



A TECHNICAL REPORT
ON
STUDENT INDUSTRIAL WORKING EXPERIENCE
SCHEME (SIWES)

HELD AT
WELCOME HOTEL
4, Ositelu Street off Anglican Road, Ota, Ogun State, Nigeria.

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DEDICATION

This report is dedicated to the Almighty God who is the only determinant of success and progress, and who by His mercies and divine provision made this program a success.

ACKNOWLEDGEMENTS

I thank Almighty God for His mercy and grace that kept me all through my SIWES program. My achievement so far would have been incomplete without the useful contribution of the following person(s).

My profound gratitude goes to my parents; Mr. and Mrs. Adeshina, I remain grateful to my departmental SIWES Supervisor who deem it fit to come and check up on me during my SIWES. My Industrial Based Supervisor and the manager and every other staff of Welcome Hotel, who were all there to put me through on what to know about hospitality services.

I also acknowledge the effort of my relatives who through their advice and encouragement have made this SIWES training a huge success.

ABSTRACT

This abstract encapsulates my internship experience as a Student Industrial Work Experience Scheme (SIWES) participant at Welcome Hotel. The program was designed to bridge the gap between academic knowledge and practical skills in the hospitality industry, offering an immersive learning experience in a real-world setting.

I emerged with a deeper appreciation for the complexities of hotel management, improved interpersonal skills, and a solid foundation for a career in hospitality. This experience highlights the significance of hands-on learning and its impact on preparing students for the professional world.

I gained practical experience in the field as a hospitality management student, this entails understanding the multifaceted operations of a hotel, from customer service and front desk operations to housekeeping, kitchen management, and beyond.

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CHAPTER ONE

1.1 INTRODUCTION TO SIWES

The Students Industrial Work Experience Scheme (SIWES) is the accepted skills training programme, which forms part of the approved minimum academic standards in the various degree programmes for all the Nigerian higher institution. It is an effort to bridge the gap existing between theory and practice of engineering and technology, science, agriculture, medical, management and other professional educational programmes in the Nigerian tertiary institutions. It is aimed at exposing students to machines and equipment, professional work methods and ways of safe-guarding the work areas and workers in industries and other organization.

The scheme is a tripartite programme, involving the students, the institution and the industry (employers of labor). It is funded by the Federal government of Nigeria and jointly coordinated by the industrial Training Fund (ITF) and the National Board of Technical Education (NBTE).

1.2 AIM AND OBJECTIVES OF SIWES

The objectives of this student's industrial work experience scheme are to:

1. Prepare students for the work situation they are likely to meet after graduation.
2. Provide an avenue for students in the Nigerian institution to acquire industrial skills and experience in their course of study.
3. Make the transition from the institution to the world of work easier, and thus enhance students contacts for later job placements;
4. Enlist and strengthen employers' involvement in the entire educational process of preparing university graduates for employment in industry.
5. Provide students with an opportunity to apply their theoretical knowledge in real work situation, thereby bridging the gap between university work and actual practices; and
6. Expose students to work methods and techniques in handling equipment and machinery that may not be available in the universities or Polytechnics.

1.3 IMPORTANCE OF SIWES

1. It provides students with an opportunity to apply their theoretical knowledge in real life situations.
2. It exposes students to more practical work methods and techniques.
3. It strengthens links between the employers, students and industrial training fund (ITF)
4. It also prepares the students for the labor market after graduation.
5. SIWES is crucial for hospitality students as it provides firsthand experience, promotes the application of theoretical knowledge, and aids in developing problem-solving skills. It also cultivates a sense of responsibility and professionalism.

CHAPTER TWO

2.1 COMPANY'S PROFILE

Welcome Hotel is a distinguished hospitality destination that offers an exquisite blend of luxury, comfort, and traditional hospitality. Nestled in the heart of Ota, this hotel has carved a niche for itself by providing unparalleled services and facilities that cater to both business and leisure travelers. Each department within the hotel plays a crucial role in ensuring the satisfaction and comfort of the guests, contributing to an unforgettable experience.

