



**A TECHNICAL REPORT ON
STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME
{S.I.W.E.S}**

HELD AT:

JENIK COURIER AND MOBILITY SERVICES NIGERIA LIMITED

BY

YAHAYA SULIAT AYOKA

ND/23/TPM/FT/0001

**DEPARTMENT OF TRANSPORTATION PLANNING AND MANAGEMENT,
INSTITUTION ENVIRONMENTAL STUDIES
KWARA STATE POLYTECHNIC, ILORIN**

FROM

SEPTEMBER 2024 TO JANUARY 2025

**IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE
AWARD OF ORDINARY NATIONAL DIPLOMA {O.N.D} IN
TRANSPORTATION PLANNING AND MANAGEMENT, KWARA
STATE POLYTECHNIC**

CERTIFICATION

This is to certify that **YAHAYA SULIAT AYOKA** matriculation number **ND/23/TPM/FT/0001** undergoes his industrial training at **JENIK COURIER AND MOBILITY SERVICE NIGERIA LIMITED** In partial fulfillment of the award of National Diploma (ND) in Transportation Planning and Management, Kwara State Polytechnic, Ilorin, undersigned by the following people:

.....
MR YAHAYA
Department Siwes Supervisor

.....
DATE

.....
MR MUHAMMED A. H
Head of Department

.....
DATE

ACKNOWLEDGEMENTS

I express my sincere gratitude to JENIK COURIER AND MOBILITY SERVICE NIGERIA LIMITED for the opportunity to undergo my SIWES training. I appreciate the guidance and support of my supervisors and colleagues, who made my learning experience enriching and rewarding.

TABLE OF CONTENT

Title Page

Certification

Acknowledgement

Chapter One: Introduction

Background of the study

Objectives of Siwes

Scope of the Report

Chapter Two: Organization Structure and Operation

Overview of Jenik Courier and Mobility Service

Functions of Courier and Mobility Service

Organization Structure of a typical Courier and Mobility Service

Daily Rotine for customer care rep

Chapter Three: Industrial Training Experience

Departments worked in

Tasks Performed

Skills Acquired

Chapter Four: Challenges and Solutions

Challenges

Solution and Recommendations

Chapter Five: Conclusion and Recommendation

Conclusion and Recommendation

CHAPTER 1

CHAPTER ONE

Introduction

Background of the Study:

The Student Industrial Work Experience Scheme (SIWES) is a program designed to bridge the gap between theoretical knowledge acquired in the classroom and practical experience in the industry. It provides students with the opportunity to apply their knowledge in a real-world setting, develop skills, and gain exposure to professional environments.

The Student Industrial Work Experience Scheme (SIWES) is designed to expose students to real-world practical knowledge in their chosen fields. This report documents my industrial attachment at a courier and mobility services company, where I gained hands-on experience in logistics, parcel handling, delivery operations, and customer service.

Objectives of the Siwes:

The primary objectives of SIWES include:

- Bridging the gap between classroom knowledge and industry practices.
- Enhancing students' understanding of logistics and courier services.
- Developing technical, administrative, and customer service skills.
- Preparing students for future employment in the logistics and mobility sector.

Scope of the Study:

This report covers the company's operations, my work experience, the tasks I performed challenges encountered, solutions, and recommendations for improvement.

CHAPTER 2

OVERVIEW OF COURIER AND MOBILITY SERVICES

Introduction to the Courier and Mobility Industry

Jenik courier and mobility Services plays a crucial role in transporting goods and people efficiently. It includes services such as express parcel delivery, logistics solutions, ride-hailing and last-mile delivery operations.

Jenik Courier is a service that allow someone to send parcel or consignment from one location and another.

Mobility services refers to the transportation solutions that provide individual or groups with flexible, on demand and often shared access to vehicle, transportation modes or routed

Functions of Courier and Mobility Companies

- Parcel and Document Delivery: Transporting packages, letters, and confidential documents.
- Logistics and Freight Services: Handling bulk deliveries for businesses and individuals.
- Ride-Hailing and Mobility Services: Providing on-demand transport for people and goods.
- E-commerce Support: Partnering with online stores for fast and reliable deliveries.
- Warehousing and Distribution: Storing and dispatching goods as required.

Organizational Structure of a Typical Courier and Mobility Company

A courier and mobility services company is typically structured into the following units:

1. Operations Department – Manages logistics and delivery processes.
2. Customer Service Department – Handles inquiries, complaints, and service requests.
3. Dispatch and Delivery Unit – Oversees the transportation and tracking of parcels.
4. Finance and Administration – Handles financial transactions and record-keeping.
5. Technology and IT Support – Develops and maintains tracking and digital payment systems.

Daily Routine for Customer Care Rep

- Uploading Status
- Replying all customers messages
- Getting review from customer
- Updating the customer on their orders
- Checking up on old customers
- Getting feedbacks from the riders
- Following up on each order/package

CHAPTER 3

INDUSTRIAL TRAINING EXPERIENCE

Departments Worked In

During my internship, I was assigned to different departments, including:

- Parcel Handling and Sorting Unit – Arranging and categorizing parcels for dispatch.
- Customer Service Unit – Assisting customers with inquiries and complaints.
- Dispatch and Delivery Unit – Accompanying couriers on deliveries.
- Administrative Unit – Managing documentation and tracking deliveries.

Tasks Performed

- Receiving and recording incoming parcels.
- Sorting packages based on destination and urgency.
- Assisting customers with inquiries and tracking shipments.
- Preparing waybills and ensuring proper documentation for deliveries.
- Assisting in scheduling and coordinating dispatch riders.
- Learning about GPS tracking systems for route optimization.

Skills Acquired

- Logistics Management: Understanding how to efficiently handle and distribute packages.
- Customer Service: Improving communication and problem-solving skills.
- Time Management: Balancing multiple tasks to meet delivery deadlines.
- Technology Utilization: Using GPS and tracking software to monitor deliveries.

- Administrative and Record-Keeping Skills: Maintaining shipment logs and reports.

CHAPTER 4

CHALLENGES AND SOLUTIONS

Challenges Encountered

- Bad Road that will delayed mail processing due to outdated equipment.
- Fuel Problem (High Cost of Fuel) for land transportation
- Customer complaints about lost or delayed mail.
- Bad Vehicle

Solutions and Recommendations

- Improved Route Planning: Use of GPS technology to optimize delivery routes.
- Enhanced Customer Communication: Regular updates to customers on parcel status.
- Staff Training: Continuous training for dispatch riders and logistics personnel.
- Backup Power Solutions: Use of alternative power sources to ensure uninterrupted operations.

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

Conclusion

My SIWES experience at the courier and mobility Services Company was highly beneficial. I gained practical exposure to parcel handling, customer service, and delivery logistics. The internship provided me with valuable insights into the operations of the logistics industry and improved my problem-solving and communication skills.

Recommendations

- **Adoption of Digital Solutions:** Implementing automated tracking and notification systems.
- **Expansion of Delivery Fleet:** Investing in more vehicles to improve efficiency.
- **Better Training Programs:** Regular training sessions for dispatch riders and customer service staff.
- **Improved Security Measures:** Enhancing tracking to reduce parcel loss and theft