



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

**HELD AT:  
ROTANA HOTEL**

**OPPOSITE ENTERPRISE GROOMING INSTUTE (EGI, FATE RD, ILORIN  
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## **DEDICATION**

My sincere dedication goes to Almighty Allah for giving me this great opportunity to be part of this programme, seeing me through the SIWES and to my beloved parent Mr. and Mrs. Akeem for their support up to this level.

## **ACKNOWLEDGMENT**

All praises, thanks and adoration are due not to any other creation except Almighty Allah the creator of all creation, omnipotent, omnipresent, the one who makes impossibility to be possible.

Firstly, my gratitude goes to my parent Mr. and Mrs. Akeem for giving me their optimum support financially and spiritually. I pray that may you reap the fruit of your hard labour.

My thanks also goes to my able SIWES coordinator deserves my appreciation for countless reason. May Almighty Allah reward you abundantly and accordingly.

And finally to the quintessential lecturers of Leisure and Tourism Department, Kwara State Polytechnic, Ilorin I want to thank you for your dedication and the infinite time you have spent in building me into a professionalism in Hospitality/Tourist Management. Thank you.

I say a big thanks to you all.

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## **CHAPTER ONE**

### **1.0 INTRODUCTION TO STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)**

#### **1.1 BACKGROUND OF SIWES**

The Student Industrial Work Experience Scheme (SIWES) was established through the Industrial Training Fund (ITF) as a result of the realization by the Federal Government in 1973, of the need to introduce a new dimension to the quality and standard of university education obtained in the country in order to achieve the much needed technological advancement because it has been shown that a correlation exists between a country's level of economic and technological advancement and its level of investment in manpower development. The scheme exposes students in industrial-based skills required for a smooth transition from the lecture room to the outside world. It affords students of tertiary institutions the opportunity of being familiarized and exposed to the needed experience in handling machineries, equipment and skills which are usually not available in their educational institutions. Participation in SIWES has become an essential pre-condition for the award of Diploma and Degree Certificates in specific disciplines, Microbiology inclusive, in most institutions of higher learning in the country in accordance with the educational policy of the Nigerian government. The operators and coordinators of this scheme are the; ITF, National University Commission (NUC), National Board for Technical Education (NBTE), employers of labour and the institutions.

The scheme is funded by the Federal Government of Nigeria. The functions of the bodies mentioned above, among others are as follows.

- i. Ensure adequate funding of the scheme.
- ii. Establish SIWES and accredit units in the approved institutions.
- iii. Formulate policies and guidelines for participating bodies and institutions as well as appointing SIWES coordinators and supporting staff.
- iv. Supervise students at their places of attachment, sign their log books and Industrial Training Fund (ITF) forms.
- v. Vet and process students log books and forward them to ITF area office.
- vi. Ensure payment of allowances to the students and supervisors.

Hence, the success or failure of the Students Industrial Work Experience Scheme (SIWES) depends on the efficiency of the ministries, ITF, Higher institutions; employers of labour and of course the students partaking and the general public involved in the articulation and management of the programme.

## **1.2 OBJECTIVE OF SIWES**

The objectives of SIWES are as follows:

- i. To provide an avenue for students in higher learning institutions to acquire industrial skills and experience in their respective courses of study.
- ii. To provide the students with the opportunities to be involved in the practical aspect of their respective disciplines; thus creating more understanding to the theoretical aspect taught in their lecture rooms.
- iii. To keep students abreast of the latest developments and innovations in their disciplines.
- iv. To expose students to sophisticated machineries that might not be readily available in their institutions.
- v. To prepare students for the likely challenges they will face in the labour market.
- vi. To enable students, make reasonable choices of their fields of specialization.
- vii. To make the transition from the schooling to field of work easier through enhancing students' contact for later job placement.
- viii. Provide students with the opportunities to apply their educational knowledge in real work situations, thereby bridging the gap between theory and practice; and
- ix. To bring students of different institutions, ethnic backgrounds, mentalities and religion under the same umbrella in which they learn to tolerate one another, work together, be of their best behaviors, share ideas and make good friends with each other, within a very short period of time.

## **CHAPTER TWO**

### **DESCRIPTION OF THE ESTABLISHMENT OF THE ATTACHMENT**

#### **2.1 BRIEF HISTORY OF THE ESTABLISHMENT**

Rotana Hotel, Ilorin, is a well-established hospitality brand known for its excellent customer service, modern facilities, and commitment to high hospitality standards. Over the years, the hotel has gained recognition as one of the leading accommodation and leisure destinations in Ilorin, catering to both local and international guests. This chapter provides a historical overview of the hotel, including its establishment, growth, and contributions to the hospitality industry in Ilorin.

