

**TECHNICAL REPORT**

**ON**

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

**HELD AT**

**MATRITE SUPERSTORE**

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## **DEDICATION**

This work is dedicated to the Almighty God, for their love, mercies, guidance and protection during and even after this work.

This work is also dedicated to my lovely and caring parents and wonderful brothers and sisters for their love, support and encouragement.

## **ACKNOWLEDGEMENT**

I wish to acknowledge and thank everyone who contributed one way or the other towards the success of my industrial training.

My special thanks goes to the management and my supervisor for their numerous contribution and effort to make this research a success.

Also, my beloved father and my colleagues for giving me the great opportunity.

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## ABSTRACT

*This report highlights the experiences and practical knowledge gained during the 16-week Student Industrial Work Experience Scheme (SIWES) at a supermarket. The program provided hands-on exposure to the daily operations, inventory management, customer service, sales processing, and supplier relations involved in running a retail business. Throughout the training period, I participated in stock-taking, shelf arrangement, handling customer enquiries, processing cash and electronic payments, maintaining sales records, and assisting with procurement and supplier coordination. The practical experience allowed me to apply theoretical concepts learned in the classroom, especially in areas such as inventory control, customer relations, and business operations. The report also highlights some challenges faced, including handling difficult customers, technical issues with the POS system, balancing multiple tasks during peak periods, and occasional delivery discrepancies with suppliers. These challenges, however, contributed to my personal and professional development, enhancing my problem-solving skills, adaptability, communication abilities, and work ethic.*

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Historical Background of SIWES**

The Students Industrial Work Experience Scheme (SIWES), is a skills Development programme initiated by the Industrial Training Fund (ITF), in 1973 to bridge the gap between theory and practice among students of Engineering and technology in Institutions of Higher Learning in Nigeria. It provides for on-the-job practical experience for students as they are exposed to work methods and techniques in handling equipment and machinery that may not be available in their Institutions.

**SIWES** was established by **ITF** in 1973 to solve the problem of lack of adequate practical skills preparatory for employment in industries by Nigerian graduates of tertiary institutions.

The Scheme exposes students to industry-based skills necessary for a smooth transition from the classroom to the world of work. It affords students of tertiary institutions the opportunity of being familiarized and exposed to the needed experience in handling machinery and equipment which are usually not available in the educational institutions.

Participation in **SIWES** has become a necessary pre-condition for the award of Diploma and Degree certificates in specific disciplines in most institutions of higher learning in the country, in accordance with the education policy of government.

Duration – Four months for the Polytechnics.

#### **1.2 Aims and Objectives of SIWES**

##### **Aim of the Study**

The aim of the study was to evaluate the impact of SIWES on Technical Skills Development in the Nigerian economy. This is to enable Institutions of Higher Learning and other Stakeholders assess the performance of their roles in the Scheme.

## **THE ROLE OF THE INDUSTRIAL TRAINING FUND**

The Industrial Training Fund (ITF) was established by the decree 47 of 1971 constitution and charged with the responsibility of promoting and encouraging the acquisition of industrial skills, with the view of generating a collection of indigenoustrained manpower, sufficient enough to enhance and meet the needs of the economy so as to promote development. Supervision of students, organizing orientation programs, and disbursing allowances to students are some of the roles played by the industrial training fund in the implementation of SIWES.

## **THE SCOPE AND IMPORTANCE OF SIWES**

The scheme covers all science and technological based students in monotechnics, polytechnics and universities in Nigeria, resulting in a high population of students which is easily managed because of the public and private industries that partake in the scheme. SIWES enables students acquire industrial know-how in their field of study particularly in technological based courses. It also enables students experiencethe application of theoretical knowledge in solving real life problems.

## **THE ROLE OF THE STUDENT AND THE INSTITUTION**

The role of the student is to partake in the program in such a way that he/she will achieve maximum benefit from the program. The student is advised to ask questions, be submissive, and adhere to all the rules and regulations of the organization where he is attached. Identification of placement opportunities, funding of SIWES supervisors and assessment of the student are some of the roles played by the institutions to ensure smooth running of the program.

