



**KWARA STATE POLYTECHNIC, ILORIN**  
**A REPORT ON**  
**STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)**

**HELD AT:**  
**BOVINA VIEW HOTEL**

**By:**  
**YUSUF ARAFAT TEMITOPE**  
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**SUBMITTED TO:**  
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**FROM**  
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## **DEDICATION**

This report is dedication to Almighty Allah, the giver of life for the privilege given to carry out this SIWES programme.

## **REPORT OVERVIEW**

Industrial training is an essential component of academic learning that provides students with practical exposure to real-world operations. This report details my experience during my industrial training at Bovina View Hotel, Kwara State, Nigeria, covering the activities carried out, equipment used, lessons learned, and challenges faced.

The report commence with introduction to what SIWES is and to the various aspect of the activities carried out in the organization where the SIWES is being carried out. The report entails the knowledge gained through practical and theoretical learning.

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## **CHAPTER ONE**

### **1.1 INTRODUCTION**

Student Industrial Work Experience Scheme (SIWES) can be defined as the practical experience of student in order to have quality control and satisfactory performance, when in the field.

SIWES report is the act of writing a detailed analyses and discussion of the activities been carried out in the process of carrying out the SIWES programme

This report is a conscious attempt in partial fulfillment of the requirement for the award of National Diploma in Department of Electrical Engineering. It gives an illustration and enlightenment on how to design an attractive and a presentable graphics and word usage.

Finally, the aims and purposes of written this report is to elicit fully information on what I have been taught and gained at DA HENRYS TECH WORLD as far as the company is concerned.

### **1.2 OVERVIEW OF STUDENT INDUSTRIAL WORK EXPERIENCE (SIWES)**

The students industrial work experience scheme (SIWES) was initiated in 1973 by the Industrial Training Fund (ITF). It is tripartite programmed involving the students, the Universities and Industries. It is funded by the Federal Government of Nigeria and jointly coordinated by the ITF and the National Universities Commission (NUC). It is a skill training program design to expose and prepare students of tertiary institutions for the industrial work situation they are likely to meet after graduation. The scheme also affords the students the opportunity of familiarizing and expose themselves to the needed experience in handling equipment and machinery. The Student Work Experience Scheme (SIWES) program prepares student for labor markets. It has become an innovative phenomenon in human resources development and training in Nigeria. Oyedele (1990) states that work experience is an educational program in which students participate in work activities while attending school. This work experience program gives students the opportunity to be part of an actual work situation outside the classroom. It is designed to expose students to the industrial workplace environment in their respective disciplines during their course of study. The students are also expected develop occupational competencies that would facilitate their fitting into the world of work after graduation. The Students Industrial Work Experience Scheme (SIWES) is a planned and supervised training intervention based on stated and specific learning and career objectives and geared towards developing the occupational competencies of the participants.

Students do not have the practical application of what they were taught in class after graduation and by so doing the ITF in collaboration with the federal government had to introduce Students Industrial Work Experience Scheme (SIWES) so as to help students after graduation.

It was in this view I got to know much of Core Banking System Application and how it works, which is under software development, how I can create USB Window Loader, how I can configure wireless routers which is under networking and how I can design and develop a website.

### **1.3 AIMS AND OBJECTIVES OF STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)**

The aims and objectives that make all SIWES students both in Universities and Polytechnics to be mandated in partaking in Student Industrial Work Experience Scheme, few are under listed below;

- It exposes students to works' procedures and techniques in handling equipment that may not be available in their institution.
- Provide an avenue for students in institution of higher learning to acquire industrial skills and experience during their course of study.
- Prepare students for the industrial work situation they are likely to meet after graduation. Provide students with opportunity to apply their knowledge in real work situation thereby bridging the gap between theory and practical.

## **CHAPTER TWO**

### **2.1 BRIEF HISTORICAL BACKGROUND OF THE ORGANIZATION**

The establishment at which the SIWES programme is been carried out is the Nigeria Television Authority, Osogbo, Nigeria. The **Nigerian Television Authority** or **NTA** is a Nigerian government-owned and partly commercial broadcast station. Originally known as Nigerian Television (NTV), it was inaugurated in 1977 with a monopoly on national television broadcasting, after a takeover of regional television stations by military governmental authorities in 1976. After declining interest from the public in government-influenced programming, it lost its monopoly over television broadcasting in Nigeria in the 1990s. The NTA runs the largest television network in Nigeria with stations in several parts of the country. It is widely viewed as the "authentic voice" of the Nigerian government.