#### **2.2 ESTABLISHMENT AND EARLY YEARS**

Rotana Hotel was established to meet the growing demand for quality hospitality services in Ilorin, Kwara State. The hotel was founded with the vision of providing luxurious yet affordable accommodations for travelers, business executives, and tourists. From its inception, the hotel aimed to deliver world-class services, ensuring customer satisfaction through well-furnished rooms, excellent dining options, and state-of-the-art facilities.

Since its establishment, Rotana Hotel has undergone significant transformations to enhance its service offerings. The hotel started with a limited number of rooms and basic facilities but gradually expanded to include:

- A larger number of well-furnished rooms and suites.
- Conference and event halls for corporate and social gatherings.
- A restaurant offering a diverse menu of local and international cuisines.
- Additional recreational facilities such as a gym, lounge, and swimming pool.

#### **2.3 VARIOUS DEPARTMENT OR SECTIONS IN THE ESTABLISHMENT AND THEIR FUNCTIONS**

1. Reception
2. Kitchen / restaurant / bar
3. Laundry
4. Club hall
5. House keeping

**1. RECEPTION:** This is where guest and visitors go first when they are arriving in the hotel. They show the room to the guests and give them the attention needed for comfort ability. They know when the guest checks in and check out.

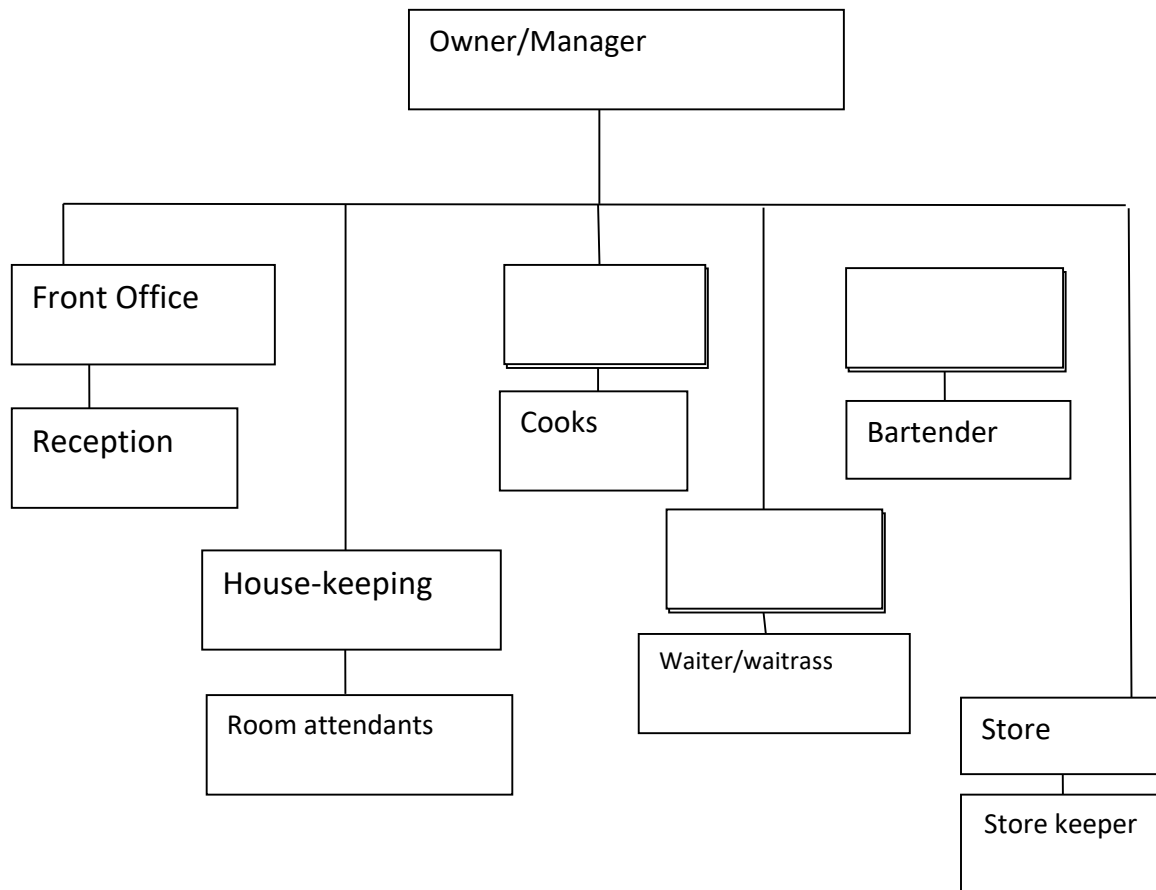
**2. KITCHEN / RESTURANT AND BAR:** The kitchen is the place where all kinds of dishes like fried rice, boiled yam, egg sauce, afang soup, egusi soup, vegetable soup, e.t.c are produced. The restaurant does the serving of the dish to the guest, while the bars serve drinks to the guest, alcoholic and non-alcoholic drinks are sold as well.

