



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

**HELD AT
AJ HOTEL**

**LOCATED AT:
AJ HOTEL, KM 5, LASU-ISHERI ROAD, IGANDO,
LAGOS STATE**

**DONE BY
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ND/23/HMT/PT/0021**

**SUBMITTED TO
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OF NATIONAL DIPLOMA
IN HOSPITALITY MANAGEMENT**

AUGUST – DECEMBER, 2024.

CERTIFICATION

This is to certify that the bearer has successfully completed the Student's Industrial Work Experience Scheme (SIWES).

.....

Department Coordinator

.....

Date

.....

SIWES Director

.....

Date

DEDICATION

This report is dedicated to the Almighty God, the giver and sustainer of life, for His unconditional love and mercy granted to me throughout the period of my Industrial Training.

ACKNOWLEDGEMENTS

I give thanks to Almighty God, who gave me the gift of life, and made everything possible.

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CHAPTER ONE

1.1 INTRODUCTION

The Industrial Training is a training Scheme by which a student can undergo practical training within an approved Industrial undertaking having specific amount of fixed assets or turnover of paid up share capital. The scheme is a participatory program involving Universities, Polytechnics and Technical Colleges and students of various Institutions of Nigeria.

The Student Industrial Work Experience Scheme (SIWES) is funded jointly by Industrial Training Fund (ITF). The Scheme completes part of the academics requirement standards in pursuing the award of the National Diploma in Hospitality Management. The training lasts for six months. The theory and the practical aspect are being joined together in the programme in order to find out how things are being done. In theory, we are to read electronic guidance, books, novels which concern deeply with sense of belonging especially in course of concern them in practical we have to know how to do things by ourselves to enhance spirits of commitment in all we do. That is why, for efficient moving of this programme in conjunction with ministry of education has set a step that students should be going for these programme. Hospitality Management Departments has seen it as a step forward of progress by sending their student to embark on it.

1.2 OBJECTIVES OF THE PROGRAMME TO STUDENTS

1. Training in an industrial/commercial/financial environment provides the trainees with the opportunity to functioning of the Accounts Department.

2. It also diversifies their practical develop a problem solving attitude and to have an insight into the experience and helps them in developing the attributes of team work and correlation with members of their professions and disciplines.
3. It is intended to provide the trainees with a new dimension to their experience.
4. This would necessarily involve exposure of trainees to the entire gaunt of activities of Industrial establishment in a phased and systematic manner.
5. An exposure to the working environment of a large commercial organization will give them an integrated view of its operations.

CHAPTER TWO

DESCRIPTION OF THE PLACE OF ATTACHMENT

2.1 BRIEF HISTORY OF PLACE OF ATTACHMENT

AJ Hotel, Km 5, LASU-Isheri Road, Igando, Lagos State, is an elegantly designed budget lodging destination. This budget hotel offers a seamless blend of comfort and style for discerning business or leisure travellers who expect the best. AJ Hotel exceeds expectations for style, comfort and service. AJ Hotel's stylish accommodations are also ideal for indulgent getaways.

Designed with inspiring colour palate AJ Hotel offers comfortable guest rooms which are all well appointed and spacious. Guests can enjoy inspiring views of the community and the city beyond in addition to the signature AJ Hotel plush bed and bedding, High Definition LED TVs with satellite reception, private bathroom, a king-size bed, air conditioning units, work desk, wall lamps, refrigerators, sofas, mini bars and wireless Internet connection to stay connected to the world.

This hotels' on-site restaurant serves an outstanding selection of appetising Continental breakfast and cuisines served at the dining room. Its bar & Lounge provides the best of chic indoor lounge and relaxing bar set by experienced staff to achieve a sleek and cosy day and night with dimmed lights, leather couches and signature Music Bar. The Lounge design complements the rich tones of cognac and a stunning cocktail menu featuring signature concoctions as well as snacks and beverages from the cafe that will delight the most discerning connoisseur.

