



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

**HELD AT  
GREEN AND WHITE OPTIMUM HOTEL, ILORIN, KWARA STATE**

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## **DEDICATION**

All praise and honor belong to the almighty God the giver of wisdom and knowledge and also to my parent Mr. & Mrs. OLATUNJI.

## **ACKNOWLEDGEMENT**

I ascribe all praises to the Almighty God the beginner and finisher of all things for making me go through this programme.

I will also appreciate my parent Mr. and Mrs. Olatunji for always been there for me, God almighty reward you and make you reap the fruit of your labor.

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## **CHAPTER ONE**

### **1.1 INTRODUCTION**

The students industrial work experience scheme (SIWES) is a skills training programme designed to expose and prepare students of Universities, Polytechnics/Colleges of Technology/Colleges of Agriculture and Colleges of Education for the industrial work Situation they are likely to meet after graduation. The scheme also affords students the opportunity of famillarizing and exposing themselves to the needed experience in handling equipment and machinery that are usually not available in their institutions. it is a cooperative industrial internship program that involves institutions of higher learning, industries, the Federal Government of Nigeria, industrial Training Fund (ITP), and Nigerian Universities Commission (NUC).

The Objectives of the Scheme are to:

- I. Provide avenues for students to acquire industrial skills and experience during their course of study.
- II. Prepare students for industrial work situation they are likely to meet after graduation.
- III. Expose students to work methods and techniques in handling equipment and machineries that may not be available in the university
- IV. Provide students with the opportunities to apply their educational knowledge in real work situations, thereby bridging the gap between theory and practice.
- V. To make the transition from the schooling to world of work easier through enhancing students contact for later job placement.

### **1.2 OBJECTIVES OF SIWES**

Specifically, the objectives of the students industrial work experience scheme are to:

- i. Prepare students for the work situation they are likely to meet after graduation
- ii. Provide an avenue for students in the Nigerian Universities to acquire industrial skills and experience in their course of study.
- iii. Make the transition from the university to the world of work easier, and thus enhance students contacts for later job placements;

- iv. Enlist and strengthen employers involvement in the entire educational process of preparing university graduates for employment in industry.
- v. 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
- vi. Expose students to work methods and techniques in handling equipment and machinery that may not be available in the universities.

### **1.3 IMPORTANCE OF SIWES**

- i. It provides students with an opportunity to apply their theoretical knowledge in real life situations.
- ii. It exposes students to more practical work methods and techniques
- iii. It strengthens links between the employers, universities and industrial training fund (ITF)
- iv. It also prepares the students for the labour market after graduation.

### **1.4 THE ROLE OF FEDERAL GOVERNMENT**

- i. Make it mandatory to all ministries, companies and government parastatals, to offer attachment places to students;
- ii. Make it a policy to include a clause in every major contract lasting over six to nine months being awarded for contractors to take student on attachment.
- iii. Make adequate funds available to the federal ministry of industry to fund the Scheme

## **CHAPTER TWO**

### **2.1 DEPARTMENT IN PROFESSOR'S SUITES HOTEL ARE**

- ❖ Front office department
- ❖ Laundry department
- ❖ Kitchen department
- ❖ Bar and restaurant department
- ❖ Housekeeping department

#### **FRONT OFFICE**

Front office refers to the front desk or reception area or the core operations department of the hotel. This would include the reception and front desk, as well as reservations, sales and marketing, housekeeping and concierge. This is the place where Guest go when they arrive at the hotel. Employees working in the front office will confirm Guest reservations and also attend to guest complaints and queries.

#### **DUTIES OF FRONT OFFICE PERSONNEL**

1. To use the up-selling techniques in order to maximize the Rooms Revenue.
2. Being Knowledgeable of all the Credit cards and cashing Policies, and how to Handle Cash properly and efficiently.
3. Develop Detailed Knowledge of the Rooms Locations, Facilities and Types.
4. Develop Detailed Knowledge of the Hotel's Key Personnel, service, outlets, and hours of operation for each.
5. Handle the Safe Deposit Boxes according to the Hotel procedures.
6. Prepare and report guests with High Balance to the attention of the Front Office Manager.
7. Be thoroughly aware of the Hotel Reservation System, and cancellation policy.
8. Communicate with all other departments through the proper channels, and through the Communication forms.
9. Promptly notify the Housekeeping of all check outs, early check in, special requests in the rooms.

10. Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc)
11. Greet and welcome guests
12. Answer questions and address complaint
13. Answer all incoming calls and redirect them or keep messages
14. Receive letters, packages etc. and distribute them
15. Prepare outgoing mail by drafting correspondence, securing parcels etc
16. Check, sort and forward emails
17. Keep updated records and files
18. Monitor office expenses and costs
19. Take up other duties as assigned (travel arrangements, schedules etc)

### **LAUNDRY DEPARTMENT**

Laundry is the washing of clothing and linens. Laundry processes are often done in a room reserved for that purpose; in an individual home this is referred to as a laundry room or utility room. An apartment building or student hall of residence may have a shared laundry facility such as a tvattstuga. A stand-alone business is referred to as a laundrette (laundronmat).

The material that is being washed, or has been laundered, is also generally referred to as *laundry*.

### **LINEN ATTENDANT DUTIES AND RESPONSIBILITIES:**

1. Places linen and uniforms in containers for transport to laundry.
2. Sort's items and counts and records number of items soiled.
3. Examines laundered items to ensure cleanliness and serviceability.
4. Sends torn articles to the seamstress for repair.
5. Stores laundered linen and uniforms on shelves after verifying numbers and types of articles.
6. Issues linen and uniforms, which are both to be exchanges on a clean-for soiled basis only.
7. Counts and records linen to fill requisition.



8. Check periodically the condition of hotel linen and uniform.
9. Should know basic tailoring works.
10. Periodic inventories of linen and uniform.

## **RESTAURANT**

A restaurant or an eatery, is a business which prepares and serves food and drinks to customers in exchange for money. Meals are generally served and eaten on the premises, but many restaurants also offer take-out and food delivery services, and some only offer take-out and delivery. Restaurants vary greatly in appearance and offerings, including a wide variety of cuisines and service models ranging from inexpensive fast food restaurants and cafeterias to mid-priced family restaurants, to high-priced luxury establishments.

## **DUTIES OF A WAITER OR WAITRESS**

- Assist host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
- Schedule dining reservations
- Assist customers with seating arrangements.
- Perform cleaning duties, such as sweeping and mopping floors vacuuming carpet, tidying up server station, taking out trash, or checking and cleaning bathroom
- Clean food preparation areas, facilities, or equipment.
- Bring wine selections to tables with appropriate glasses, and pour the wines for customers
- Serve food or beverages.
- Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
- Prepare foods for cooking or serving
- Prepare hot or cold beverages.

## **KITCHEN DEPARTMENT**

A kitchen is a room that is used for cooking and preparing food. Kitchens are usually located in personal homes, restaurants and other public areas that regularly serve food

Modern kitchens in the western world typically contain a few key items, such as a sink, an oven, a refrigerator and storage space. Other common appliances are dishwashers, microwaves and toasters. Some kitchens are used for dining as well as cooking, and some homes have laundry appliances in the kitchen area as well. Industrial kitchens, such as those in hospitals and restaurants, have a higher number of appliances and must meet specific health standards

### **DUTIES AND RESPONSIBILITIES OF KITCHEN STAFF**

- They perform all the tasks in the kitchen other than cooking and serving.
- They are the ones responsible for the hygiene of the kitchen and they have to clean so the kitchen remains clean before the surprise inspections.
- They prep the kitchen before the chefs arrive to cook
- They have to remove the required ingredients from the pantry and have to clean and cut the vegetables in advance
- They have to assist the chefs if they require help
- They have to fill up the positions of the absent staff and complete their duties
- They have to report to the kitchen manager or the head chef
- They have to train any new members of the kitchen staff regarding the work culture of the kitchen
- They have to clean all the equipment that is used in the kitchen
- They should not divulge any information about the kitchen to any outsiders

### **INSTRUMENT USE IN HOUSE KEEPING DEPARTMENT**

- Broom
- Parker
- Brush
- Vacuum cleaner
- Napkin for dust
- Mopping stick
- Bucket

- Tissue paper
- Harpic
- Hair freshener

***Uses of the following equipment is as follows***

- Washing of toilet every morning with brush, one bucket of water and harpic after washing we paste air fresher inside the toilet and tissue for use.
- Sweeping with broom using of parker to pack the dirty to the dustbin after the general sweeping we mop the floor or tiles with mopping stick and brush
- We also use napkin to dust all the furniture in the hotel

**HOUSE KEEPING**

Housekeeping departments are in charge of keeping buildings clean. They Sweep, mop, dust, vacuum and clean the bathrooms. Housekeeping staff also clean windows and public areas, and they often remove trash and deposit it in the building's dumpsters. Many refill toilet paper rolls and hand soap in the bathrooms, and keep an eye out for issues such as burned-out light bulbs that need replacing, sometimes changing the bulbs or telling maintenance about the issue hotel housekeeping employees change sheets and make beds in the guest rooms.