## **CHAPTER TWO**

### **2.1 INTRODUCTION TO THE ORGANIZATION**

#### **Brief History of Martrite Store, Ilorin**

Martrite Store, located in Ilorin, Kwara State, is a growing retail establishment that has steadily gained recognition for providing quality consumer goods, groceries, household items, and everyday essentials at affordable prices. Established in 2011, the store was founded with a vision to bridge the gap between wholesalers and consumers by offering a wide range of products under one roof, ensuring convenience, affordability, and quality service.

Over the years, Martrite Store has expanded its product offerings to include local and imported food items, beverages, cosmetics, electronics accessories, and home essentials, making it a one-stop shop for individuals and families in Ilorin and its surrounding areas. The store's commitment to excellent customer service, competitive pricing, and product availability has earned it a loyal customer base.

Martrite Store also places emphasis on maintaining strong relationships with local suppliers and distributors, ensuring a steady supply of both locally-sourced and international products. The store is structured to cater to retail shoppers as well as bulk buyers, accommodating both individual customers and businesses.

The store operates with a modern inventory system, allowing for efficient stock management, product tracking, and sales recording. This system, combined with a team of dedicated staff, has helped Martrite Store uphold its reputation as a reliable and customer-friendly retail outlet in Ilorin.

With a commitment to continuous improvement and customer satisfaction, Martrite Store remains a trusted shopping destination, contributing to the economic growth of Ilorin by creating employment opportunities and supporting local businesses.

### **2.2 AIM AND OBJECTIVES OF THE ORGANIZATION**

#### **Aim**

The primary aim of Martrite Store is to provide a convenient and customer-friendly shopping experience by offering a wide variety of quality products at affordable prices, ensuring customer satisfaction while promoting strong relationships with local suppliers and contributing to the local economy.