2.2 LOCATION AND BRIEF HISTORY OF THE ESTABLISHMENT.

Welcome Hotel is located at 04, Ositelu Street off Anglican Road, Ota, Ogun State, Nigeria, known for its cultural heritage and as a hub for education and agriculture. Welcome Hotel began with a vision to create a premier hospitality experience in Ota, blending local culture with international standards of luxury. Welcome Hotel celebrates various milestones, such as anniversaries, awards, and recognitions from the hospitality industry. These achievements would be testament to the hotel's commitment to excellence and its impact on the local tourism sector.

A significant part of the hotel's history is its relationship with the Ota community. From providing employment opportunities to engaging in local cultural events and supporting community projects, Welcome Hotel would establish itself as a key player in the local economy and society.

2.3 OBJECTIVES OF THE ESTABLISHMENT

The main objectives of Welcome Hotel are: -

1. To provide exceptional and personalized service to all guests, ensuring their needs and preferences are met with professionalism and warmth.
2. To maintain high standards of cleanliness, comfort, and safety across all guest rooms and public areas.

3. To ensure smooth, efficient, and effective operations across all departments, from front desk services to housekeeping, food and beverage, and maintenance.
4. To achieve sustainable financial growth through strategic revenue management, cost control, and innovative marketing strategies.
5. To invest in staff training and development, technology, and property enhancements that contribute to long-term profitability.
6. To create a positive and supportive work environment that encourages employee engagement, professional growth, and job satisfaction.
7. To implement eco-friendly practices and sustainability initiatives aimed at reducing the hotel's environmental impact, including waste reduction, energy efficiency, and responsible sourcing.
8. To contribute positively to the local community through charitable initiatives, cultural promotion, and economic support.
9. To engage with local businesses and suppliers, fostering a network of partnerships that benefits both the hotel and the community.
10. To build and maintain a strong brand reputation for quality, luxury, and excellence in hospitality.

2.4 ORGANIZATIONAL STRUCTURE OF THE ESTABLISHMENT

The organizational structure of Welcome Hotel was designed to ensure smooth operations, efficient management, and excellent guest services. Below is the breakdown of the organizational structure:

1. The Owner: The owner holds the pinnacle position and is integral to both the strategic direction and operational oversight of the hotel.
2. General Manager: Serves as the top executive responsible for overall hotel operations, strategic planning, and guest satisfaction. Reports to the hotel owner or corporate management.
3. Department Heads: - Under the General Manager, there are several department heads who manage specific areas of the hotel operations:
 - Front Office Manager: Oversees the reception team, guest services, reservations, and concierge. Responsible for ensuring guests have a seamless check-in and check-out experience.

- **Housekeeping Manager:** In charge of maintaining cleanliness and hygiene standards in guest rooms and public areas, managing the housekeeping staff, and overseeing laundry services.
- **Food and Beverage Manager:** Manages the restaurant, bar, and catering services, including menu planning, food preparation, service standards, and inventory management.
- **Chef/Kitchen Manager:** Leads the kitchen team in food preparation and presentation, ensures compliance with health and safety standards, and collaborates with the F&B Manager on menu development.
- **Sales and Marketing Manager:** Responsible for developing marketing strategies, managing room sales, planning promotional activities, and maintaining relationships with travel agents and corporate clients.
- **Human Resources Manager:** Manages recruitment, training, employee relations, and payroll. Ensures that the hotel is staffed with qualified and motivated employees.
- **Finance Manager:** Oversees the hotel's financial operations, including budgeting, accounting, financial reporting, and cash flow management.
- **Maintenance Manager:** Responsible for the upkeep of the hotel's physical facilities, including routine maintenance, repair works, and overseeing contractors for renovations or expansions.

4. Support Staff

Under each department head, there is a team of support staff that carries out the day-to-day operations:

- **Front Office:** Receptionists, concierges, porters, and reservation agents.
- **Housekeeping:** Room attendants, laundry staff, and public area cleaners.
- **Food and Beverage:** Chefs, cooks, wait staff, bartenders, and banquet personnel.
- **Maintenance:** Technicians, engineers, and groundskeepers.