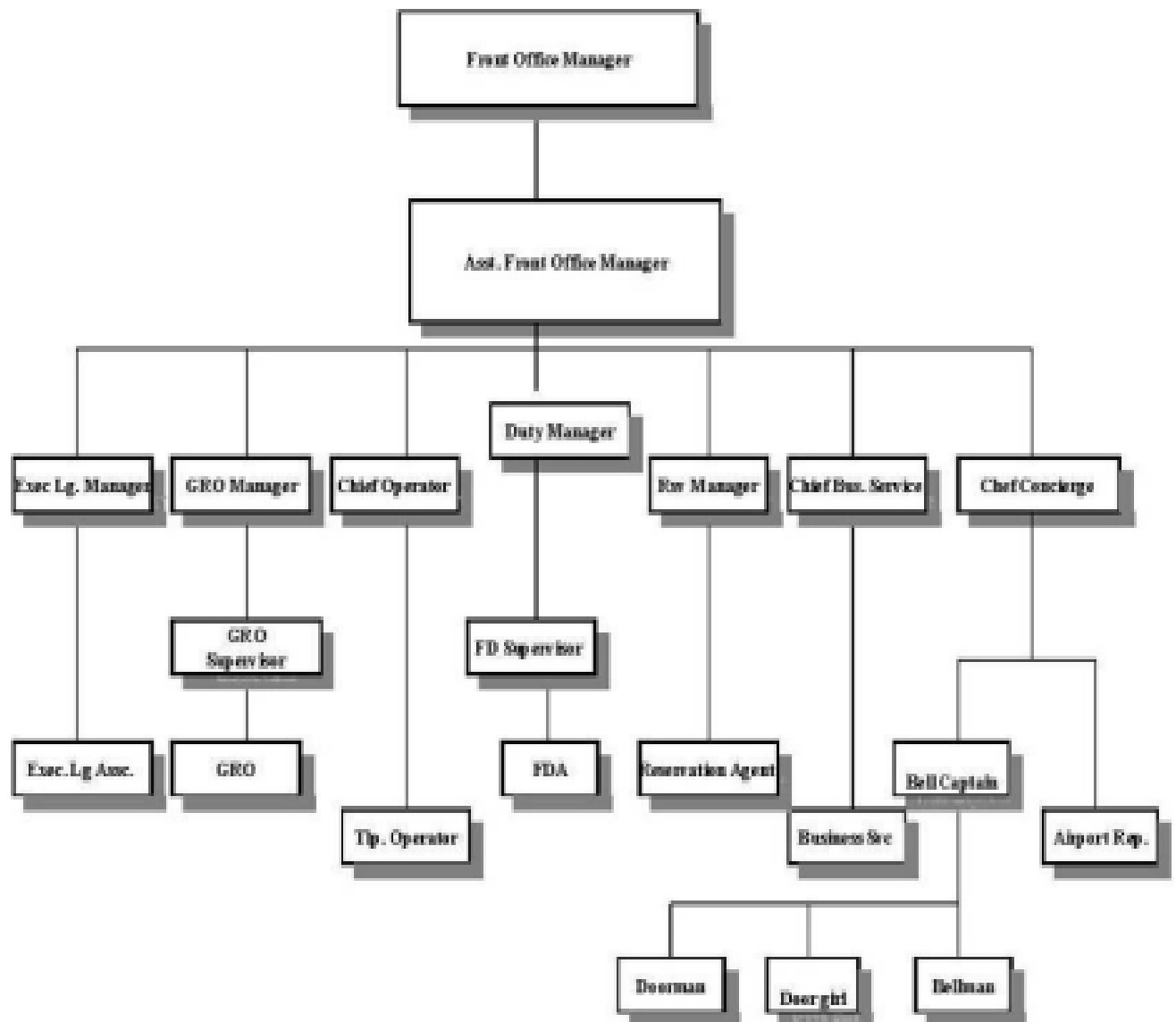
The hotel boasts a standard well-equipped swimming pool and gym which is open for swimming and workout sessions respectively. The fully-equipped business centre offers secretarial services including translation and typing, as well as internet and email access, fax and photocopying. The Grand Ballroom and 15 Conference Rooms with seating capacity for 5,000 guests offer a distinguished backdrop for social events, meetings, executive retreats and corporate banquets. The Grand Ballroom has 180-degree curved projection screen that can span the length of the ballroom and bring to life an incredible visual display of any outdoor setting.

To provide and maintain effective, high-quality security services, AJ Hotel proffers a well-grounded security and ample parking space. The hotel staff are adept at providing guests with assistance whether it's for travel arrangements, room services, laundry services, cab services, car rental services or ironing services.

