



**REPORT ON STUDENT INDUSTRIAL WORK EXPERIENCE
SCHEME (SIWES)**

HELD AT

**SOLTRAG AND DESTINY HOTEL
NO 10, BALOGUN STREET ALAWUSA IKEJA LAGOS STATE.**

WRITTEN BY

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SUBMITTED TO

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**IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR
THE AWARD OF NATIONAL DIPLOMA (ND):**

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CERTIFICATION

This is to certify that **ADENIYI SULIYAT DAMILOLA** with **Matriculation Number ND/23/HMT/FT/0016**, a student of the **Department of Hospitality Management Technology**, has successfully completed the **Student Industrial Work Experience Scheme (SIWES)** at **Soltrag and Destiny Hotel**. in the Department of the Hospitality Management Technology, Kwara State Polytechnic, Ilorin.

SIWES SUPERVISOR
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HEAD OF DEPARTMENT

ACKNOWLEDGMENTS

I am deeply grateful to the Almighty for granting me the strength and knowledge to successfully complete my Student Industrial Work Experience Scheme (SIWES) training at **Soltrag and Destiny Hotel**. My sincere appreciation goes to my institution, **Institution of Applied Sciences, Department of Hospitality Management Technology**, for facilitating this program and ensuring that students gain practical industry experience.

I also extend my heartfelt gratitude to the management and staff of **Soltrag and Destiny Hotel** for their support, mentorship, and guidance throughout my training. I appreciate their willingness to share valuable knowledge and skills that have contributed immensely to my growth in the field of hospitality.

Finally, I wish to thank my family and friends for their unwavering encouragement and support throughout this period. Their motivation has been a driving force in my journey toward academic and professional success.

EXECUTIVE SUMMARY

This report details my **four-month** industrial training experience at **Soltrag and Destiny Hotel**, located in **Agbara Industry, Ogun State**. The Student Industrial Work Experience Scheme (**SIWES**) is a structured program designed to provide students with practical exposure to industry operations.

The training provided hands-on experience in various departments of the hotel, including **front office operations, food and beverage services, housekeeping, and customer service**. I was actively involved in **guest relations, room maintenance, event management, and restaurant operations**, which enhanced my technical and interpersonal skills.

Additionally, this report highlights the **organizational structure of Soltrag and Destiny Hotel**, the **tools and technologies** used, **challenges encountered**, and **lessons learned** during my training. The experience has significantly bridged the gap between theoretical knowledge and practical application, preparing me for a professional career in **hospitality management**.

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CHAPTER 1

INTRODUCTION

1.1 Background of SIWES

The **Student Industrial Work Experience Scheme (SIWES)** is a crucial program designed to provide students with **real-world exposure** to their fields of study. The initiative was introduced by the **Industrial Training Fund (ITF) in 1973** as a response to the **gap between theoretical learning and practical industry applications** in Nigerian tertiary institutions. It became mandatory for students in technical, vocational, engineering, and management disciplines, including **Hospitality Management Technology**, to gain **practical experience before graduation**.

The hospitality industry is a **fast-growing and dynamic sector**, requiring professionals who understand **customer service, hotel operations, catering, and event management**. SIWES allows students to apply **classroom knowledge in a real-world hospitality environment**, helping them become **job-ready and competent** upon graduation.

SIWES provides opportunities for students to:

- Experience **actual work settings** in hotels, restaurants, and catering businesses.
- Learn about **modern hospitality practices and customer service**.
- Develop **technical, managerial, and interpersonal skills**.
- Understand industry **standards, ethics, and work culture**.

By participating in **SIWES training at Soltrag and Destiny Hotel**, I was able to **observe and engage in professional hospitality operations**, which greatly enhanced my understanding of the industry.

1.2 Objectives of SIWES

The **main objectives** of the Student Industrial Work Experience Scheme (SIWES) are to:

1. Expose Students to Industry-Standard Work Practices

SIWES provides students with a **first-hand understanding of workplace operations**. By working in a **real-life hospitality environment**, I was able to **observe and participate in hotel functions** such as guest management, housekeeping, and catering.

2. Help Students Develop Technical and Interpersonal Skills

Through training in **Soltrag and Destiny Hotel**, I improved my **technical hospitality skills**, such as food service techniques, front desk operations, and event planning. Additionally, I developed **interpersonal skills**, including **communication, teamwork, and problem-solving**, which are crucial for a successful career in hospitality management.

3. Bridge the Gap Between Theory and Practice

Hospitality Management courses focus on **theoretical concepts such as guest relations, hotel operations, and catering management**. SIWES allowed me to **apply these concepts practically**, reinforcing my knowledge and improving my confidence in professional settings.

4. Prepare Students for Future Employment Opportunities

SIWES helps students become **more employable** by providing them with **hands-on experience**. Many employers prefer graduates who have **practical knowledge of hotel management**, making this training an essential part of career preparation.

1.3 Overview of Soltrag and Destiny Hotel

Soltrag and Destiny Hotel is a well-established **hospitality business located in Agbara Industry, Ogun State**. The hotel is known for its **excellent services, modern facilities, and high standards of customer care**.

Core Services Provided by Soltrag and Destiny Hotel:

1. **Accommodation Services** – The hotel offers **comfortable rooms with modern amenities** to provide a relaxing experience for guests.
2. **Food and Beverage Services** – The hotel has **a restaurant and catering services**, providing delicious local and international dishes.
3. **Event Management** – The hotel organizes **weddings, conferences, and special events**, ensuring proper planning and execution.

4. **Housekeeping and Maintenance** – The hotel maintains **clean and well-organized rooms**, ensuring guests enjoy a pleasant stay.