**3. LAUNDRY:** The laundry section is where the clothes of the guest are been laundered including the bed spreads.

**4. CLUB HALL:** The club hall usually used for ceremonies and occasions like Birthday, wedding, Child Dedication e.t.c. it is used for event.

**5. HOUSE KEEPING:** The Housekeeping tides the rooms of the Offices of the Management.

## ORGANIZATION CHART OF ROTANA HOTEL



## CHAPTER THREE

### 3.0 EXPERIENCE GAINED DURING THE TRAINING.

During my Student Industrial Work Experience Scheme (SIWES) training at Rotana Hotel, Ilorin, I gained invaluable hands-on experience in various aspects of hotel management and operations. The training exposed me to real-life applications of hospitality services, allowing me to develop both technical and interpersonal skills crucial for a successful career in the industry.

One of the most significant experiences I acquired was in **customer service**. I learned how to professionally interact with guests, handle their inquiries, and provide solutions to their concerns. The ability to remain calm and courteous while dealing with difficult guests was an essential skill I developed. Through practical engagement, I understood the importance of communication, active listening, and problem-solving in ensuring guest satisfaction.

Additionally, I was actively involved in **hotel operations and policies**, where I gained insights into how a hospitality establishment functions. I learned about the check-in and check-out processes, reservation management, and the importance of maintaining accurate guest records. Understanding hotel policies on reservations, cancellations, and security measures helped me appreciate the level of organization required to run a successful hotel.

My training also included working in the **housekeeping department**, where I learned how to clean and prepare guest rooms to meet the hotel's high standards. I was taught how to properly arrange rooms, replace linens, and maintain hygiene in both private and public areas of the hotel. Cleaning and maintaining guest rooms required attention to detail, efficiency, and adherence to standard operating procedures. Furthermore, I gained hands-on experience in **washing bed sheets and handling laundry services**, which involved sorting linens, operating washing machines, ironing, and ensuring that all beddings were fresh and neatly arranged for guests.

Another important aspect of my training was learning about **reselling and cross-selling techniques**. I discovered how hotels maximize revenue by offering guests additional services, such as room upgrades, restaurant services, and access to premium amenities. I was taught how to identify guest needs and professionally recommend

suitable services, helping to enhance customer satisfaction while boosting the hotel's income.

### **3.1 SPECIAL SKILLS ACQUIRED**

My general experiences are as follows:

1. I learnt how to serve dishes especially African dishes
2. I learnt how to prepare African dishes
3. I learnt how to make use of some of the equipment in the Kitchen.
4. I learnt about Hotel Management.

My working experience which I got from working at the reception was a one time opportunity to have adequate knowledge of how hotel is supposed to be managed.

The movement being actualized in a hotel involves annual of guest and the critical period of the hotel.

It is at this time the strongest impressions are formed by the front office is the department that deals with new arrival.

#### **Below are some objectives that I possessed at the reception**

- i. I ensure that I create a good first impression toward guest to show how casual and of good will the organization standards portray.
- ii. Ensure that rate is not changed from current rate.
- iii. I make sure I thank guest for choosing our hotel.
- iv. I conduct regular security checks throughout the day and report the issues to manager.
- v. Waiting in line, time at check in and checkout must be well recorder never exceed 10 minutes.

#### **My involvement at the housekeeping department**

I ensured that all floors are clean including the general surrounding, restaurant bars, banquet hall, and offices. I learned how to clean linen and ensuring it is neat.

#### **My Involvement at the Kitchen Department**

It was a big fast working in the kitchen department at first I saw a lot of new utensil that am not familiar with.

My main Concentration in Kitchen Department was providing guest with their meals at the hotel.

The kitchen of an hotel is organized and directed by the Head chef who divides his total kitchen staff into sections, , each one of which is responsible for a particular contribution to the entire food production system.

I later got to learn how to prepare some delicacy which are later served to guest. A well-groomed staff of a kitchen department represent qualities of hygiene professionalism management and reliability.