2.5 VARIOUS DEPARTMENTS IN THE ESTABLISHMENT AND THEIR FUNCTIONS THE FOLLOWING ARE THE DEPARTMENTS IN THE HOTEL AND THEIR FUNCTIONS: -

7. Reception: The Reception is the heart of Welcome Hotel, where guests are greeted with warm smiles and open arms. This department ensures a smooth and swift check-in and check-out process, addressing any inquiries with professionalism and a personal touch. The staff here is well-versed in multiple languages and remains at the guests' disposal 24/7, making sure their stay is comfortable and their needs are met promptly.
8. Housekeeping: The Housekeeping department is dedicated to maintaining the highest standards of cleanliness and hygiene throughout the hotel. From the pristine condition of guest rooms to the public areas, the housekeeping team works diligently, ensuring every corner of the hotel reflects perfection. Their attention to detail and discreet service play a significant role in enhancing guest satisfaction and comfort.
9. Restaurant: - The Restaurant at Welcome Hotel is a culinary haven, offering an array of dishes that cater to diverse palates. Whether it's a hearty breakfast to start the day, a sumptuous lunch, or an elegant dinner, the restaurant provides an exceptional dining experience. The chefs use the freshest ingredients to create both local and international cuisines, while the service staff ensures a memorable meal with their impeccable service.
10. Kitchen: The Kitchen is the backbone of the hotel's culinary offerings, where creativity meets tradition. Led by experienced chefs, the kitchen team is passionate about delivering exceptional food quality and taste. They constantly innovate and update the menu to incorporate seasonal specialties and cater to dietary preferences, ensuring every guest has a delightful culinary experience.
11. Bar: The Bar at Welcome Hotel is a sophisticated retreat for guests looking to unwind after a long day. It offers a wide selection of drinks, ranging from classic cocktails to rare wines, all served in a cozy and inviting ambiance. The bar staff is knowledgeable and attentive, ready to recommend the perfect drink or concoct a guest's favorite cocktail with a delightful twist.

12.Laundry: The Laundry department ensures that all linens, uniforms, and guest clothing are impeccably cleaned and pressed, contributing to the overall sense of luxury and meticulous attention to detail that Welcome Hotel is known for. Using state-of-the-art equipment and eco- friendly cleaning agents, the laundry team ensures that every item is treated with the utmost care.

At Welcome Hotel, every department works in harmony to create an atmosphere of elegance, comfort, and hospitality. It's a place where every guest is treated to an exceptional experience, making their stay not just memorable but truly extraordinary.

CHAPTER THREE

3.1 WORK DONE DURING THE SIWES

Reflecting on the diverse experiences gained through the Student Industrial Work Experience Scheme (SIWES) at Welcome Hotel, here's a summary of the tasks I undertook in each department:

3.2 BAR

1. I assisted in stocking the bar with liquor, syrups, glasses, and other necessary supplies.
2. I learned to prepare and serve a variety of cocktails and non-alcoholic beverages.
3. I maintained cleanliness and organization within the bar area.
4. I managed inventory and reported low stock to the supervisor.
5. I observed techniques for engaging customers and upselling.
6. I helped in setting up the bar area for events and special occasions.
7. I followed all health and safety regulations related to alcohol service.
8. I assisted in taking inventory counts at the end of each shift.
9. I learned how to operate the point of sale (POS) system for billing.
10. I practiced proper glassware selection for different drinks.
11. I observed the process of creating new beverage menus.
12. I assisted with closing duties, including cleaning the bar and securing alcohol.
13. I learned about managing customer tabs and payments.
14. I provided excellent customer service, handling inquiries and feedback.

3.3 RECEPTION

1. I greeted guests upon their arrival and provided them with a warm welcome.
2. I learned how to use the hotel's booking system to check guests in and out.
3. I assisted in answering the phone and managing reservations.
4. I provided information about hotel amenities, services, and local attractions.
5. I handled guest inquiries and resolved issues or complaints.
6. I managed the distribution of room keys and directions to the rooms.
7. I helped organize transportation services for guests as needed.