2.2 OBJECTIVES OF THE PLACE OF ATTACHMENT

1. It provides a lodging centre for individuals
2. For event planning and social function organizing centres
3. It provides laundry services
4. It provides gymnastic house for exercises and watch of weight. 5. Its kitchen provides food and other edible substances for human consumption

2.3 ORGANIZATION STRUCTURE INCLUDING THE ORGANOGRAM OF THE ESTABLISHMENT



2.4 THE VARIOUS DEPARTMENTS/GROUP/SECTIONS IN THE ESTABLISHMENT AND THEIR FUNCTION

1. MANAGING DIRECTOR (MD): The Managing Director is the decision maker, he says what happen in the establishment and other staff takes order from him. He is the one that finances the company and assign payment for staffs.

2. **GENERAL MANAGER:** The General Manager is the second in command. He is the most senior employee in the Company. The Manager reports directly to the Managing Director, he is responsible for the overall strategy, planning coordination and management of business affairs of an organization.
3. **SUPERVISOR:** The supervisor supervises the work been done in the various sections, he/she tries to find out where wrongs are been done and does correction where necessary, and penalizes when necessary.
4. **ACCOUNTANT:** The accountant is in charge of keeping records of all the expenditure and income earned in a company and responsible for payment of workers.
5. **CHEF:** The chef is the most senior cook in the Hotel, she gives directives to the other cooks, and she is in charge of the activity that takes place in the kitchen.
6. **HEAD OF RECEPTION:** The head of reception is in charge of the activities that is been run in the reception.
7. **HEAD OF HOUSE KEEPING:** The head of housekeeping is in charge of the activities in the rooms, he makes sure that things are the way they should be in the various rooms.
8. **COOK:** The cook specialize in various duties like producing, Manufacturing, preparing different dishes to the Hotel.
9. **ASSISTANT HEAD OF RECEPTION:** The assistant head of reception seconds the head of reception, he takes charge when the head of reception is absent.

10. CLEANERS: The cleaner keeps the environment tidy, they clean the rooms and other places, they cut grasses, sweep and wash the places.

11. DRY CLEANER: The dry cleaner, washes, dry and Irons the clothes of guests, they also wash the towels and bed spreads used in the rooms.

12. CHIEF SECURITY: The Chief Security makes sure that there is enough Security, he directs the security people on how to be on alerts.

13. SECURITY MEN: The Security Men guards the environment and makes sure that there is enough Security.

14. ELECTRICIAN: The electrician repairs all the electrical appliances, and services the worn-out ones.

15. PLUMBER: The Plumber's repairs and fix things such as water pipes, toilet, sinks etc

16. COMPUTER: The Computer operator does the typing of duties roster, and other things needed to do with Computer.

17. RESTAURANT: The restaurant server the prepared food to the customers, they are the people that also give information to the kitchen on what to prepare.

18. BARMAN: The Barman serve drinks to customers.

Others are:

1. Reception

2. Kitchen/Restaurant/Bar

3. Laundry

4. Gymnastic House

5. Club Hall

6. House Keeping

RECEPTION: This is the place where guest and visitors go first when they arrive in the Hotel; they show the rooms to the guests and give them the attention needed for comfort ability. They know when the guest checks in and checks outs. KITCHEN/RESTAURANT/BAR: The Kitchen is the place where all kinds of dishes like fried rice, boiled yam egg sauce, Afang Soup, Egusi Soup, Vegetable Soup etc are produced. The restaurants do the serving of the dish to the guest, while the bars serve drinks to the guest, alcoholic and non alcoholic drinks are sold there as well.

LAUNDRY: The Laundry section is where the clothes of the guests are been laundered including the bed spreads.

GYMNASTIC HOUSE: The gymnastic house (gym house) is where exercise are been done, there are machines that are been used for exercises in the Gymnastic House.

CLUB HALL: The Club Hall is usually used for Ceremonies and occasions like Birthday, Wedding, Child dedication etc it is used for events.

HOUSE KEEPING: The house keeping tides the rooms of the guest and the offices of the management.

CHAPTER THREE

3.1 REPORT ON WORK CARRIED OUT WITH CLEAR STATEMENT ON EXPERIENCED GROUND

My having the true facts about the practice carried out at AJ Hotel has exposed me to a lot of great experience after participating majorly as a source of assistance in various units mostly in the Kitchen and Restaurant Sections. At the Kitchen section, I assisted in producing the following dishes; Boiled Yam, Egg Sauce, Fried rice, A fang Soup Egusi Soup Ora Soup, Bitter leaf Soup, Yam Portage, Unripe Plantain Portage, Garnished Indomie with plain Omelette, Offal (Goatmeat) Pepper soup, Ogbono Soup, Jellof Rice, White Rice and Stew, Yam Chips with Egg Sauce.