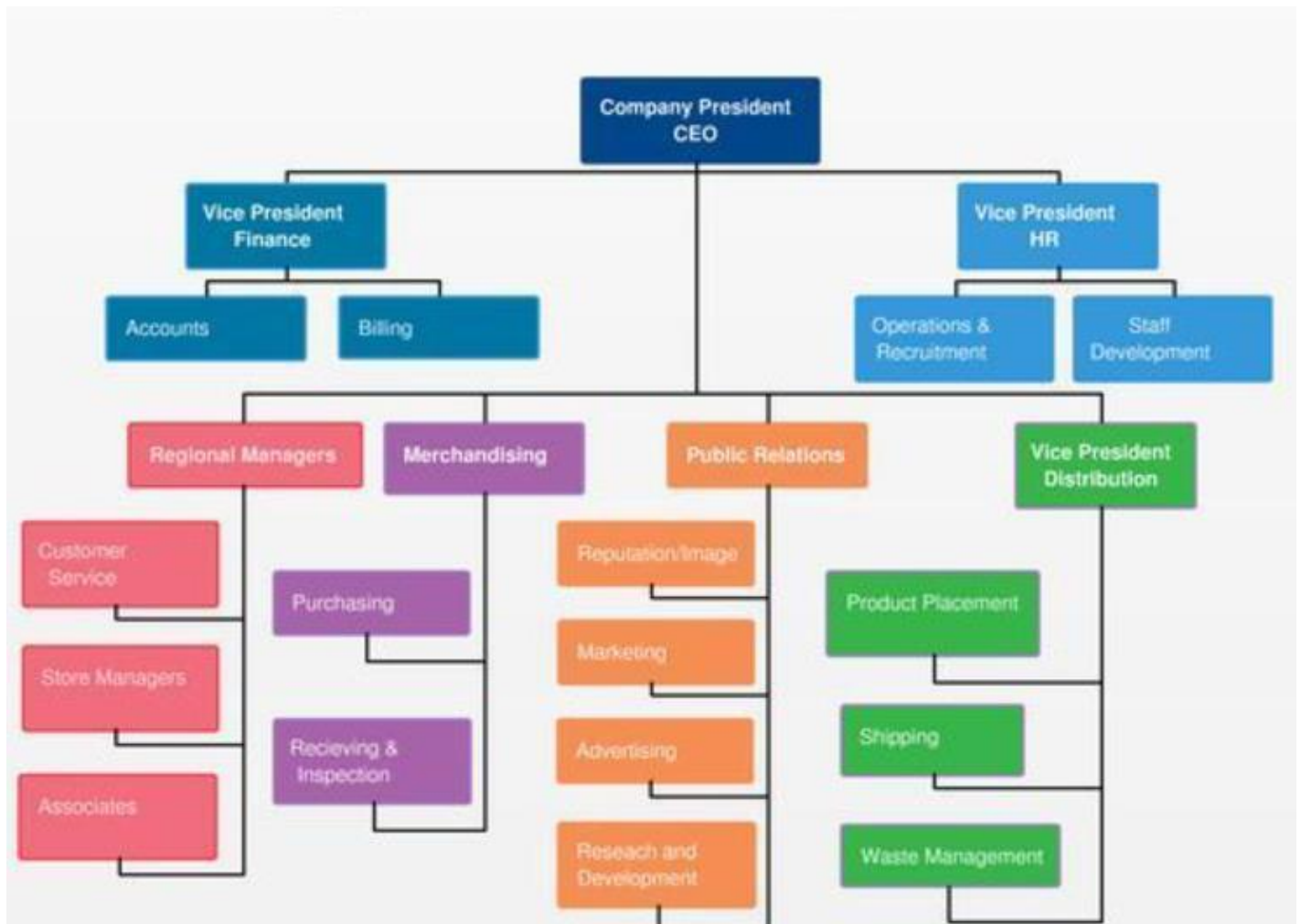
#### **Objectives**

The specific objectives of Martrite Store include:



1. To offer a wide range of quality products, including groceries, household items, personal care products, and other essentials, to meet the diverse needs of customers.
2. To provide excellent customer service by ensuring that all customers are attended to promptly, professionally, and courteously.
3. To ensure proper inventory management, including regular stock-taking, timely restocking, and accurate record-keeping.
4. To maintain competitive pricing to attract and retain a loyal customer base.
5. To create a clean, organized, and welcoming shopping environment that enhances the overall customer experience.
6. To build strong partnerships with local suppliers to ensure a consistent supply of products while supporting local businesses.
7. To incorporate modern technology, such as Point of Sale (POS) systems and digital inventory management tools, to enhance operational efficiency.
8. To contribute to the local economy by creating employment opportunities for residents of Ilorin and its surrounding areas.
9. To continuously improve and expand product offerings based on customer feedback and market trends.
10. To uphold ethical business practices by ensuring transparency, honesty, and fairness in all business transactions.

## 2.3 ORGANIZATION CHART



## CHAPTER THREE

### 3.1 INDUSTRIAL TRAINING EXPERIENCE REPORT

#### Week 1 - Introduction and Orientation

In the first week, I was introduced to the general operations of the supermarket. I learned about the importance of proper shelf arrangement and stock display to attract customers and make it easier for them to locate items. I was also guided on basic customer service principles and the importance of keeping the environment clean and organized.

#### Week 2 - Goods Arrangement and Shelf Management

During this week, I actively participated in adjusting goods on shelves to create order and proper display. I learned how to fill empty spaces after sales, ensuring that the store always looks stocked and attractive. This gave me practical knowledge of **product placement strategies** and how they influence customer purchasing decisions.

#### Week 3 - Stock Taking and Inventory Management

This week focused on inventory management. I participated in taking stock of available goods and identifying out-of-stock items. I learned how to **record stock data** accurately and understand the importance of regular stock checks for preventing shortages and overstocking.

#### Week 4 - Supplier Relations and Goods Procurement

I was involved in interactions with **local suppliers**, learning how orders are placed and deliveries are received. I also assisted in verifying delivered goods against orders placed and ensuring that the goods meet the required standards. This gave me insight into **supplier relationship management and procurement processes**.

#### Week 5 - Customer Service and Handling Enquiries

This week emphasized the importance of **effective communication with customers**. I learned how to assist customers by providing information about product prices, availability, and features. I also observed how attending to customers' needs enhances their shopping experience and encourages repeat visits.