Departments at Soltrag and Destiny Hotel:

- **Front Office/Reception:** Handles **guest check-ins, reservations, and customer inquiries**.
- **Food and Beverage Department:** Manages **restaurant operations, food preparation, and catering services**.
- **Housekeeping Department:** Ensures **cleanliness, hygiene, and maintenance of hotel rooms and public areas**.
- **Event Planning Department:** Coordinates **conferences, banquets, and special occasions**.

My **SIWES training** in this hotel allowed me to explore these departments, understand their roles, and gain practical experience in hospitality management.

1.4 Importance of SIWES to Hospitality Management Students

For **Hospitality Management students**, SIWES is an invaluable experience because it provides **first-hand exposure to hotel operations and customer service**.

Key Benefits of SIWES for Hospitality Management Students:

1. Practical Experience in Hotel Operations

Understanding **the daily operations of a hotel** is crucial for hospitality students. Through SIWES, I learned how hotels function, including **guest check-in processes, housekeeping management, and restaurant operations**.

2. Hands-on Training in Customer Service

Customer service is the **heart of hospitality**. My training allowed me to interact with guests, handle customer complaints, and ensure guest satisfaction, which strengthened my **communication and conflict-resolution skills**.

3. Exposure to Event Planning and Catering Services

Hotels often host **banquets, weddings, and conferences**. Through SIWES, I participated in **event setup, food service coordination, and logistics management**, gaining useful event-planning skills.

4. Enhancing Problem-Solving and Adaptability

The hospitality industry requires professionals who can **think quickly and adapt to different situations**. I encountered various challenges during my training, such as **handling difficult customers and multitasking during peak hours**, which helped me develop **problem-solving abilities**.

5. Developing Teamwork and Leadership Skills

Working in a hotel requires strong **teamwork and leadership abilities**. My training taught me how to **collaborate with colleagues, take responsibility for tasks, and contribute to a smooth-running hospitality environment**.

1.5 Goals and Expectations of the Training

Before beginning my SIWES training at **Soltrag and Destiny Hotel**, I had specific goals and expectations for what I hoped to achieve.

1. Gain Hands-on Experience in Hotel Management and Operations

I aimed to apply my theoretical knowledge in a **real hospitality environment** by understanding hotel operations such as **customer service, housekeeping, and food and beverage management**.

2. Understand How to Handle Guest Relations and Customer Service

My goal was to develop **excellent customer service skills** by learning how to:

- Communicate professionally with guests.
- Handle guest complaints and provide solutions.
- Ensure a positive guest experience.

3. Learn About Event Planning, Catering, and Housekeeping

Hotels often manage **large-scale events**, so I wanted to understand:

- How event planning and coordination are carried out.
- The principles of **catering and food service management**.
- Best practices in **housekeeping and room maintenance**.

4. Improve My Professionalism and Work Ethics

I expected my training to **enhance my professional behavior**, including:

- Learning how to **work efficiently in a team**.
- Following **hotel policies and industry regulations**.
- Understanding the **importance of discipline and punctuality**.

The **Student Industrial Work Experience Scheme (SIWES)** is a **critical part of academic training** for Hospitality Management students, providing a **bridge between theoretical learning and real-world practice**. By participating in **this training at Soltrag and Destiny Hotel**, I gained **valuable hospitality skills**, **developed strong customer service abilities**, and **learned how to handle hotel operations effectively**.

This experience **not only broadened my understanding of the hospitality industry but also prepared me for a future career in hotel management**.

CHAPTER 2

ORGANIZATIONAL STRUCTURE AND OVERVIEW

2.1 Overview of Soltrag and Destiny Hotel

Soltrag and Destiny Hotel is a well-established **hospitality business** located in **Agbara Industry, Ogun State**. The hotel is recognized for its **exceptional guest service, modern facilities, and commitment to excellence in hospitality management**. As a full-service hotel, Soltrag and Destiny Hotel provides **accommodation, dining, event management, and recreational services**, ensuring guests enjoy a **memorable and comfortable stay**.

The hotel's mission is to **deliver top-tier hospitality services** by combining **comfort, convenience, and outstanding customer service**. It is designed to cater to both **local and international guests**, offering a variety of services, including **luxury lodging, fine dining, event hosting, and concierge services**.

Core Services Offered at Soltrag and Destiny Hotel

1. **Accommodation Services** – A range of **well-furnished rooms** designed to provide comfort and relaxation.
2. **Food and Beverage Services** – A **restaurant and bar offering local and continental cuisines**, as well as catering for private events.
3. **Event Management** – The hotel specializes in **hosting corporate meetings, weddings, and special events**, ensuring seamless planning and execution.
4. **Housekeeping and Maintenance** – A dedicated department responsible for maintaining **cleanliness, hygiene, and safety** in all areas of the hotel.

Soltrag and Destiny Hotel is structured into **various departments**, each with a **specific role in the overall operation of the hotel**. This well-defined structure ensures that services are provided **efficiently and professionally**, contributing to the hotel's **reputation for quality hospitality services**.

2.2 Organizational Structure and Departments

Like every successful hotel, **Soltrag and Destiny Hotel** is structured into **various departments**, each playing a **unique role in maintaining smooth operations**. These departments work **interdependently** to ensure that guests receive **top-quality services and an enjoyable stay**.