Finally, I can produce the above mentioned dishes.

GENERAL EXPERIENCE ACQUIRED

My general experiences are as follows:

1. I learnt how to serve dishes especially African dishes.
2. I learnt how to prepare African dishes.
3. I learnt how to make use of some of the equipments in the kitchen.
4. I learnt about hotel management.

MAKING OF DISHES

BOILED YAM EGG SAUCE RECIPES:

4 slices of yam, 2 fresh eggs, 5 seeds of fresh tomatoes, 2 seeds of pepper, ¼ teaspoonful of salt, a cube of maggi, ½ onions, carrots, green beans, groundnut oil, some quantity of water.

METHODS OF PREPARATION

Peel the slices of yam, wash and boil. Slice the tomatoes, onions, and pepper. Cut the carrot and green beans. Then put the groundnut oil on fire, allow to heat, add the salt, put the onion and allow to fry a bit then pour the tomatoes, and allow to fry, then put the carrot and green beans and allow to fry then pour the beated egg into it and stir, then add the maggi and allow to fry for 2 minutes, then remove from the heat dish into a flat plate with the boiled yam.

WHITE RICE WITH STEW

Recipes: 3 cups of Rice, a tin of tomatoes, 8 seeds of fresh tomatoes, 4 seeds of pepper, 1 onion, groundnut oil, 1 1/2 teaspoonful of salt, 1/2 kilogram of meat, curry leave, curry powder, thyme, 2 cubes of maggi, some quantity of water.

METHODS OF PREPARATION:

Wash the rice and parboil it, the boil finally put the groundnut oil on fire and add salt, onions and allow to fry, then put the grinded tomatoes and pepper and allow to fry, then add the tin tomatoes and allow to fry, then spice the stew with curry and thyme, after that you add the stewed meat, and add the curry leave and allow to boil, dish into a plate with white rice.

JELLOF RICE

Recipes: 3 cups of rice, a tin of tomatoes, 4 seeds of fresh tomatoes, 2 seeds of pepper, 1 onions, groundnut oil, 1 teaspoonful of salt, 1/4 kilogram of meat, curry powder, thyme, 2 cubes of maggi cube, carrot, green beans, and some quantities of water.

METHODS OF PREPARATION:

Wash the rice and parboil it, then heat the groundnut oil and add salt, onion and allow to fry; put the grinded tomatoes and pepper and allow to fry, then add the tin tomatoes and allow to fry, spice the stew with curry and thyme, maggi cube after pour the stew and rice with the stock (meat water) and stir, then allow it to boil, then fry the stewed meat, dish the rice with meat.

FRIED RICE

Recipes: 3 cups of rice, carrot, green beans, green pepper, 1 onions, $\frac{1}{4}$ nutmeg grinded, groundnut oil, butter, 2 cubes of maggi cube, thyme, ginger, curry, $\frac{1}{2}$ kg of meat, and 1 teaspoonful of salt, some quantity of water, green peas, cabbage.

METHODS OF PREPARATION

Wash and parboil rice, wash and cut the carrots, green beans, green pepper, cabbage, ginger, onions, stewed the meat, with the liver. Then pour the parboiled rice into the stock (meat water) and allow to boiled, then heat the butter and groundnut oil add the carrot, green beans, green peas, green pepper, onion, ginger and allow to fry, then add maggi cube, curry and thyme, pure the cooked rice and stir then add the liver and cabbage and stir, dish in a plate.

YAM AND PLANTAIN CHIPS

Recipes: 2 slices of yam, 2 plantain, groundnut oil, $\frac{1}{4}$ onion, $\frac{1}{4}$ teaspoonful of salt, some quantity of water

METHODS OF PREPARATION:

Peel the sliced yam and plantain, cut the yam in a small rectangular shape and cut the plantain in cylindrical shape, salt the plantain and yam then heat the groundnut oil and pour the onions allow to fry and pour the yam after frying the yam, then fry the plantain, then dish in a plate and serve with Egg sauce.