### **My Involvement in the Banquet**

Banqueting is the term used to cover the service of special functions in an establishment which is separate from the normal service found in the hotel restaurant. It functions include luncheon parties, conferences, cocktail parties, wedding, dinner dance and so on.

### **My Involvement in the Restaurant**

The restaurant is an apartment made or designed for the main purpose of serving foods and beverages of choice to both residents and non-residents guest. I participated in ensuring the place is attractive, neat, and the provided with necessary table equipments. I ensured that the menu card is placed on the table to enable customers make their choice.

## **3.2 HANDS-ON TRAINING IN CUSTOMER SERVICE**

One of the most significant aspects of my training was customer service, which is the backbone of the hospitality industry. I was actively involved in interacting with guests, addressing their inquiries, and providing assistance to ensure they had a pleasant stay. Through this experience, I developed strong interpersonal skills, including patience, attentiveness, and effective communication.

I learned how to handle different types of guests, from first-time visitors to regular customers, and understood the importance of personalizing guest experiences to enhance customer satisfaction. I also gained experience in handling complaints professionally, ensuring that guests felt heard and valued. In addition, I was trained on how to provide information about the hotel's facilities, services, and local attractions, further improving my ability to assist guests effectively.

### **3.3 EXPOSURE TO HOUSEKEEPING AND HYGIENE STANDARDS**

Housekeeping plays a vital role in maintaining a hotel's reputation, as cleanliness directly impacts guest satisfaction. During my training, I actively participated in housekeeping duties, including room cleaning, bed-making, and maintaining hygiene in guest areas. I was trained on different cleaning techniques, such as proper dusting, vacuuming, and sanitization of surfaces.

I also gained practical knowledge about laundry services, including washing and ironing bed sheets, towels, and staff uniforms. Understanding the proper use of detergents, disinfectants, and fabric care techniques was essential in ensuring high hygiene standards. Additionally, I learned the importance of inspecting rooms after cleaning to ensure they met the hotel's quality standards before guests arrived. This experience helped me appreciate the attention to detail required to uphold the hotel's cleanliness and hygiene policies.

### **3.4 LEARNING HOTEL MARKETING STRATEGIES**

Marketing is a crucial aspect of hotel management, as it directly affects revenue generation. During my training, I was introduced to various hotel marketing strategies, including reselling and cross-selling techniques. Reselling involves encouraging guests to extend their stay or book additional services, while cross-selling focuses on promoting complementary services such as spa treatments, room upgrades, or restaurant offers.

I learned how to identify guest needs and recommend services that would enhance their experience while increasing hotel revenue. This required effective communication skills and an understanding of customer preferences. Additionally, I observed how promotional offers and discounts were strategically used to attract guests and encourage repeat visits. This experience gave me insight into how hotels maintain customer loyalty and generate consistent revenue.

### **3.5 TEAMWORK AND LEADERSHIP DEVELOPMENT**

The hospitality industry is built on teamwork, as different departments must work together to ensure smooth hotel operations. Throughout my training, I collaborated with housekeeping staff, receptionists, kitchen staff, and management personnel. This

experience helped me develop strong teamwork skills, including cooperation, adaptability, and mutual respect.

I also observed leadership in action, particularly through the hotel manager's role in overseeing daily operations. I learned how effective leadership involves delegating tasks, resolving conflicts, and motivating staff to maintain high service standards. The ability to work under pressure while maintaining professionalism was a key lesson I gained from this experience.

### **3.6 KITCHEN EXPERIENCES**

#### **MAKING OF DISHES BOILED YAM AND EGG SAUCE**

##### **RECIPES**

4 slice of Yam, 2 fresh egg, 5 seed of fresh tomatoes, 2 seed of pepper, tea spoonful of salt, a cube of maggi, Onions, Carrots, Green beans, Ground nut oil, some quantity of water.

1. Peel the yam. Cut into small sizes and put into a clean pot. Add enough water to cover all the slices. Add 2 tablespoons of salt and allow to boil for about 20 -30 minutes.
2. Drain water from the cooked yam and put back on fire. Leave to dry completely.
3. Dice fresh tomatoes, onion and peppers into a saucepan. Do not add water. Leave to simmer.
4. Add vegetable oil sufficient to cover up all the ingredients in the pan. Add salt to taste.
5. Put in two cubes of Knorr, 1 teaspoon of curry powder and one teaspoon of thyme and saute for about 10-15 minutes.
6. Crack the eggs into a clean bowl and whisk until white and fluffy.
7. Gently pour the eggs into the mixture, stirring as you pour. Stir at intervals with a ladle.
8. Pluck pumpkin leaves or Moringa leaves. Wash twice with salt and rinse under running water.
9. Shred the vegetables and add them to the saucepan. Stir.
10. Reduce the heat and allow to simmer for 5 minutes.
11. Serve yam and egg sauce together on a plate.