Organizational Structure of Soltrag and Destiny Hotel

The hotel's organizational structure follows a **hierarchical model**, with **top management overseeing different departments**. The structure consists of:

1. **General Manager (GM):** The **highest authority** in the hotel, responsible for **overall operations, decision-making, and strategic planning**.
2. **Departmental Managers:** Each department has a manager overseeing **daily activities, staff performance, and operational efficiency**.
3. **Supervisors and Team Leaders:** Mid-level staff members who **ensure that tasks are completed effectively** within their respective departments.
4. **Frontline Staff and Support Workers:** Employees who **directly interact with guests** and handle essential operational tasks.

Key Departments in Soltrag and Destiny Hotel

1. Front Office Department

The **Front Office Department** is often the **first point of contact** for guests. It plays a crucial role in **guest satisfaction and hotel reputation**.

Key Responsibilities:

- Handling **reservations, check-ins, and check-outs**.
- Managing **guest inquiries, complaints, and special requests**.
- Providing **concierge services**, including tour arrangements and transportation assistance.
- Ensuring **efficient coordination between departments** to meet guest needs.

2. Housekeeping Department

The **Housekeeping Department** is responsible for **maintaining cleanliness and hygiene standards** throughout the hotel. It ensures that **guest rooms, public spaces, and facilities are kept in excellent condition.**

Key Responsibilities:

- Cleaning and preparing **guest rooms, hallways, and public areas.**
- Managing **laundry services**, including linens, towels, and uniforms.
- Conducting **routine inspections** to maintain high hygiene standards.
- Reporting **maintenance issues** to the Engineering Department.

3. Food and Beverage Department

The **Food and Beverage (F&B) Department** is responsible for **all culinary services within the hotel.** It includes the **restaurant, bar, room service, and banquet catering.**

Key Responsibilities:

- Managing the **restaurant, bar, and lounge services.**
- Preparing and serving **local and international cuisines.**
- Providing **catering services** for conferences, weddings, and special events.
- Ensuring **food safety and hygiene compliance.**

4. Event Management Department

Hotels often serve as venues for **corporate meetings, social events, and special occasions.** The Event Management Department ensures **successful event planning and execution.**

Key Responsibilities:

- Coordinating **weddings, business conferences, and private parties.**
- Arranging **seating plans, catering, and audiovisual equipment.**
- Liaising with **guests to customize event preferences.**

5. Security and Safety Department

Ensuring the **safety of guests, staff, and hotel property** is a top priority. The Security Department implements **preventative measures and emergency response protocols**.

Key Responsibilities:

- Monitoring **CCTV cameras and security patrols**.
- Managing **guest access and emergency exits**.
- Ensuring **fire safety measures are in place**.
- Handling **security-related incidents professionally**.

6. Maintenance and Engineering Department

This department is responsible for **keeping the hotel's infrastructure in top condition**.

Key Responsibilities:

- Conducting **routine maintenance and emergency repairs**.
- Managing **electrical, plumbing, and mechanical systems**.
- Ensuring **proper functioning of hotel facilities** like air conditioning, elevators, and water supply.

2.3 Roles and Responsibilities of Departments

Each department at Soltrag and Destiny Hotel has a **specific role in ensuring the smooth operation of the hotel**. The **efficient functioning of all departments together contributes to guest satisfaction and business success**.

Key Responsibilities of Each Department:

Front Office Department

- Managing guest check-in and check-out procedures.
- Handling room reservations and walk-in inquiries.
- Providing customer service and assisting guests with requests.
- Coordinating with other departments to ensure smooth service delivery.

Housekeeping Department

- Ensuring that guest rooms and public spaces remain clean and comfortable.
- Replenishing room amenities and supplies.
- Coordinating with the laundry department for fresh linens and towels.
- Reporting maintenance issues to the engineering team.

Food and Beverage Department

- Preparing meals and beverages according to hotel standards.
- Managing dining reservations and seating arrangements.
- Providing catering services for private events.
- Ensuring food quality and hygiene compliance.

Event Management Department

- Organizing weddings, corporate meetings, and other social events.
- Arranging decorations, seating, and event logistics.
- Coordinating with other departments to ensure smooth execution.

Security and Safety Department

- Ensuring the safety of guests and hotel property.
- Implementing emergency response plans in case of accidents or threats.
- Managing security personnel and monitoring surveillance systems.

Maintenance and Engineering Department

- Conducting repairs and preventive maintenance of hotel facilities.
- Managing electrical, plumbing, and mechanical systems.
- Ensuring compliance with **health and safety regulations**.

Soltrag and Destiny Hotel operates through **a well-organized structure**, with each department contributing to the **smooth running of the hotel**. The **collaboration between these departments ensures efficiency, guest satisfaction, and business success**.

My SIWES training allowed me to **experience the organizational structure of the hospitality industry firsthand**, improving my **understanding of hotel management, teamwork, and operational efficiency**.

CHAPTER 3

ACTIVITIES AND RESPONSIBILITIES DURING TRAINING

3.1 Overview of Assigned Duties

During my four-month **Student Industrial Work Experience Scheme (SIWES)** training at **Soltrag and Destiny Hotel**, I was **assigned to multiple departments** to gain hands-on experience in various aspects of **hospitality management**. The departments I worked in included:

- **Front Office Operations** – Handling guest relations, check-in/check-out procedures, and reservations.
- **Food and Beverage Service** – Learning about restaurant operations, menu planning, and event catering.
- **Housekeeping and Facility Maintenance** – Ensuring hygiene, sanitation, and room preparation for guest comfort.