8. I assisted in updating guest accounts and processing payments.
9. I learned to coordinate with housekeeping about room statuses.
10. I maintained a tidy and organized reception area.
11. I participated in emergency and safety procedure training.
12. I compiled daily reports on arrivals, departures, and occupancy rates.
13. I assisted in managing mail, parcels, and message delivery for guests.
14. I learned to maintain confidentiality and security of guest information.

3.4 HOUSEKEEPING

1. I assisted in cleaning and servicing guest rooms.
2. I learned to replenish room supplies, such as toiletries and towels.
3. I helped in maintaining cleanliness in the hotel's public areas.
4. I was trained in the proper use and storage of cleaning chemicals.
5. I practiced bed-making and room presentation techniques.
6. I learned inventory management for housekeeping supplies.
7. I helped handle lost and found items according to hotel policies.
8. I observed the procedure for reporting maintenance issues in rooms.
9. I learned to prioritize room cleaning based on guest check-outs and requests.
10. I assisted in setting up rooms for special guest requests or occasions.
11. I maintained hallways and ensured clear and safe passages.
12. I participated in team meetings to discuss guest feedback and improvements.

3.5 RESTAURANT

1. I assisted in setting up the dining area for service.
2. I learned menu items and practiced explaining them to guests.
3. I helped in taking orders and serving food and drinks to guests.
4. I observed the process of coordinating with the kitchen for order accuracy and timing.
5. I practiced clearing and resetting tables efficiently.
6. I participated in maintaining cleanliness and hygiene in the dining area.
7. I helped in managing reservation systems and seating guests.
8. I observed techniques for handling special dietary requests and allergies.
9. I assisted in stock taking and inventory management for restaurant supplies.

10. I learned about pairing food with appropriate beverages.
11. I participated in customer service training to enhance guest dining experience.
12. I assisted in processing payments and managing the cash register.
13. I helped in planning and executing special events and theme nights.
14. I observed food preparation techniques in the kitchen.
15. I learned about food safety and sanitation standards.

CHAPTER FOUR

4.1 KITCHEN

1. I assisted in the preparation of ingredients, such as chopping vegetables and marinating meats.
2. I observed chefs during the cooking process to learn various cooking techniques.
3. I helped in maintaining cleanliness and sanitation within the kitchen.
4. I learned to follow recipes and cooking procedures with consistency.
5. I assisted in receiving and storing supplies, ensuring proper stock rotation.
6. I observed the process of menu planning and recipe development.
7. I learned about the importance of food safety and hygiene practices.
8. I assisted in dishwashing and kitchen equipment maintenance.
9. I participated in the preparation of special dietary meals under supervision.
10. I helped in managing waste and following sustainability practices.
11. I observed the coordination between kitchen and front-of-house staff.
12. I learned to operate various kitchen equipment safely.
13. I assisted in the inventory management of kitchen supplies.
14. I participated in taste tests for quality control.
15. I learned about efficient kitchen workflow and station organization.

4.2 LAUNDRY

1. I assisted in sorting laundry by type, color, and treatment requirements.
2. I learned to operate industrial washing machines and dryers.
3. I helped in ironing, folding, and properly storing linens and uniforms.
4. I observed the process of handling delicate items and special cleaning instructions.
5. I participated in maintaining inventory of laundry supplies and chemicals.
6. I learned about the standards for hygiene and cleanliness for hotel linens.
7. I assisted in the delivery and distribution of clean linens to the housekeeping department.
8. I helped in managing the schedule to ensure a timely turnaround of laundry items.
9. I learned to inspect laundered items for quality and cleanliness.

10. I observed techniques for stain removal and fabric care.
11. I assisted in maintaining records of laundry service for guests.
12. I helped in routine maintenance and cleaning of laundry equipment.
13. I participated in inventory checks for linens and uniforms.
14. I learned about the health and safety practices in the laundry area.