**DUTIES OF A HOUSEKEEPER**

- Clean rooms, hallways, lobbies, lounges, restrooms, corridors, elevator stairways, locker rooms and other work areas so that health standards are met.
- Clean rugs, carpets, upholstered furniture, and/or draperies, using vacuum cleaners and/or shampooers.
- Empty wastebaskets, empty and clean ashtrays, and transport other trash and waste to disposal areas.
- Sweep, scrub, wax, and/or polish floors, using brooms, mops, and/or powered scrubbing and waxing machines.
- Dust and polish furniture and equipment.
- Keep storage areas and carts well-stocked, clean, and tidy.

- Foolish silver accessories and metalwork such as fixtures and fittings.
- Remove debris from driveways, garages, and swimming pool areas.
- Replace light bulbs.
- Replenish supplies such as drinking glasses, linens, writing supplies, and bathroom items
- Sort clothing and other articles, load washing machines, and iron and fold dried items.

## **CHAPTER FOUR**

### **EXPERIENCE GAIN**

My SIWES training program in a hotel offers students valuable hands-on experience in the hospitality industry. It helps me develop practical skills, enhance my customer service abilities, and understand the inner workings of the hotel business. Below are the key learning outcomes during their hotel training.

I learn how to communicate effectively with both guests and the hotel team. They'll be trained to handle complaints professionally, offer solutions, and ensure guest satisfaction. The experience helps develop patience, problem-solving skills, and the ability to remain calm under pressure.

Also, I gain hands-on experience with front desk operations, which are essential in hotel management. They'll learn how to handle guest arrivals, departures, and reservations, including using property management systems (PMS) and understanding the check-in/check-out flow.

I also learn the operational side of maintaining cleanliness and organization in hotel rooms. This includes performing room checks, ensuring rooms are ready for guests, and understanding the importance of hygiene and safety in the hospitality industry.

I also gain experience in the food and beverage section, where they will interact with customers, serve food, take orders, and ensure guest satisfaction with dining experiences. They'll also understand food safety standards and proper service etiquette.

In a hotel, events are often a significant part of the business. I learnt to coordinate events, handle vendor relationships, prepare venues, and ensure the smooth execution of scheduled events. They will also work on budgeting and managing resources efficiently.

I was introduced to the financial aspects of hotel management, including revenue tracking, budgeting, and managing operational costs. They will understand the importance of cost control in areas like housekeeping and F&B services.

Furthermore, I collaborate with different departments in the hotel, understanding the importance of teamwork in delivering exceptional guest experiences. They'll also have

the chance to develop leadership and decision-making skills by shadowing department heads or taking on small supervisory tasks.

Learning about health, safety, and security is critical in the hospitality sector. I was made to understand how to prevent accidents, respond to emergencies, and ensure that guests and staff are safe at all times. This includes learning about fire drills, medical emergencies, and maintaining guest confidentiality.

Lastly, I gain an understanding of the sales and marketing efforts that drive hotel bookings. They will learn how to market rooms and services, target different customer segments, and participate in online marketing campaigns or social media promotions to increase hotel visibility.

## **CHAPTER FIVE**

### **5.0 CONCLUSION**

It has being and honor and privilege for me to have partake in the execution of the suites programme in one way or the other to get involved in the field work, the suite neither has not only increased my knowledge, the vertically but also practical aspect of my course of study.

I would like to state that SIWES programme is very relevant and necessary programme for all students and must be taken advantage of by every student for each student professional development

Through this training, students can acquire practical skills and real-world knowledge that are essential for success in the hospitality industry. Whether they are learning customer service techniques, managing operations, or organizing events, each aspect of their experience will contribute to their development as competent professionals in the field.

This SIWES experience prepares them for various roles in hotel management, enhances their employability, and builds confidence in their ability to manage and support hotel operations effectively.

### **5.1 RECOMMENDATION**

The objective of the scheme could be better achieved if the industrial unit can help student in getting placement by posting them to establishment, this will go a long way, it will reduce the difficulties usually encounter by student in Securing placement.