The training provided me with **valuable exposure to real-world hotel operations**, allowing me to **develop essential skills** in **customer service, event planning, facility management, and problem-solving**. Some of my key responsibilities included:

- **Assisting guests during check-in and check-out procedures**, ensuring a smooth arrival and departure process.
- **Handling customer service inquiries**, resolving complaints, and providing solutions to guest concerns.
- **Participating in food and beverage management**, including serving guests, assisting with menu planning, and maintaining hygiene standards.
- **Coordinating and assisting in event planning**, such as weddings, conferences, and banquets.
- **Ensuring the cleanliness and proper maintenance of guest rooms and hotel facilities**, adhering to hospitality industry sanitation guidelines.

This diverse experience gave me a **comprehensive understanding of hotel operations** and helped me appreciate the **teamwork required to maintain high-quality service standards** in the hospitality industry.

3.2 Departmental Work Experience

During my industrial training, I rotated across **three key departments** at Soltrag and Destiny Hotel: **Front Office Operations, Food and Beverage Service, and Housekeeping & Facility Maintenance.**

3.2.1 Front Office Operations

The **Front Office Department** is the **first point of contact for guests**, responsible for **reservations, guest relations, and overall customer service.** Working in this department gave me insight into how **guest experiences are managed professionally from arrival to departure.**

My Responsibilities in the Front Office Department:

- **Managing guest bookings and room allocations** using hotel management software.
- **Handling guest inquiries, complaints, and special requests**, ensuring excellent customer service.
- **Assisting with payment processing and record-keeping**, including handling Point of Sale (POS) transactions.
- **Maintaining a professional and welcoming atmosphere** at the front desk and lobby area.
- **Coordinating with other departments**, such as housekeeping and food services, to ensure seamless guest experiences.

Working in the **Front Office Department** required **strong interpersonal and problem-solving skills** since I had to deal with **various types of guests, including difficult customers and high-profile clients.**

3.2.2 Food and Beverage Service

The **Food and Beverage (F&B) Department** plays a crucial role in **delivering exceptional dining experiences** to guests. I worked in the **restaurant, banquet hall, and bar sections**, where I learned about **hospitality service standards, menu planning, and customer interactions.**

My Responsibilities in the Food and Beverage Department:

- **Taking food and drink orders from guests and ensuring accurate service delivery.**
- **Learning about menu planning, food presentation, and dietary considerations.**
- **Assisting in setting up banquet halls for weddings, conferences, and social events.**
- **Ensuring compliance with hygiene, food safety, and sanitation regulations.**
- **Stocking and arranging food and beverage supplies, including serving utensils and cutlery.**

This experience **enhanced my understanding of restaurant and event catering operations**, and I developed **better communication and teamwork skills** in a **fast-paced environment**.

3.2.3 Housekeeping and Facility Maintenance

The **Housekeeping Department** is responsible for **ensuring guest comfort by maintaining high hygiene and cleanliness standards**. My experience in this department helped me **understand the importance of sanitation and organization in hospitality management**.

My Responsibilities in the Housekeeping Department:

- **Cleaning and preparing guest rooms** before new arrivals.
- **Restocking bathroom essentials and room amenities**, such as toiletries and towels.
- **Monitoring and reporting maintenance issues** to the engineering team for quick repairs.
- **Ensuring hotel-wide cleanliness**, including hallways, lounges, and event areas.
- **Adhering to strict hotel sanitation policies** to maintain a high standard of hygiene.

This department **required attention to detail, efficiency, and time management**, as rooms had to be cleaned **promptly** before the next guest checked in.

3.3 Tools and Technologies Used

Throughout my training, I used **various tools, software, and equipment** essential for **daily hotel operations**. These tools helped improve **service efficiency and guest satisfaction**.

Key Tools and Technologies I Used:

1. **Hotel Management Software** – Used for **room reservations, guest check-ins, billing, and record-keeping**.

2. **Point of Sale (POS) System** – Handled **payment transactions for hotel services, restaurant orders, and event bookings**.
3. **Cleaning and Sanitation Equipment** – Including **vacuum cleaners, disinfectants, and linen supplies** to maintain hygiene.
4. **Kitchen Tools and Appliances** – Used for **food preparation, serving, and storage** in the Food and Beverage Department.
5. **Event Management Supplies** – Such as **decorations, audiovisual equipment, and seating arrangements** for banquet services.

These tools **enhanced my technical skills** and gave me practical knowledge about **technology-driven hotel operations**.

3.4 Challenges Encountered

While my training was a **valuable learning experience**, I also faced **several challenges** that tested my ability to **adapt, learn, and handle workplace stress**.

Major Challenges Faced During Training:

1. **Handling Difficult Customers:**
 - Some guests had **unrealistic expectations or were difficult to satisfy**, requiring me to use **patience and problem-solving skills** to address complaints effectively.
2. **Adapting to a Fast-Paced Environment:**
 - The **hospitality industry demands quick decision-making and multitasking**. Adjusting to the **high workload and fast service delivery** was initially challenging but improved over time.
3. **Learning Technical Aspects of Hotel Management Software:**
 - Using **hotel reservation and billing systems** required **practice and training** before I became comfortable handling **bookings and check-out procedures** independently.
4. **Balancing Multiple Responsibilities Across Departments:**
 - Rotating between **front office, food service, and housekeeping** required **flexibility and quick learning** to perform effectively in each role.
5. **Maintaining High Hygiene Standards:**
 - The **COVID-19 pandemic increased the need for strict sanitation protocols**. Adhering to **updated cleaning guidelines** was sometimes demanding but crucial for guest safety.

Despite these challenges, I **overcame difficulties through persistence, teamwork, and guidance from senior staff members.**

My **SIWES training at Soltrag and Destiny Hotel** provided me with **practical exposure to hotel management** and allowed me to develop **technical, interpersonal, and problem-solving skills**. Each department I worked in played a crucial role in **delivering quality service to guests**.