### **Week 6 - Cash Handling and POS Transactions**

During this week, I was introduced to **cash handling procedures**, including receiving payments, issuing receipts, and giving correct change. I also learned how to operate the **Point of Sale (POS) machine** for card and transfer payments, ensuring every transaction was accurately recorded.

### **Week 7 - Daily Sales Record and Reconciliation**

This week focused on **sales documentation and reconciliation**. I was taught how to **document daily sales**, record all forms of payments (cash, POS, and transfers), and reconcile daily sales with physical cash at the end of each day. This improved my **record-keeping and accounting skills**.

### **Week 8 - System Operation and Transaction Recording**

I was trained on the **supermarket's sales system software**. I learned how to log into the system, input products using **barcodes**, and process sales transactions. This gave me **practical experience in using computerized sales systems**, improving my speed and accuracy in recording transactions.

### **Week 9 - Customer Payment Options Management**

I gained experience handling different payment options, including **cash, transfers, and card payments**. I learned how to split payments if a customer wanted to pay part in cash and part via transfer. This improved my ability to handle **diverse payment methods efficiently**.

### **Week 10 - Printing Receipts and Transaction Confirmation**

This week focused on the **importance of printing receipts for customers** after every successful transaction. I also learned how to verify that all transactions reflect accurately on the system before issuing receipts, ensuring **accountability and transparency** in all sales.

### **Week 11 - Market Survey and Local Goods Procurement**

I participated in a market survey to purchase **local goods** for the supermarket. This allowed me to understand the process of comparing prices, negotiating with suppliers, and selecting quality products. It enhanced my **procurement and negotiation skills**.

### **Week 12 - Stock Control and Inventory Balancing**

During this week, I participated in an **extensive stock-taking exercise**, ensuring that physical stock matched the records in the system. I also helped create a list of products that needed restocking, improving my knowledge of **inventory control processes**.

### **Week 13 - Supplier Reconciliation and Payment Verification**

This week involved interacting with **local suppliers** to reconcile supplied goods with payments made. I learned how to verify invoices, cross-check delivered goods, and resolve discrepancies if any arose. This experience enhanced my understanding of **supplier reconciliation processes**.

### **Week 14 - Shelf Rearrangement and Store Maintenance**

I participated in rearranging shelves and **reorganizing product displays** to create a fresh and attractive look for customers. I also assisted in cleaning shelves and ensuring that expired or damaged products were removed from display. This gave me practical knowledge in **store maintenance and product management**.

### **Week 15 - Customer Assistance and Complaint Resolution**

This week focused on improving **customer satisfaction**. I attended to customer enquiries, helped them locate items, and resolved minor complaints. I observed that providing prompt assistance improves customer loyalty, and I gained valuable **customer service skills**.

### **Week 16 - General Review and Summary of Experience**

In the final week, I reviewed everything I had learned during my SIWES program. From **stock management and supplier relations** to **cash handling, customer service, and sales documentation**, I gained valuable **practical experience** that prepared me for future work in **retail and supermarket operations**. I also learned the importance of **teamwork, time management, and attention to detail** in ensuring smooth store operations.

## CHAPTER FOUR

### 4.1 CHALLENGES FACED DURING SIWES

#### 1. Inconsistent Stock Levels

At times, it was difficult to maintain accurate stock levels due to **delayed deliveries from suppliers** or **incomplete stock records**. This made it challenging to respond effectively to customer enquiries about product availability.

#### 2. Customer Complaints and Difficult Customers

Some customers were **impatient or difficult to satisfy**, especially when items were out of stock or during busy periods. Handling such situations required calmness, patience, and good **communication skills**, which I gradually developed.

#### 3. System Downtime and Technical Issues

There were occasions when the **sales system (POS and inventory software)** experienced technical glitches, slowing down transaction processing. This caused delays at the checkout point and occasional errors in recording sales.

#### 4. Balancing Multiple Tasks

At certain times, especially during **peak hours**, it was challenging to **attend to customers, arrange shelves, and update stock records simultaneously**. This required developing better **time management and multitasking skills**.

