problem I encountered was that they are bias and underrate IT student as if they are not human being.

CHAPTER THREE

3.0 DEPARTMENT SAVE HAVEN HOTEL ABEOKUTA OGUN STATE

- 1. FRONT OFFICE:** Manages guest reservations, check-ins, check-outs, and provides information and assistance to guests throughout their stay.
- 2. HOUSEKEEPING:** Responsible for cleaning and maintaining guest rooms and public areas to ensure a comfortable environment.
- 3. FOOD AND BEVERAGE:** Oversees the hotel's restaurants and bars, ensuring quality dining experiences. Save Haven Hotels emphasizes their passion for food, considering their restaurant integral to their success. They focus on seasonality, freshness, and local flavors in their menu compositions.
- 4. MAINTENANCE:** Ensures that all hotel facilities and equipment are in good working condition, addressing any repairs promptly.
- 5. SALES AND MARKETING:** Promotes the hotel, manages advertising campaigns, and works to attract new guests and events.
- 6. HUMAN RESOURCES:** Manages staff recruitment, training, and welfare to maintain a motivated workforce.
- 7. SECURITY:** Ensures the safety and security of guests, staff, and hotel property.

3.1 EXPERIENCE ACQUIRED DURING SIWES

I started my SIWES training on 10th August, 2024. The day I started I and other it was introduced to the staff of RECEPTION, LAUNDRY, KITCHEN, PORTAL AND HOUSE CLEANING MAINTAINACE SAVE HAVEN HOTEL I was attached to my supervisor MRS. OGUNDIYI SUSAN ARINOLA She taught me a great thing I can never forget as this has greatly added a great value in my life, some of them are how to monitor customer and how to relate with them.

1. how to attend to customers

2. I was there to learn on how to attend to customer and communicate to the customer from my co-workers

3. I practice how to be entering items on system
4. I learn on how to collected reservation and fort it down
5. I try to prepare double & egg and try to prepare jollof rice and it was taste by manager and she said is lovely

CHAPTE FOUR

4.1 SUMMARY

The period of SIWES training as made it possible for the student to acquire the necessary fundamental experience the field of journalism and broadcasting.

The experience and entail the news gathering and writing for broadcasting and print medias well as various process involve in preparing magazine programmed a typical broadcast media this include on how to anchor interview programme news casting and delivery and presenting and the theoretical aspect of handling camera, the list is endless.

4.2 RECOMMENDATION TO SIWES

As matter of responsibilities the federal government to contribute, immensely to the upliftment of this programme by putting in place a considerable compensation for the student who embarked on this kind of stressful and dreary programme. The federal government has a lot of role to play in building up a brighter future (the next penetration) in order to maintain the peace and stability of the state.

Furthermore, a lot of task also lies on the school authority to the orientate and enlighten their student on the expected things they are going to face or encountering pleasantly or in the other hand when they got their various placement of works before the commencement of the programme.

4.3 CONCLUSION

I am appealing to all institution that they should get their student involve in the SIWES programme because I believe that they can be able to know more about their profession and be able to relate with people anywhere they go for their programme because it will expose them to various technical aspect of their profession which may not be privilege to undergo in the institution.