Through **active participation in guest relations, event coordination, food service, and housekeeping**, I gained **a well-rounded understanding of the hospitality industry**. The challenges I faced **taught me resilience and adaptability**, which will be beneficial in my **future career in hospitality management**.

CHAPTER 4

SKILLS ACQUIRED AND LESSONS LEARNED

The **Student Industrial Work Experience Scheme (SIWES)** at **Soltrag and Destiny Hotel** was an enriching experience that significantly enhanced my **technical, interpersonal, and problem-solving skills**. Working in different departments, I learned how **various aspects of hotel operations function together to create a seamless guest experience**. This chapter highlights the **skills acquired, lessons learned, and their relevance to my future career** in the hospitality industry.

4.1 Technical Skills

Throughout my training, I gained **valuable technical skills** essential for a **successful career in hospitality management**. These skills helped me understand **how to efficiently manage hotel operations, maintain high service standards, and use modern technology to improve guest experiences**.

Key Technical Skills Acquired:

1. Guest Service Management Using Hospitality Software

- I learned how to operate **hotel reservation systems** to **manage guest check-ins and check-outs, handle room bookings, and process payments efficiently**.
- Using **Point of Sale (POS) systems**, I processed **transactions for restaurant orders and event bookings**, ensuring **accurate billing and financial records**.

2. Food and Beverage Handling in a Professional Setting

- I acquired hands-on experience in **serving guests, taking orders, setting tables, and managing food presentation**.
- I learned **food hygiene and safety regulations**, ensuring compliance with **industry health standards**.
- I participated in **menu planning**, gaining insight into **customer preferences, portion control, and pricing strategies**.

3. Housekeeping Procedures for Maintaining Hotel Hygiene

- I developed skills in **cleaning guest rooms, restocking supplies, and maintaining public areas** to ensure the hotel met **high cleanliness standards**.

- I followed strict **sanitation protocols**, learning about **deep cleaning techniques**, **laundry services**, and **pest control measures** in hospitality management.

4. Event Planning and Banquet Setup

- I assisted in **setting up banquet halls** for conferences, weddings, and special events, including **arranging seating**, **decorations**, and **audio-visual equipment**.
- I learned how to **coordinate with different departments** to ensure the smooth execution of events.
- I gained experience in **guest list management**, **VIP handling**, and **catering logistics** for large-scale functions.

The **technical expertise** acquired during my SIWES training has **prepared me for future roles in hotel operations**, **customer service**, and **event planning**.

4.2 Interpersonal Skills

Working in the **hospitality industry** requires strong **interpersonal skills** to interact with **guests**, **colleagues**, and **supervisors** effectively. My time at Soltrag and Destiny Hotel allowed me to **develop and refine** these essential soft skills.

Key Interpersonal Skills Acquired:

1. Effective Communication with Guests and Colleagues

- I learned how to **greet guests professionally**, provide them with information about hotel services, and ensure their needs were met.
- I developed **active listening skills** to understand guest concerns and respond appropriately.

2. Teamwork and Collaboration in a High-Pressure Setting

- The **fast-paced hotel environment** required **cooperation with colleagues** to ensure smooth operations.
- I worked with teams in **front office**, **housekeeping**, and **food service**, improving my **ability to coordinate tasks and support colleagues efficiently**.

3. Conflict Resolution and Customer Complaint Handling

- I encountered **challenging guests and unexpected service issues** and learned to resolve complaints **professionally and calmly**.
- I developed skills in **negotiation and problem-solving** to ensure **customer satisfaction** while upholding the hotel's policies.

4. Time Management to Meet Operational Deadlines

- I had to complete **multiple tasks within a given timeframe**, such as preparing rooms before guest check-in and serving meals promptly.
- This experience helped me **prioritize tasks efficiently and work under pressure** without compromising service quality.

My interpersonal skills have improved significantly, making me **more confident in handling customers, working in teams, and resolving conflicts professionally.**

4.3 Problem-Solving and Decision-Making Skills

During my SIWES training, I faced **real-life situations that required quick thinking, adaptability, and sound decision-making.** These experiences helped me develop **critical problem-solving skills essential for the hospitality industry.**

Problem-Solving and Decision-Making Lessons Learned:

1. Addressing Unexpected Guest Complaints Quickly

- I encountered situations where guests were **dissatisfied with their rooms, food service, or event arrangements.**
- I learned to **stay calm, listen attentively, and find immediate solutions** to meet guest expectations.

2. Making Quick Decisions Under Pressure in the Food and Beverage Section

- In a busy restaurant environment, I had to **serve multiple guests, handle last-minute menu changes, and ensure orders were delivered on time.**
- I learned how to **prioritize tasks efficiently** to avoid service delays and maintain a positive dining experience.

3. Prioritizing Tasks Efficiently to Maintain Service Quality

- Working in **housekeeping and front office operations**, I learned how to **balance multiple responsibilities while ensuring high-quality service.**
- I developed **multi-tasking skills**, which will help me manage **future job roles effectively.**

These **problem-solving skills** will be beneficial in **handling workplace challenges, making quick decisions, and improving guest satisfaction in my future hospitality career.**

4.4 Relevance of Skills to Future Career

The skills gained during my SIWES training at Soltrag and Destiny Hotel will be **highly valuable in my future career in hospitality management**. The training provided me with **practical knowledge, industry exposure, and hands-on experience** that will set me apart in the job market.