### **2.2 OBJECTIVES OF THE ESTABLISHMENT**

The aims and objective of the organization is to bring the populace closer to the activities happening around them through the gathering of news report, live broadcasting of news and also to provide entertainment and educate the masses through the media.

### **2.3 OBJECTIVE OF THE TRAINING IN THE ESTABLISHMENT**

The primary objectives of the industrial training were:

- To gain practical experience in the hospitality industry.
- To understand the daily operations of a hotel.
- To develop customer service and communication skills.
- To familiarize myself with hotel equipment and management practices.
- To learn problem-solving skills in a real work environment.

## **CHAPTER THREE**

### **THE HOTEL**

#### **3.1 ACTIVITIES IN AN HOTEL**

During my training at Bovina view Hotel I was assigned to various departments, where I performed the following activities:

##### **A. Front Office Department:**

- Welcomed and assisted guests during check-in and check-out.
- Handled guest inquiries and complaints professionally.
- Managed room reservations and assigned room keys.
- Processed payments and prepared invoices.
- Assisted in managing guest profiles and loyalty programs.
- Provided concierge services, including booking transportation and recommending local attractions.

##### **B. Housekeeping Department:**

- Cleaned and prepared guest rooms according to hotel standards.
- Replenished toiletries, linens, and other supplies.
- Reported maintenance issues to the engineering department.
- Ensured overall cleanliness of public areas.
- Managed laundry services for guest clothing and hotel linens.
- Conducted inventory checks for housekeeping supplies.

##### **C. Food and Beverage Department:**

- Assisted in setting up dining tables and serving guests.
- Took food and beverage orders and delivered them promptly.
- Assisted in the preparation of meals in the kitchen.
- Maintained hygiene and adhered to food safety standards.
- Managed buffet arrangements and monitored food portions.
- Engaged with guests to take feedback on food and service quality.

##### **D. Kitchen Department:**

- Assisted chefs in food preparation and garnishing.
- Operated kitchen equipment such as ovens, fryers, and blenders.
- Ensured proper storage and labeling of food items.
- Maintained cleanliness in the kitchen area.
- Assisted in inventory management and restocking supplies.



- Monitored compliance with food safety regulations.

#### **E. Event Management Department:**

- Assisted in setting up banquet halls for events.
- Coordinated with clients and ensured event requirements were met.
- Provided support during conferences, meetings, and parties.
- Handled event logistics such as seating arrangements and decorations.
- Managed audiovisual equipment and ensured smooth technical operations.
- Assisted in post-event clean-up and evaluation.

#### **F. Security Unit:**

- Monitored CCTV cameras to ensure safety within the hotel premises.
- Assisted in screening guests and visitors at entry points.
- Responded to security incidents and reported any suspicious activity.
- Ensured compliance with hotel security policies and emergency protocols.
- Conducted regular security patrols around the premises.
- Assisted guests with lost and found inquiries.

### **3.2 EQUIPMENT USED IN THE HOTEL**

During my training, I was exposed to various hotel equipment, including:

- 1. Computer System:** This is one of the most important equipment used in the hotel because it is used by the front desk to carrying out registration and monitoring of activities of the guest and the hotel.



*Fig 1: Computer System*

- 2. Deep Fryer:** This Equipment is used



*Fig 2: Deep Fryer*

3. **Laundry Machine:** This is used for washing of clothes in the hotel



*Fig 3: Laundry Machine*

4. **Laundry Cart:**



*Fig 4: Laundry Cart*

5. **Coffee Maker:** This Equipment as its name sound, is used to make coffee



*Fig 5: Coffee maker*

6. **Grill:** This is used for grilling of meat, fish to give it another taste.



*Fig 6: Grill*

7. **Cutlery:** This are various eating gadget comprising of spoons, knife, fork, etc.



*Fig 7: Cutlery*

- 8. Blenders:** This is an equipment used for various purpose but similar functions, it is used for the cutting into pieces or water form of various foods and fruit properties



*Fig 8: Blenders*

- 9. Industrial Oven:** This is an overall equipment used in baking, drying etc of various hotel meals.



