



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

**HELD AT:
FEDERAL AIRPORT AUTHORITY OF
NIGERIA (FAAN)
*ILORIN, KWARA STATE***

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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. Ajetunmobi 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. Ajetunmobi 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 brings 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

Ilorin International Airport is one of the airports managed by the Federal Airports Authority of Nigeria (FAAN), a government agency responsible for the development, maintenance, and regulation of airports across Nigeria. The airport, located in Ilorin, Kwara State, serves as a vital hub for domestic and regional air travel, facilitating both passenger and cargo transportation.

Establishment and Development

Ilorin International Airport was established in 1978 as part of Nigeria's efforts to expand aviation infrastructure and improve air connectivity across the country. Initially designed to handle domestic flights, the airport gradually expanded to support international flights, particularly for Hajj operations and agricultural exports.

The airport's strategic location in North-Central Nigeria makes it a critical aviation hub, linking the region to major cities like Lagos, Abuja, and Kano. Over the years, FAAN has invested in upgrading its facilities, including the expansion of the runway, terminal buildings, and navigation systems, to enhance operational efficiency and safety standards.

VISION AND MISSION OF FAAN

Vision Statement:

"To be among the best airport groups in the world."

Mission Statement:

"To develop and profitably manage customer-centric airport facilities for safe, secure, and efficient carriage of passengers and goods at world-class standards of quality."

CORE VALUES OF FAAN

FAAN operates with the following core values:

1. **Safety and Security** – Ensuring all airport operations comply with international safety and security standards.
2. **Customer Satisfaction** – Providing quality services that enhance the travel experience for passengers.
3. **Integrity and Transparency** – Upholding ethical practices and accountability in all operations.

4. **Innovation and Excellence** – Continuously improving airport infrastructure and adopting modern aviation technologies.
5. **Teamwork and Professionalism** – Promoting collaboration among staff and stakeholders to achieve operational efficiency.

FACILITIES AND OPERATIONS AT ILORIN INTERNATIONAL AIRPORT

The airport is equipped with modern facilities to support air travel, including:

- A well-paved runway (3,100 meters long) suitable for large aircraft operations.
- A modern passenger terminal with check-in counters, lounges, and immigration services.
- Cargo and storage facilities to support agricultural and industrial exports.
- Air traffic control and safety systems aligned with international aviation standards.
- Hajj operations serving pilgrims traveling to Saudi Arabia.

Economic and Social Impact

Ilorin International Airport plays a significant role in the economic growth of Kwara State, supporting trade, tourism, and investment. It has enhanced accessibility for businesses and government officials, reduced travel time between states, and contributed to job creation in the aviation and hospitality sectors.

CHAPTER THREE

EXPERIENCE GAINED DURING THE TRAINING.

My having the true fact about the practice carried out at Ilorin International Airport; has exposed me to a lot of great experience after participating majorly as a source of assistance in various units mostly in the handled memo and out going memo for notification for any event within the airport (Internal momo), excursion for Kwara state polytechnic, menu for FAAN visitor, management of visitor order by booking and arrangement of log, guide of children during excursion. Finally, I can handle all source of visitors/customer order, notification, and excursion planning and management of any organization with no or less supervision.

GENERAL EXPERIENCE AQUIED

My general experiences are as follows

1. I learnt how to serve customers with order and request
2. I learnt how to communicative skills for customer persuasion
3. I learnt how to direct order to receptionist department for need of the customer
4. I learnt about excursion planning and management method in organization
5. I learnt how to enroll visitors file for arrival
6. I learnt how to dispatch memo to relevant department
7. I learnt the code of dressing, punctuality and good character in the organization for effectives management.

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

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

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 airline.

iv.Waiting in line, time at check in and checkout must be well recorder never exceed 10 minutes.

PUBLIC AFFAIR SKILL ACQUIRED

- Excellent writing and speaking skills
- Great networking skills
- People management skills
- Information gathering and interpreting
- Political knowledge

I reserve rooms order for customers and direct them to commercial department for depatch; attending to guest's requests and complaints. Operates airline Wireless network and doing some typing of Staff rosters.