How These Skills Will Benefit My Career:

1. Enhancing Job Readiness in the Hospitality Industry

- The **technical and interpersonal skills** I acquired have **prepared me for employment** in hotels, restaurants, resorts, and event management companies.

2. Providing a Solid Foundation for Hotel Management Roles

- Understanding **guest relations, housekeeping, food service, and event planning** has given me a **comprehensive view of hotel operations**, which will be beneficial in leadership roles.

3. Increasing My Ability to Deliver Excellent Customer Service

- Customer satisfaction is a **key aspect of hospitality management**, and my training has **sharpened my ability to handle guests professionally and efficiently**.

4. Expanding My Career Opportunities in the Industry

- With the **practical skills and experience gained**, I am now equipped to **pursue higher positions in the hospitality sector**, including roles such as **guest relations officer, event coordinator, or restaurant manager**.

The **SIWES program** has played a **significant role in my career development**, allowing me to **apply classroom knowledge in real-world settings**. The **technical expertise, interpersonal abilities, and problem-solving skills** I acquired will be instrumental in my **growth as a hospitality professional**. This training has **strengthened my passion for the industry** and prepared me for the **challenges and opportunities** ahead in my career.

CHAPTER 5

IMPACT OF SIWES ON CAREER DEVELOPMENT

The **Student Industrial Work Experience Scheme (SIWES)** plays a crucial role in preparing students for the **demands and expectations of their chosen careers**. Through my four-month training at **Soltrag and Destiny Hotel**, I was able to **bridge the gap between theoretical learning and practical application**, develop **professional skills**, and build a **network of industry contacts**. This chapter discusses the **impact of SIWES on my career development**, focusing on its **practical benefits, contribution to my professional growth, and the networking opportunities it provided**.

5.1 Bridging the Gap Between Theory and Practice

The **hospitality industry** requires a **blend of theoretical knowledge and practical skills** to ensure **excellent customer service and smooth hotel operations**. Before my SIWES training, my understanding of **hotel management, guest relations, food service, and event planning** was **largely theoretical**. However, during the **four-month industrial experience**, I was able to **apply classroom knowledge in real-life scenarios**, which significantly enhanced my understanding of the industry.

Ways SIWES Helped Bridge the Gap Between Theory and Practice:

1. Application of Classroom Knowledge

- Concepts such as **customer service techniques, hotel reservation systems, and hospitality ethics** that were taught in school became **more meaningful** when I applied them in a real hotel setting.
- For instance, I used **hospitality software for guest check-in/check-out**, a skill I had previously only studied in textbooks.

2. Exposure to Real Hotel Operations

- I observed and participated in **day-to-day hotel activities**, such as **front desk operations, housekeeping duties, and food and beverage service**.
- This experience helped me **understand the importance of efficiency, teamwork, and attention to detail in hospitality management**.

3. Understanding Workplace Culture and Professionalism

- Working at Soltrag and Destiny Hotel **exposed me to professional work ethics, dress codes, and customer engagement strategies.**
- I learned how to **handle guests professionally, respond to complaints, and maintain a positive work attitude.**

By the end of my training, I had **developed a deeper understanding of how theoretical concepts translate into real-world applications**, making me **better prepared for future employment** in the hospitality industry.

5.2 Contribution to Professional Growth

The **SIWES training** significantly contributed to my **professional development**, equipping me with **practical skills, industry knowledge, and personal confidence**. The hands-on experience I gained during my industrial attachment will **positively impact my future career**.

Key Contributions to My Professional Growth:

1. Gaining First-Hand Industry Experience

- I worked in **multiple hotel departments**, which broadened my **understanding of hospitality operations**.
- I experienced the **pressures and challenges of hotel management**, which helped me develop **adaptability and resilience**.

2. Learning About Professional Hospitality Standards

- I became familiar with **industry best practices, guest service protocols, and hotel safety regulations**.
- I learned how to **meet customer expectations** while ensuring **compliance with hygiene and operational guidelines**.

3. Developing Confidence in Customer Interactions and Service Delivery

- Through daily interactions with guests, I improved my **communication and interpersonal skills**.
- I became more confident in handling **guest requests, complaints, and special service needs**, which is **essential for a successful career in hospitality**.

4. Enhancing Problem-Solving and Decision-Making Skills

- I encountered **real-world challenges**, such as **handling difficult customers and managing service delays**, which improved my ability to **think critically and make quick decisions**.

- I developed **problem-solving strategies** that will be **beneficial in future managerial roles**.

The experience gained during SIWES has **increased my employability, prepared me for leadership roles in hospitality management, and provided me with essential professional skills** for a successful career.

5.3 Networking Opportunities

One of the **most valuable aspects of SIWES** is the opportunity to **build connections within the industry**. During my industrial training, I met **hospitality professionals, supervisors, and fellow trainees**, which helped me **expand my professional network**.

How SIWES Provided Networking Opportunities:

1. Connecting with Hospitality Professionals

- I had the chance to interact with **hotel managers, chefs, front desk officers, and event coordinators**, gaining **insights into their experiences and career paths**.
- These professionals provided **guidance and mentorship**, helping me understand **how to excel in the hospitality industry**.

2. Building Relationships with Mentors and Supervisors

- My **supervisors and trainers** at Soltrag and Destiny Hotel played a key role in **shaping my work ethic and technical skills**.
- Their **constructive feedback and encouragement** helped me improve my **performance and professionalism**.
- Maintaining a **good relationship with my supervisors** may lead to **future job recommendations and career opportunities**.

3. Gaining Insight into Future Job Opportunities in the Industry

- Through my networking experiences, I became aware of **potential career paths**, including opportunities in **hotel management, catering, tourism, and event planning**.
- I learned about **recruitment trends, industry expectations, and skills in demand**, which will help me **make informed career decisions**.