*Fig 9: Oven*

- 10. Measuring Scale:** this is used for measuring of item



*Fig 10: Measuring Scale*

- 11. Plates:** This are equipment used in serving dishes at the hotel



*Fig 11: Plates*

## CHAPTER FOUR

### 4.1 LESSONS LEARNED IN THE ESTABLISHMENT

My industrial training at Bovina View Hotel provided valuable insights, including:

- **Customer Service Skills:** Learned the importance of hospitality, patience, and professionalism in guest interactions, ensuring customer satisfaction and retention. I learnt about how to take guest orders, waiting on the guests. I learn about the hotel tariff and how to get guest information manually from them. I also learnt how to take guest reservations and bookings.
- **Teamwork and Communication:** Understood the significance of effective teamwork, active listening, and clear communication for smooth hotel operations and conflict resolution.
- **Time Management and Multitasking:** Gained experience in handling multiple tasks efficiently under pressure, prioritizing responsibilities, and meeting deadlines.
- **Technical and Operational Skills:** Acquired hands-on knowledge of hotel equipment, reservation systems, housekeeping techniques, and food safety protocols. I also learnt about how to handle the keycard, how to carry out room check serices and checking guests out of their rooms.
- **Problem-Solving and Critical Thinking:** Developed the ability to think quickly, assess situations, and implement solutions to guest complaints and operational challenges effectively.
- **Auditing Skills:** I was also taken through the process of carrying out audit as we did auditing of some sales book with supervision. I was also taught on how to use the point of sale (POS) services for payment and how to validate them
- **Security and Risk Management:** Understood the role of security in maintaining guest safety, handling emergencies, and preventing security breaches within the hotel premises. I helped in opening barriers and giving tally to drivers, I was also taught about how to write the handing over and taking over book where important information was written down.
- **Adaptability and Professionalism:** Learned how to adapt to a dynamic work environment, maintain professionalism under pressure, and deliver excellent service regardless of challenges.
- **Attention to Detail:** Understood the importance of maintaining high-quality service, cleanliness, and organization in all hotel departments to enhance guest experience.

- **Housekeeping:** I learnt about housekeeping and timeliness of doing them as I was assigned to work with staffs in duty to operate with them. I learnt how to lay the bed, participate in dusting and cleaning of the hotel environment

#### 4.2. CHALLENGES FACED DURING THE TRAINING

During my training, I encountered several challenges, including:

- **Handling Difficult Guests:** Some guests had high expectations, and managing their complaints required patience and diplomacy.
- **Long Working Hours:** The hospitality industry demands long hours of work, which was initially challenging.
- **Multitasking:** Balancing different responsibilities in various departments was challenging but improved my adaptability.
- **Strict Hygiene Standards:** Adhering to hygiene and food safety regulations required diligence and consistency.
- **Security Challenges:** Handling lost items, assisting in emergency evacuations, and managing unexpected security threats required attentiveness and quick thinking.

## **CHAPTER FIVE**

### **5.1 SUMMARY**

This report was carried out in partial fulfillment of the requirement for the award of National Diploma in Kwara State Polytechnic. This report gives enlightenment of various aspect hospitality activities in a hotel which increase my knowledge. in summary, the activities I went through re-shaped my understanding and helped me understand more about mass media.

### **5.2 CONCLUSION**

My industrial training at Bovina View Hotel was a rewarding experience that enhanced my knowledge and skills in the hospitality industry. I gained hands-on exposure to hotel operations, learned to manage real-world challenges, and improved my interpersonal skills. It was in the training I was exposed to a typical industrial atmosphere of learning which has contributed immensely to uplift in my academic and logical approach to educational worlds in general. The important aspect of this training cannot be over or under emphasized as it does not only broaden my knowledge but also make the experience a part of me.

### **5.3 RECOMMENDATIONS**

The recommendations arising from the foregoing appraisal of the effectiveness of SIWES in the formation of competent and productive technical manpower for the economy are summarized as follow.

- More structured training sessions should be provided for interns to ensure they understand all aspects of hotel management.
- Interns should be rotated across different departments for a well-rounded experience.
- Hotels should provide feedback and mentorship to interns to enhance their learning.
- Security awareness training should be included in the internship program to ensure interns understand safety protocols.
- More emphasis should be placed on stress management techniques to help interns cope with long working hours and demanding tasks.