#### 5. Handling Payments and Giving Correct Change

In the early weeks, **calculating change quickly and accurately** was difficult, especially when dealing with bulk purchases or **split payments (cash and transfer)**. Over time, I improved my **numerical accuracy and speed**.

#### 6. Identifying and Removing Expired Products

During shelf arrangements and stock-taking, **identifying expired or near-expiry products** was

challenging, particularly when items were not properly labeled. This emphasized the importance of **regular product checks** and proper inventory labeling.

### **7. Supplier Delivery Delays and Discrepancies**

There were occasions when **goods supplied did not match orders placed**, either in terms of **quantity or quality**. This required careful cross-checking of delivery notes and invoices, as well as effective **communication with suppliers**.

### **8. Learning New Systems and Processes**

Adjusting to the **sales system software** and understanding the **store's procedures for stock management, customer service, and sales reconciliation** took some time. However, with guidance from supervisors and regular practice, I became more proficient.

### **9. Maintaining Cleanliness and Orderliness**

With constant customer traffic, keeping the **store clean and shelves well-arranged** was sometimes challenging. It required continuous effort to **reorganize products** and ensure the shopping environment was always appealing.

### **10. Limited Prior Experience**

As a first-time intern in a **retail/supermarket environment**, adapting to the **fast-paced nature of the work** was initially overwhelming. However, through hands-on practice and **teamwork**, I gradually became confident in handling my responsibilities.

## **CHAPTER FIVE**

### **CONCLUSION**

The Student Industrial Work Experience Scheme (SIWES) provided me with a valuable opportunity to gain practical knowledge and hands-on experience in the daily operations of a supermarket and retail environment. Throughout the sixteen weeks, I was exposed to various aspects of retail management, including inventory control, stock-taking, customer service, sales transactions, supplier relations, and product display management.

I developed essential skills such as time management, effective communication, problem-solving, teamwork, and customer relations, which are crucial for any career in the retail and business environment. The practical exposure enabled me to apply theoretical knowledge from my academic studies to real-world scenarios, strengthening my understanding of inventory management systems, cash handling procedures, and customer service best practices.

Despite facing some challenges such as difficult customers, system downtimes, and delivery discrepancies, these experiences further enhanced my ability to think critically, stay calm under pressure, and find solutions quickly. The guidance and support from my supervisors and colleagues also contributed immensely to my learning process.

Overall, the SIWES program was a highly rewarding and enriching experience that has significantly improved my practical knowledge, confidence, and preparedness for future career opportunities in both the retail sector and other business-related fields.

### **RECOMMENDATION**

As a result of difficulties experienced during the four months SIWES program, I would like to recommend the following changes: The duration of SIWES should be extended so as to enable students be more experienced. The ITF should make monthly allowance available for students, so as to put an end to financial difficulties that may arise as a result of transport problems. The Institutions and ITF should help students to get a place of attachment so that the program may commence as planned.

The following recommendations were based on the findings of the study and as a solution to the identified problems.



**PROPER COORDINATION AND SUPERVISION OF THE EXERCISE:** The various bodies involved in the management of the SIWES exercise i.e. Industrial Training Fund (ITF), NUC, NBTE and NCCE should come together and fashion out a modality that will ensure smooth operation of the SIWES exercise. Efforts should be made to ensure that students attached to the organization are properly supervised to ensure that what they are doing is in line with the objectives of the SIWES exercise.

The various bodies involved in the management of the SIWES programme should liaise with the various industries ahead of time so as to minimize or reduce to the barest minimum the high level of refusal to accept students for their industrial training participation.

**ISSUING OF LOG BOOKS/IT LETTERS ON TIME:** The log books used by the student during the industrial training period and the IT letters should be issued to the students at the end of the first semester exam as against the end of second semester examination as this will afford the students enough time to search for places that are relevant to their field of study.

**EMPLOYMENT OF EXPERTS:** The various institutions should endeavor to employ experts in the areas of career development to manage the student's industrial placement centers.