The connections I built during my SIWES training will be **beneficial for my future career, providing opportunities for mentorship, job referrals, and industry collaborations**.

The **SIWES program** has had a **significant impact on my career development**, providing me with **practical experience, professional growth, and valuable industry connections**.

Summary of Key Benefits:

✓ Bridging the Gap Between Theory and Practice:

- Applied classroom knowledge in real hotel settings.
- Gained hands-on experience in guest relations, housekeeping, and food service.

✓ Contributing to Professional Growth:

- Improved technical skills, problem-solving abilities, and confidence.
- Learned about industry standards and professional expectations.

✓ Providing Networking Opportunities:

- Connected with hospitality professionals, supervisors, and mentors.
- Discovered potential career paths and job opportunities.

The **skills and knowledge gained** during my industrial training will be **instrumental in shaping my career in the hospitality industry**. SIWES has prepared me to **pursue job opportunities, handle professional challenges, and excel in hotel management**.

CHAPTER 6

CHALLENGES AND RECOMMENDATIONS

The **Student Industrial Work Experience Scheme (SIWES)** provided me with valuable hands-on experience in hospitality management, but it also came with several challenges. These challenges helped me develop **resilience, adaptability, and problem-solving skills**, all of which are essential in the hospitality industry. However, addressing these challenges can improve the **effectiveness of SIWES for future participants**. This chapter highlights the **difficulties faced during my training**, offers **recommendations to enhance the SIWES experience**, and provides **advice for future trainees**.

6.1 Challenges Faced During the Training

While my industrial training at **Soltrag and Destiny Hotel** was rewarding, it also presented several **challenges**, which tested my **physical endurance, adaptability, and problem-solving abilities**.

Key Challenges I Faced:

1. Long Working Hours and Physical Demands of the Job

- The hospitality industry is **highly demanding**, requiring long hours of **standing, walking, lifting, and multitasking**.
- My shifts often included **early mornings, late nights, and weekends**, which was a significant adjustment.
- Physical exhaustion was common, especially in departments like **housekeeping and food service**, where tasks involve **lifting heavy items, cleaning, and attending to guests continuously**.

How I Overcame It:

✓ I learned to **manage my energy levels** by taking **short breaks when possible** and ensuring I stayed **hydrated and well-rested**.

✓ I **adapted to the work schedule** over time and improved my **stamina** by staying active.

2. Learning to Handle Multiple Guests at Once

- The **front office, restaurant, and event management** areas require employees to **attend to multiple guests simultaneously**.
- At peak hours, I had to **manage multiple customer requests**, process payments, take orders, and ensure **guests were satisfied**.
- Some guests were **demanding or difficult**, requiring **patience and professionalism**.

How I Overcame It:

- ✓ I **developed multitasking skills** by prioritizing tasks effectively.
- ✓ I **practiced active listening** to ensure each guest's needs were met without **errors or delays**.
- ✓ I learned to remain **calm under pressure**, ensuring that every guest received **quality service**.

3. Adapting to Hotel Policies and Procedures

- Every organization has **unique policies and procedures**, which **trainees must learn and follow strictly**.
- I had to familiarize myself with **hotel regulations, dress codes, safety protocols, and service guidelines**.
- Mistakes were not easily excused, as even minor errors could affect **guest satisfaction**.

How I Overcame It:

- ✓ I took **detailed notes** on **hotel procedures** and asked **clarifying questions** whenever needed.
- ✓ I learned through **observation, repetition, and supervisor feedback**.

These challenges were **tough but valuable**, as they **helped me develop patience, resilience, and professionalism**, all of which are **essential for a career in hospitality management**.

6.2 Recommendations for Improvement of SIWES

To enhance the **SIWES experience** and better prepare students for real-world work environments, certain improvements should be made.

1. More Structured Training Programs Should Be Provided by Hotels

- Many hotels **do not have well-organized training programs** for SIWES students.
- Some interns are **given minimal supervision**, leading to **confusion and inefficiency**.

Recommendation:

- ✓ Hotels should implement **structured training programs** with **clear learning objectives, mentorship sessions, and performance evaluations**.
- ✓ Trainees should receive **formal orientation programs** to help them **adjust quickly to their roles**.

2. Better Supervision and Mentorship for SIWES Students

- Some trainees receive **limited guidance**, making it difficult to **understand their responsibilities**.
- Without proper mentorship, **students may struggle to apply their theoretical knowledge in practical situations**.

Recommendation:

- ✓ Each trainee should be **assigned a supervisor or mentor** to **monitor progress and provide feedback**.
- ✓ Hotels should **conduct weekly review meetings** to **assess trainees' performance and address their concerns**.

3. Improved Access to Digital Hospitality Tools for Students

- The hospitality industry is **increasingly reliant on technology**, such as **hotel management software, online booking systems, and digital payment methods**.
- Many SIWES students **do not receive hands-on training with these tools**, which puts them **at a disadvantage when seeking employment**.

Recommendation:

- ✓ Hotels should **train SIWES students on digital tools** used in hotel operations.
- ✓ Hospitality schools should **incorporate technology-based courses** to ensure students **graduate with relevant digital skills**.

If these recommendations are implemented, SIWES will become **more effective**, and students will be **better prepared for careers in hospitality management**.