RECEPTIONIST JOB DUTIES:

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directs visitors by maintaining employee and department directories; giving instructions.
- Maintains security by following procedures; monitoring logbook; issuing visitor badges.
- Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.
- Schedule meetings and conference rooms.
- Ensure reception area is tidy.
- Handle phone calls from people calling.
- Gather personal and insurance information.
- Arrange appointments.

ACCORDING TO THE MANAGEMENT PUBLIC AFFAIR ARE:

1. Strong technical receptionist skills

In today's technology driven workplace, receptionist skills need to encompass managing both hardware and software including handling phone systems, printers and copiers. Word processing skills are essential but receptionists may also be asked to work with Excel, desktop publishing software or industry specific programs.

With so many companies asking their employees to do more with fewer resources, receptionist often find their duties have expanded well beyond the initial job description and this can call for additional skills such as social media management or event planning.

2. Ability to work independently

The front desk can be an isolated place. Without colleagues to consult at neighbouring work stations, the ability to work independently is among the top receptionist skills.

This calls for the ability to think fast and come up with innovative solutions to different challenges – all while reassuring clients, customers and colleagues that they are in the hands of a professional.

3. A brilliant communicator

Receptionists know that communication skills are at the heart of their job. Along with providing accurate information about the business to customers, receptionist skills include managing tricky calls, dealing with difficult customers or supporting office colleagues with their administrative tasks, and sending clear, succinct messages to the appropriate recipient either verbally or in writing.

4. Exceptional time management

Throughout each working day, receptionists juggle a multitude of different tasks, managing the demands of screening calls, making appointments, taking and relaying messages and still completing clerical tasks on time.

It calls for a high level of multi-tasking coupled with strong receptionist skills such as time management and the ability to prioritise duties. In a busy workplace that can mean operating with grace under fire.

5. A genius organiser

Take a look around your workplace, and it's likely the front desk is the neatest work area in the office. It has to be this way as a front desk laden with paperwork doesn't just convey a poor impression to visitors, it can also represent an information security risk.

So a good receptionist has to be a genius organiser with a system in place to find contact details or files at a moment's notice when requests come in on the fly, while still maintaining a super tidy desk.

6. Dependability

No business can afford to have phone calls unanswered or leave clients unattended – even for just a few minutes.

Companies depend on the receptionist to arrive punctually at the front desk each morning, return from lunch at the allotted time, and not let anything slip through the cracks during the day.

7. Outstanding interpersonal skills

Research reported in the Harvard Business Review found co-workers tend to collaborate better with like-minded colleagues. This explains why the marketing team tends to socialise together, or the IT department is likely to be a close-knit group.

Receptionists do not have the luxury of working chiefly with colleagues who may be very similar in outlook or qualifications to themselves. They need to maintain good relationships with EVERY employee, including senior management and executives, while also having the interpersonal skills needed to deliver a high quality face-to-face contact with clients and visitors.

As the first (and possibly the last) person to greet you or your visitors at work each day, your receptionists are often unsung heroes. The bottom line is that the broad range of receptionist skills needed at the front desk, makes the receptionist a well-rounded professional on whom so much of the smooth running of the workplace depends.

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 Ajetunmobi Aishat Motunrayo at Ilorin International Airport located at A1, Ilorin, Kwara State.

4.2 PROBLEMS ENCOUNTERED DURING SIWES

I encountered numerous problems during my Industrial training programme at the Ilorin International Airport. The major payment areas are highlight below:

1. NO PAYMENT: 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. INADEQUATE FACILITIES: The establishment didn't provide any accommodation for the I.T. and SIWES Students.

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

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.



**TERMINAL BUILDING FOR TRANSPORTATION IN ILORIN
INTERNATIONAL AIRPORT**



ARRIVAL AND DEPARTURE GROUND