YAM PORTAGE:

Recipes: 5 slices of yam, pumpkin leave, 1 onion, 1 dry fish, a seed of fresh tomatoes, 2 seeds of flesh pepper, red oil, small quantity of Cray fish, 1 teaspoonful of salt, a cube of maggi, some quantity of water, ½ cut of ripe plantain.

METHODS OF PREPARATION:

Peel the sliced yam and put in a pot and put on fire, then add water onions, fresh tomatoes, salt, Cray fish, pepper and allow to boil, then cut the ripe plantain and add to the boiling yam after 20 minutes cut the pumpkin leaves and add to the yam, then remove from heat and dish.

UNRIPE PLANTAIN PORTAGE:

Recipes: 4 unripe plantain, pumpkin leave, 1 onion, 1 dry fish, a seed of fresh tomatoes, 2 seeds of fresh pepper, red oil, small quantity of Crayfish, 1 teaspoonful of salt, a cube of maggi, some quantity of water.

METHODS OF PREPARATION:

Peel the plantain, put in a pot and add heat to it, then add water onions, tomatoes pepper, red oil, maggi, salt, Crayfish, dry fish, and allow to boil for

30 minutes then cut the pumpkin leave and add to the boiling plantain, then remove from heat and dish in a plate.

GARNISHED INDOMIE WITH PLAIN OMELETTE

Recipes: 2 Sachet of indomie, 1 fresh tomato, 1 fresh pepper, $\frac{1}{4}$ onion, groundnut oil, 2 Eggs, carrot, green beans, water.

METHODS OF PREPARATION:

Add water to the pot and apply heat, then allow it to heat very well, then add the indomie and allow to boil, then sieve it and put the empty pot on fire and add groundnut oil, onions, tomatoes, pepper, carrot, green beans, then the spices off the indomie and allow to fry then add the parboiled indomie and stir, then fry the Egg an remove from heat dish the garnished indomie with the plain omelette in a plate.

COSLOW SALAD

Recipes: Cabbage, carrot, fresh tomatoes, green pepper, mayonnaise.

METHOD OF PREPARATION

Wash the cabbage, carrot, fresh tomatoes, green pepper in salty water. Then cut the cabbage, the carrot will not be cut in cube but will be grated (sliced with grater), the fresh tomatoes will be sliced and the green pepper cut into cubes. Then the cabbage, carrot, fresh tomatoes green pepper will be mixed together with the margarine and stir, then serve with either Fried rice.

CHAPTER FOUR

4.1 SUMMARY OF SIWES PROGRAMME ACTIVITIES

The SIWES attachment programme known fully as Students' Industrial Work Experience Scheme is a very good skill acquisition programme designed to expose students to real field work of the respective discipline (field); this is no doubt is a great tool for technological advancement of practicing in specialization areas.

This report contains the full activities I engaged myself in, during the SIWES programme at AJ Hotel, Km 5, LASU-Isheri Road, Igando, Lagos State.

4.2 PROBLEMS ENCOUNTERED DURING SIWES

Although no better programmes no like this without one or two problems to be encountered. As a student, who is new to many of the practical aspects and in new placement. No doubt there will be problems. The problems I encountered include:

1. Transportation fare: Most time I lobby to get transport fare to my SIWES placement, because of the distance to where I live.
2. Communication Gaps: Most time, I asked questions during preparation of food, they were just able to explain briefly, although they explain better later, but after the food is set.
3. Inadequate facilities: In some cases, not all facilities needed for use are available for use, but substitute one may be use, and as so may not be that comfortably and so ideal for use.

4.3 CONCLUSION

Students' Industrial Work Experience Scheme, SIWES is an educated, and interesting programme that avails the students, particularly me to know different practical aspects of my field of study (Hospitality Management). However, there are still more a student may still need to know regarding this.

4.4 RECOMMENDATIONS

The following are my recommendations to the parties involved in SIWES; the students, the placement firm and the government:

1. The placement firm (being it hotel, etc) should always be ready to provide placement for students, since it is still these students they at one time or the other trained that will be their employees after graduation.
2. The placement company/firm should atleast be paying token, as the remunerations to be given by the government may not be enough to cover transport fare of the programme.
3. The government and the school may extend the programme further to enable detail practical aspect in respective field of study.
4. The government should mandate it for all parastals, companies, ministries and the likes to provide placement for the I.T. students, because for me, it takes me time to get this placement.