

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

**HELD AT**  
**PAVILION BLU SUITE HOTEL**  
**ASEESE MABA TOWN, OGUN STATE**

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**ND/23/BAM/PT/0140**

**SUBMITTED TO**  
**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**INSTITUTE OF FINANCE AND MANAGEMENT STUDIES (IFMS)**  
**IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE**  
**AWARD OF NATIONAL DIPLOMA (ND) IN BUSINESS**  
**ADMINISTRATION**

**SEPTEMBER – NOVEMBER 2024**

## **DEDICATION**

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

## **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 give my gratitude to my H.O.D may God give you long life and prosper all your ways.

I will also appreciate my parent Mr. and Mrs. ADESHINA 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**

## **INTRODUCTION**

### **BACKGROUND**

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 degree of Bachelors of Science (B. Sc) in Home Economic Education in the Ilorin, Kwara State University. 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. Home Economics Departments has seen it as a step forward of progress by sending their student to embark on it.

### **SCOPE OF SIWES**

- It makes the transitions from school to the world of work easier and enhance students contact for late job placements.
- It provides students with an opportunity to apply their knowledge in actual work situation bridging the gap between theory and practical.
- It enlist and strengthen employer involvement in the entire educational process and prepares student for employment after graduation.
- The Student Industrial Work Experience Scheme [SIWES] provides the avenue for students in institutions of higher learning to gain industrial skills and experience in their course of study.
- The Student Industrial Work Experience Scheme [SIWES] prepares the students for industrial work situations they are likely to meet after graduation.

## **OBJECTIVES OF THE PROGRAMME (SIWES)**

1. Training in an Industrial/Commercial/financial environment provides the trainees with the opportunity to develop a problem solving attitude and to have an insight into the functioning of the Accounts Department.
2. It also diversifies their practical 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.

## **THE LOGBOOK**

The Log Book is designed to assist the student keep accurate record of his/her training during SIWES. It shows the department/section of the industry/company where the student has worked and the period in each department.

All daily activities must be well recorded by the student in the log book with neat diagram where necessary.

## **CHAPTER TWO**

### **DESCRIPTION OF THE ESTABLISHMENT OF THE ATTACHMENT**

#### **BRIEF HISTORY OF THE ESTABLISHMENT**

Pavilion BLU Suites hotel is a luxurious hotel situated at No 1 Pavilion BLU road Aseese maba town, Ogun state, Nigeria. It is one of the top hotels in Ogun State.

Pavilion BLU Suites offers comfortable and well-furnished rooms that are fully air-conditioned.

Room facilities include a comfortable king-sized bed, towels, Sitting area, Desk, bedding items among others. Bathroom amenities include complimentary toiletries, makeup/shaving mirror and shower/tub combination. Some rooms come with a kitchenette, Refrigerator, oven and also a city view.

Room categories include Fortress Single Room, Fortress Deluxe Room, Country Side Exclusive Room and Country Side Double Room. All guest rooms also come with Cable network, LCD TV sets and free wireless internet connection for your entertainment. Dining facilities at Pavilion BLU Suites include a restaurant and a bar.

Other hotel amenities include Executive Lounge with drink and refreshment. For your leisure, there is an outdoor swimming pool. Guests can also enjoy complimentary services such as concierge desk, dry cleaning/laundry services; 24hours power supply and car rental services, Services which will incur additional charges are also available such as massage, sauna, fitness centre, meeting/banquet facilities, evening entertainment, luggage storage etc. For our business guests, Pavilion BLU Suites features a well-equipped business centre.

#### **OBJECTIVE OF THE ESTABLISHMENT:**

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

## CHAPTER THREE

### 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 house keeping 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. **CLEANER:** The dry cleaner, washes, dry and Irons the clothes of quests, 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 roaster, 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.

### **THE VARIOUS DEPARTMENT OR SECTIONS IN THE ESTABLISHMENT AND THEIR FUNCTIONS**

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 FOUR**

### **REPORT CLEARLY ON WORK ACTUALLY CARRIED OUT WITH CLEAR STATEMENT ON EXPERIENCED GROUND.**

My SIWES program about the practice carried out at Pavilion BLU Suites has exposed me to a lot of great experience after participating majorly as a source of assistance in various units mostly in the Business Sections, that's making detailed business report on how the business activities concerning sales and administrative, Financial matters and human resources management at large.