6.3 Suggestions for Future Participants

For future SIWES participants, succeeding in the hospitality industry requires **dedication, adaptability, and professionalism**. Based on my experience, here are some key **tips for future trainees**:

1. Be Open to Learning New Skills

- The hospitality industry **demands versatility**, so **embrace every learning opportunity**.
- Be willing to work in **different departments**, even if the tasks seem challenging.
- Take notes, ask questions, and seek feedback from **supervisors and colleagues**.

✓ **Tip:** Treat your industrial training **as a learning journey** and always strive to improve.

2. Maintain Professionalism and Patience with Guests

- Dealing with **different personalities** is part of the job, and **some guests may be difficult or demanding**.
- Always maintain a **polite and professional attitude**, regardless of how challenging the situation may be.
- Never argue with guests; instead, **find ways to resolve complaints calmly and effectively**.

✓ **Tip:** Practice **empathy and patience**, as excellent customer service skills will set you apart.

3. Adapt Quickly to the Fast-Paced Hospitality Environment

- The hotel industry is **fast-moving and requires quick thinking**.
- Be **prepared to work under pressure**, especially during peak hours.
- Learn to **prioritize tasks and manage time efficiently** to avoid delays.

✓ **Tip:** Develop **good time management skills** and always remain **calm under pressure**.

By following these suggestions, future SIWES participants will **maximize their learning experience, perform effectively, and build a strong foundation for their careers in hospitality management**.

While my **SIWES training** at Soltrag and Destiny Hotel was **challenging**, it was also **a rewarding and educational experience**. The **obstacles I faced helped me grow**, and the **recommendations provided in this chapter can improve the SIWES experience for future students**.

Key Takeaways from this Chapter:

✓ Challenges Faced:

- Long working hours and physical demands.
- Handling multiple guests simultaneously.
- Adapting to hotel policies and procedures.

✓ Recommendations for Improvement:

- Hotels should provide **structured training programs**.
- Better **supervision and mentorship** for trainees.
- Increased **access to digital hospitality tools**.

✓ Advice for Future SIWES Participants:

- **Be open to learning new skills.**
- **Maintain professionalism and patience** with guests.
- **Adapt quickly to the fast-paced hospitality industry.**

By addressing these **challenges and implementing these recommendations**, SIWES can become **more beneficial for hospitality management students**, ensuring that they **gain the necessary skills and experience to excel in their future careers**.

CHAPTER 7

CONCLUSION

The **Student Industrial Work Experience Scheme (SIWES)** at **Soltrag and Destiny Hotel** was a **transformative journey** that provided me with **valuable hands-on experience** in the hospitality industry. This chapter summarizes my **training experience**, highlights the **skills and knowledge gained**, and reflects on the **overall impact of SIWES on my career development**.

7.1 Summary of Experience

My **four-month SIWES training** at **Soltrag and Destiny Hotel** was an **enriching and educational experience** that gave me an in-depth understanding of **hotel operations, customer service, housekeeping, and food service management**.

Key Highlights of My Experience:

✓ Exposure to Various Hotel Departments:

- I had the opportunity to work in **front office operations, housekeeping, and food and beverage service**.
- Each department provided me with a **different perspective on hotel management**.

✓ Development of Practical Hospitality Skills:

- I learned **guest service management**, including **handling check-ins, reservations, and complaints professionally**.
- I participated in **restaurant and banquet service**, which enhanced my **food service and event planning skills**.
- I gained hands-on experience in **housekeeping procedures and hotel hygiene standards**.

✓ Learning to Work in a Fast-Paced Industry:

- The hospitality industry is **fast-moving and customer-focused**.
- I developed **time management, problem-solving, and teamwork skills** while ensuring guests received **quality service**.

✓ Overcoming Challenges and Adapting to Work Environment:

- Working long hours and managing multiple guests at once was challenging.
- However, I learned to **adapt quickly, remain professional, and handle stress effectively.**

Through **active learning and mentorship**, I was able to **maximize my training experience**, making SIWES an **essential stepping stone for my future career** in hospitality management.

7.2 Overall Impact of SIWES

The **SIWES program** has **significantly contributed** to my professional and personal development by strengthening **both technical and interpersonal skills**. It has also provided **real-world exposure** that complements my **academic learning**.

How SIWES Has Prepared Me for My Future Career:

✓ Strengthening My Technical and Interpersonal Skills

- I improved my **customer service skills**, which are crucial in the hospitality industry.
- I gained knowledge in **hotel management operations, reservations, and event planning**.
- I developed **communication and teamwork skills**, which will help me work effectively with guests and colleagues.

✓ Providing Insight into Real-World Hospitality Challenges

- The training exposed me to **common industry challenges**, such as handling difficult guests, managing multiple tasks, and maintaining service standards.
- I learned **how to remain calm under pressure** and provide **excellent service despite challenges**.

✓ Helping Me Develop a Professional Work Ethic

- SIWES taught me the **importance of discipline, punctuality, and responsibility** in the workplace.
- I learned to **approach every task with dedication and professionalism**, which is essential for success in the hospitality industry.

Final Thoughts

The **SIWES training at Soltrag and Destiny Hotel** was a **highly beneficial experience** that allowed me to apply my academic knowledge in a **real-world setting**. The **skills, exposure, and**

lessons learned will serve as a **strong foundation for my future career** in hospitality management.

✓ I am now **more confident and prepared** for future job opportunities in the hospitality industry.

✓ I understand the **importance of excellent customer service and efficient hotel management**.

✓ The experience has motivated me to **continue improving my skills** and contribute positively to the industry.

Overall, **SIWES has played a crucial role in my career development**, and I am **grateful for the opportunity** to have trained at Soltrag and Destiny Hotel. I look forward to applying my **newly acquired knowledge and skills** in future professional roles.

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