## **WHITE RICE WITH STEW**

### **RECIPES**

3 cups of Rice, a tin of Tomatoes, 8 seeds of fresh tomatoes, 4 seeds of pepper, 1 Onion, Groundnut oil teaspoon full of salt, Kilogram of Meat, Curry leave, Curry powder, them, 2 cubes of maggi, some quantity of water.

### **METHOD OF PREPARATION**

Wash the Rice and par boil it, the boil finally put the groundnut oil on the fire and add salt, Onions and allow to fry, then put the grinded tomatoes and allow to fry, then add the tin tomatoes and allow to fry, then Spice the stew with curry and thyme, after that you add the stewed meat and add the curry leave and allow to boil dish into a plate with white Rice.



### **GRANISED INDOMIE WITH PLAIN OMELETTE**

RECIPE 2sachet of Indomie, 1 fresh tomato, 1fresh pepper Onions, groundnut oil, 2egg, carrot green beans water.

### **METHOD OF PERPARATION**

Add water to the pot and apply heat, then allow it to heat very well, then add the Indomie and allow to boil, then sieve it and put the empty pot on fire add groundnut oil, Onions, tomatoes, pepper, carrot, green beans then the spice of the Indomie and allow to fry then add the parboiled Indomie and stir, then fry the egg an remove from heat dish the garnished Indomie with the plain Omelette in a plate.



## **CHAPTER FOUR**

### **SUMMARY, CONCLUSION AND RECOMMENDATION**

#### **4.1 SUMMARY OF ATTACHMENT ACTIVITIES**

The Industrial attachment programme also known as student Industrial work experience Scheme (SIWES) is an appreciable skills acquisition programme designed to expose Students to the real life working experience. The Student to the practical oriented aspects of their chosen professions so as to achieve the much needed technological advancement for the Nation.

This SIWES report gives and contains a full explanation of the activities carried out by me Akeem islamiat Atoke at Rotana Hotel establishment in Kwara State. The report explains the details of the event and activities and outlined under each chapter. It started with an introduction, objectives of the programme in chapter-i. And Chapter-ii talks about different section and their function. Chapter three/four explains the activities been carried out during the programme, finally chapter five being the last chapter highlighted problem, then the report was concluded with summary.

#### **4.2 PROBLEMS ENCOUNTERED DURING SIWES**

I encountered numerous problems during my Industrial training programme at the Goldiamond Hotel. the major payment areas are highlight below

**1. LATE PAYMENT SALARY:** The establishment normally pay their salary very late and I.T. student find it very difficult to cope with transportation, atimes there will be no money for transportation. By so doing the person have to walk on feet, and these bring about latest to duty.

**2. PROBLEM S OF LIGHT:** Light is the major things an establishment needs for proper running, and also for comfort of the guest and functioning of the facilities and equipment in an establishment but the absent of light bring about discomfort of guest and poor management of the establishment.

**3. INADEQUATE FACILITIES:** The establishment didn't provide any accommodation for the I.T. and SIWES Students.

**4. COMMUNICATION:** There was poor and ineffective information dissemination due to complex links the establishment.

**5. POOR SECURITY:** The establishment did not provide security, which makes SIWES Students to be at risk, Arm robbers so disturb at night most times which is a threat to the lives of Students.

**6. PROBLEM OF SECURING A PLACE OF ATTACHMENT:** I had most of problem searching for a place of attachment for my SIWES, because most establishment my placement request.

#### **4.3 CONCLUSION**

Industrial Training is very important educative and interesting, it is a programme that exposes undergraduate toward of paid. It makes s of responsibility and be diligent to work. Extending the programme to more than four month will be better for the student to have more time to learn and gain all the practical experiences needed.

#### **4.4 RECOMMENDATIONS**

1. The establishment should provide a very good security in establishment for comfort of the I.T Student and SIWES Students, the guest and their main Staff.
2. The establishment should provide adequate light for the establishment, for the comfort of guest, I .T/ SIWES Student, Staffs and for proper functioning of equipment and facilities.
3. The establishment should make sure that before the end of each month that salary should be paid. So that the SIWES Student will be care of their transportation to work.
4. The establishment should provide a good accommodation for the I.T and SIWES Students in establishment.
5. The Industrial Training fund should compile list of employers and available training places for Industrial attachment and forward such list to the Coordinating agencies.
6. The Federal Government should make it mandatory for all ministries, Companies and government parastatals to provide attachment place for Students.