At the sales and administrative sections, I assisted in restocking and selection of drinks in to various places. I also engaged in keeping simple record of cashbook as at when there's any occasion to be done at the Hotel Hall.

I was also included in surveying of guest feedbacks about the hospitality being provided by the staff at large in order to keep the business and staff in check so as to avoid misconduct of the business.

Furthermore, there were days in which I at times helped in the cleaning of rooms and chairs in the suites. And I also at times clean guest room just to get deep into the practical aspect of my SIWES program

### **GENERAL EXPERIENCE ACQUIRED**

My general experiences are as follows:

1. I learnt how to survey the rate of purchases.
2. I learnt how to prepare detailed report on the happenings of the business at least once or twice in a month.
3. I learnt how to make use of some of the equipments in the reception hall such as the Desktop computer.
4. I learnt about hotel management which happens to be a business entity on it owe and it gave me more practical about the work of a business Administrators.
5. I assisted the Hotel Administrative Department in scheduling meetings, making travel plans, arranging conferences, facilitating internal and external communications, preparing correspondence and reports, and maintaining data, records and files.

## **PROBLEMS ENCOUNTERED DURING SIWES**

I encountered numerous problems during my Industrial Training programme at Pavilion BLU suite Hotel.

### **THE MAJOR PAYMENT AREAS ARE HIGHLIGHT BELOW**

- 1. LATE PAYMENT OF SALARY:** the establishment normally pay their salary very late, and I.T. student find it very difficult to cope with transportation, at times there will be no money for transportation, by so doing the person have to walk on feet, and these brings about lateness to duty.
- 2. PROBLEM OF LIGHT:** light is the major thing an establishment needs for proper running, and also for comfort of the guest and functioning of the facilities and equipment in an establishment but the absent of light bring about discomfort of guest and poor management of the establishment in which it leads to extra enormous cost of petrol by the management
- 3. INADEQUATE FACILITIES:** The establishment didn't provide any accommodation for the I.T. students
- 4. COMMUNICATION:** There was poor and ineffectual information dissemination due to complex links in the establishment.
- 5. PROBLEM OF SECURING A PLACE OF ATTACHMENT:** I had most of problem searching for a place of attachment for my Industrial Training because most establishments refused my placement request.

## **CHAPTER FIVE**

### **SUMMARY OF ATTACHMENT ACTIVITIES**

The Industrial attachment programme also known as Student Industrial Work Experience Scheme (SIWES) is an appreciable skills acquisition programme designed to expose students to the real life working experience. The programme exposes students to the practical oriented aspects of their chosen professions so as to achieve the much needed technological advancement for the nation.

This report gives and contains a full explanation of all the activities carried out by me at Pavilion BLU Suites establishment in MABA town, Ogun State.

The report explains the details of the events and activities with each project been involved and outlined under each chapter. It started with an introduction, objectives of the programme of the programme in chapter 1. Chapter talks about the establishment and the different sections and their functions. Chapter three/four explains the activities been carried out during the programme, finally chapter five being the last chapter highlighted problems, then the report was concluded with summary.

### **CONCLUSION**

Industrial Training is important, Educative and Interesting, it is a programme that exposes undergraduate to world of paid. It makes an individual to have as sense of responsibility and be diligent to work. Extending the programme to more than six months will be better for the student to have more time to learn and gain all the practical experiences needed.

### **RECOMMENDATIONS**

The establishment should provide a very good security in the establishment for the comfort of the I.T. students, the guest and their main staffs.

The establishment should provide adequate light for the establishment, for the comfort of guest, I.T. students, staffs and for proper functioning of equipments and facilities.

The establishment should make sure that before the end of each month that the salary should be paid, so that the I.T. student will be care of their transportation to work.

The establishment should provide a good accommodation for the I.T. students in their establishment.

The Industrial Training Fund should compile list of employers and available training places for industrial attachment and forward such lists to the coordinating agencies.

The Federal Government should make it mandatory for all Ministries, companies and government parastatals to provide attachment places for students.