4.3 EXPERIENCE GAINED DURING THE TRAINING

During my SIWES placement at Welcome Hotel, I gained a multitude of invaluable experiences that contributed significantly to my personal and professional growth. Some of them are:

1. **Customer Service Excellence:** I learned the art of providing exceptional customer service, understanding that the satisfaction of each guest is paramount. This involved greeting guests warmly, promptly addressing their needs, and always seeking to exceed their expectations.
2. **Time Management:** Working across different departments taught me the importance of efficient time management. I learned to juggle various tasks effectively, prioritize duties based on urgency, and adapt to fast-paced environments without compromising the quality of work.
3. **Teamwork and Collaboration:** I experienced firsthand the importance of teamwork in the hospitality industry. Collaborating with colleagues from diverse departments helped me understand the interconnectedness of each role and the collective effort required to maintain high standards of hotel operation.
4. **Attention to Detail:** Whether it was setting tables in the restaurant, preparing rooms in housekeeping, or managing inventory in the bar, I learned that attention to detail is crucial in all aspects of hotel management. Small touches can significantly enhance the guest experience.
5. **Effective Communication:** I developed my communication skills, both verbal and non-verbal, learning to convey information clearly and professionally to guests and colleagues. This was especially important at the reception and when handling inquiries or complaints.
6. **Problem-Solving:** I encountered various challenges during my placement, from dealing with unexpected guest requests to resolving issues in the laundry

department. These experiences taught me to think on my feet, be resourceful, and find solutions quickly and efficiently.

7. **Operational Knowledge:** Working in different departments allowed me to gain a comprehensive understanding of the hotel's operations. I learned about the intricacies of each department's role in the overall functioning of the hotel, from the kitchen to the laundry room.
8. **Cultural Sensitivity:** Interacting with guests and staff from diverse backgrounds emphasized the importance of cultural sensitivity and adaptability. I learned to respect cultural differences and adapt my communication and service approach accordingly.
9. **Professionalism:** Throughout my SIWES experience, I learned the importance of maintaining a high level of professionalism. This included adhering to the hotel's dress code, maintaining confidentiality, and always acting in the best interest of the hotel and its guests.
10. **Passion for Hospitality:** The most significant experience was discovering my passion for the hospitality industry. Being immersed in the vibrant, dynamic environment of Welcome Hotel reinforced my desire to pursue a career in this field, where I can continuously learn, grow, and contribute to creating memorable experiences for guests.
11. These experiences have not only equipped me with practical skills and knowledge but have also instilled in me a strong work ethic, resilience, and a deeper understanding of the hospitality industry.

CHAPTER FIVE

5.1 SUMMARY

In summary, the SIWES experience provided a comprehensive understanding of the hospitality profession. The exposure to real-world customer service significantly contributed to my academic and professional growth.

5.2 CHALLENGES ENCOUNTERED DURING SIWES

Despite the enriching experience, several challenges were encountered during the SIWES placement, each contributing to a deeper understanding of the nuances within the organizational context, some of the challenges includes:

1. Adjusting to the fast-paced nature of professional work presented initial challenges in keeping up with deadlines and deliverables.
2. Grasping the intricacies of the hotel's customer service processes proved to be a learning curve, requiring time and effort.
3. Ensuring clear and concise communication with superiors demanded refinement in professional communication skills.
4. Transportation cost to and fro the place of attachments is very expensive and the firm isn't paying a dime.

5.3 RECOMMENDATIONS

1. Institution based supervisor should visit the student regularly at their places of work/attachment.
2. Make sure that student participated fully in this programme and the letter of approval should be demanded from the attached establishment.
3. The industrial based supervisor should be enlightened regarding their responsibility during this training.
4. I recommend a more structured orientation program for SIWES participants to ease their integration into the workplace.
5. Additionally, creating mentorship programs can further enhance the learning experience.

5.4 CONCLUSION

In conclusion, SIWES has been instrumental in bridging the gap between theory and practice, equipping me with practical skills and knowledge essential for a successful career in hospitality. I am grateful for the opportunity and look forward to applying these experiences in future endeavors.