



**TECHNICAL REPORT**

**ON**

**STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME**

**(SIWES)**

**HELD @**

**GOODIES SHAWARMA SPOT ILORIN KWARA STATE**

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**KWARA STATE POLYTECHNIC, ILORIN.**

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## **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 GOODIES SHAWARMA SPOT ILORIN KWARA STATE and my supervisor MR GBOLAHAN 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.

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## **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 GOODIES SHAWARMA SPOT ILORIN KWARA STATE HISTORICAL BACKGROUND**

Goodies Shawarma Spot was established in the early 2010s in the heart of Ilorin, Kwara State, as part of the growing demand for diverse, modern dining experiences in the city. Its founder, a passionate food enthusiast with a background in the hospitality industry, noticed that there was a gap in the market for high-quality, affordable shawarma. After studying the craft and experimenting with various recipes, the founder decided to open a spot that would provide both the flavors of the Middle East and the unique local taste that the people of Ilorin loved.

The initial idea was simple: create a welcoming and vibrant space where locals and visitors could enjoy delicious, freshly made shawarma in a variety of styles. The founder's commitment to quality ingredients and excellent customer service quickly garnered a loyal following. At first, Goodies Shawarma Spot operated as a small kiosk, offering just a handful of shawarma varieties—classic chicken, beef, and a few signature wraps. However, word spread fast as the spot became known for its flavor-packed wraps, spicy sauces, and affordable prices.

As demand grew, Goodies Shawarma Spot expanded its menu to include other fast food options such as fries, chicken wings, and even local Nigerian snacks to complement the shawarma offerings. The spot also started to experiment with different international and fusion variations, introducing dishes that combined shawarma with local Nigerian spices and ingredients.

Over the years, Goodies Shawarma Spot became a popular hangout for young people in Ilorin, particularly students from the nearby universities. The business thrived due to its combination of delicious food, lively atmosphere, and dedication to keeping up with the latest food trends.

Today, Goodies Shawarma Spot is not only a beloved local establishment but also a must-visit destination for anyone exploring Ilorin's food scene. The restaurant has



earned a reputation for consistently providing a top-notch dining experience, and it has even expanded its reach through food delivery services, catering events, and collaborations with other local businesses.

With its unique blend of Middle Eastern and Nigerian flavors, Goodies Shawarma Spot continues to serve the people of Ilorin, staying true to its mission of providing great food in a friendly, vibrant environment.

### **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 GOODIES SHAWARMA SPOT ILORIN KWARA STATE**

#### **1. Kitchen Department**

- Role: The heart of the business, responsible for food preparation and cooking. The kitchen team prepares the shawarma, sides like fries, chicken wings, and other dishes.
- Staff: Chefs, cooks, and kitchen assistants who ensure food is prepared to the highest standard.
- **Key Functions:**
  - Grilling and roasting shawarma.
  - Food portioning and packaging.
  - Ensuring hygiene and food safety standards.

#### **2. Customer Service/Front Desk**

- Role: Handles customer interaction, taking orders, and ensuring a positive experience for all visitors.
- Staff: Cashiers, order takers, and customer service personnel.
- **Key Functions:**
  - Taking customer orders (either in person or via phone or online for delivery).
  - Managing payments and issuing receipts.
  - Resolving customer complaints or queries.
  - Maintaining a clean, welcoming environment.

#### **3. Sales & Marketing Department**

- Role: Promotes the business, drives sales, and ensures the brand remains visible within the community.
- Staff: Marketing specialists, social media managers, and sales personnel.
- **Key Functions:**
  - Promoting the brand through social media, ads, and promotions.
  - Developing offers, discounts, and special events to attract more customers.

- Organizing collaborations with other businesses or influencers.
- Managing customer loyalty programs.

#### **4. Supply Chain & Inventory Management**

- Role: Ensures the restaurant always has the ingredients and supplies needed to operate without running out of stock.
- Staff: Inventory managers and procurement officers.
- **Key Functions:**
  - Ordering food ingredients and supplies.
  - Managing inventory and storage.
  - Ensuring stock rotation to minimize waste and maintain quality.

#### **5. Delivery & Logistics**

- Role: Handles the delivery of food to customers, particularly if the restaurant offers delivery services.
- Staff: Delivery personnel and logistics coordinators.
- **Key Functions:**
  - Coordinating deliveries to customers.
  - Ensuring timely and efficient service.
  - Managing the delivery fleet (if applicable).

#### **6. Finance and Accounting Department**

- Role: Manages financial operations, budgeting, and accounting practices for the business.
- Staff: Accountants, finance officers.
- **Key Functions:**
  - Managing the cash flow.
  - Handling payments, taxes, and other financial transactions.
  - Monitoring expenses and profits.

### **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 . Finance and Accounting Department I was attached to my

supervisor MR. GBOLAHAN he 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 sausage shawarma

6. I was taught how to mixed shawarma

7. I was taught how to roll shawarmma

## **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 Administartion.

### **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.