



**STUDENT SIWES REPORT WRITING IN THE DEPARTMENT OF  
BUSINESS EDUCATION**

**KWARA STATE POLYTECHNIC, ILORIN**

**DEPARTMENT OF BUSINESS ADMINISTRATION**

**A TECHNICAL REPORT ON A 2 MONTHS INDUSTRIAL TRAINING  
PROGRAMME FROM SEPT – NOVEMBER 2024**

**WITH**

**BUZZ AND BANGZ BEAUTY SALON**

**MALETE, TARMAC BESIDE ARENA KITCHEN**

**BY**

**BASHIR ZAINAB OLUWABUSAYO**

**MATRIC NO: ND/23/BAM/PT/0084**

## **CERTIFICATION**

This is to certify that **BASHIR ZAINAB OLUWABUSAYO** with **Matriculation Number ND/23/BAM/PT/0084**, a student of the **Department of Business Administration**, has successfully completed the **Student Industrial Work Experience Scheme (SIWES)** at **Buzz and Bangz Beauty Salon**. in the Department of the Business Administration, Institute of Finance and Management Studies, Kwara State Polytechnic, Ilorin.

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**SIWES SUPERVISOR**  
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**HEAD OF DEPARTMENT**

## ACKNOWLEDGMENTS

I would like to express my **deepest gratitude** to the **management and staff of Buzz and Bangz Beauty Salon** for their **unwavering guidance, mentorship, and support** throughout my **SIWES training**. Their willingness to share their knowledge, patience in teaching new skills, and encouragement have played a **significant role in my professional and personal growth**.

I extend my heartfelt appreciation to my **institution, Kwara State Polytechnic, and the Department of Business Administration**, for providing me with the **opportunity to participate in the SIWES program**. I am particularly grateful to my **supervisors and lecturers**, whose **guidance, motivation, and constructive feedback** helped me maximize my learning experience.

I would also like to acknowledge my **colleagues and fellow trainees** for their **collaboration, teamwork, and support** throughout the training period. The opportunity to learn and work alongside like-minded individuals has **enriched my experience and broadened my understanding** of workplace dynamics.

Finally, I am thankful to my **family and friends** for their **constant encouragement and moral support** during this journey. Their belief in me has been a driving force in my commitment to learning and growth.

Without the **collective efforts of these individuals and organizations**, my **SIWES training experience** would not have been as **impactful and rewarding** as it has been.

## EXECUTIVE SUMMARY

This report presents a **detailed account** of my **Student Industrial Work Experience Scheme (SIWES)** training at **Buzz and Bangz Beauty Salon, Malete**. The **primary objective** of this training was to **bridge the gap between theoretical knowledge and practical industry experience**, allowing me to gain **hands-on skills and workplace exposure** in the beauty industry.

The report begins with an **introduction to SIWES**, outlining its **importance, objectives, and relevance** to **Business Administration** students. It also provides an **overview of Buzz and Bangz Beauty Salon**, highlighting its **services, operations, and organizational structure**.

The **core section** of the report describes my **assigned duties and responsibilities** during the training, which included:

- Assisting hairstylists in **cutting, braiding, and styling hair**.
- Helping in the **application of hair treatments and relaxers**.
- Maintaining a **clean and hygienic salon environment**.
- Managing **client appointments and inquiries**.
- Assisting in **product sales and inventory management**.

Additionally, the report details the **various tools and technologies** I used, such as **cutting combs, hair blowers, styling brushes, straighteners, and chemical treatments**.

Despite the **valuable experiences gained**, I encountered several **challenges** during my training, including:

- Difficulty in **handling complex hairstyles**.
- Managing **client expectations and complaints**.
- Adapting to the **long working hours and physical demands** of the job.

However, through **determination, guidance from supervisors, and continuous learning**, I was able to **overcome these challenges** and develop **essential skills**, such as:

- **Technical skills** in hair **cutting, styling, and product application**.
- **Interpersonal skills**, including **customer service, teamwork, and communication**.

- **Problem-solving skills in handling client requests and salon operations efficiently.**

The **final sections of the report** discuss the **impact of SIWES on my career development**, emphasizing how the training **enhanced my understanding of business operations, customer relations, and service delivery**. Additionally, I provide **recommendations for improving the SIWES program**, such as **better structuring of training schedules and financial support for trainees**.

Overall, my **SIWES experience at Buzz and Bangz Beauty Salon** has been **invaluable in shaping my professional growth**. The **knowledge and skills acquired** will undoubtedly contribute to my **future career in business administration**, especially in areas related to **customer service, business management, and service-oriented industries**.

# CHAPTER 1:

## INTRODUCTION

### 1.1 Background of SIWES

The **Student Industrial Work Experience Scheme (SIWES)** was established as a practical training program designed to bridge the gap between academic theories taught in classrooms and real-world industry experience. This initiative was introduced by the Nigerian government in collaboration with the Industrial Training Fund (ITF) to ensure that students in tertiary institutions acquire the necessary skills and knowledge required for professional development.

Many students graduate with theoretical knowledge but lack practical experience, making it difficult for them to transition into the workforce. SIWES serves as an avenue to expose students to industry practices, workplace ethics, and hands-on training that align with their field of study. Through this scheme, students get the opportunity to integrate classroom learning with real-world applications, thereby preparing them for future employment.

In addition to skill acquisition, SIWES fosters discipline, teamwork, problem-solving abilities, and workplace etiquette. These attributes are essential for personal and professional growth, allowing students to adapt to various work environments and challenges. By undergoing industrial training, students become more confident in their field of study, making them valuable assets to potential employers.

For students in **Business Administration**, SIWES provides an understanding of how businesses are managed in different industries. It allows students to observe and participate in decision-making processes, marketing strategies, customer service management, and business operations, equipping them with vital entrepreneurial and management skills.

### 1.2 Objectives of SIWES

SIWES has been designed with clear objectives that aim to enhance students' knowledge and employability in their respective fields. The key objectives of SIWES include:

#### 1. Exposing Students to Real-World Work Environments

One of the major objectives of SIWES is to provide students with firsthand experience in

a professional setting. It allows students to apply theoretical concepts to real-life scenarios, helping them understand industry trends, business operations, and customer interactions.

2. **Helping Students Acquire Practical Skills Relevant to Their Field**

Practical skills are essential for career success. SIWES enables students to gain hands-on experience in handling work-related tasks, learning how to use different tools, and improving their ability to perform efficiently in their chosen industry.

3. **Preparing Students for Future Careers by Developing Their Technical and Interpersonal Skills**

A combination of **technical** and **interpersonal** skills is necessary for career advancement. SIWES helps students refine their technical expertise, such as handling beauty equipment, maintaining hygiene standards, and providing quality customer service. Additionally, it improves interpersonal skills such as communication, teamwork, and problem-solving.

4. **Enabling Students to Understand Workplace Ethics and Professional Responsibilities**

Every workplace has rules, regulations, and ethical standards that employees must follow. SIWES introduces students to professional conduct, punctuality, customer handling, teamwork, and business ethics. This prepares students for the discipline and expectations of the professional world.

By fulfilling these objectives, SIWES enhances students' overall competency and equips them with essential skills that will be valuable in their professional journeys.

### **1.3 Overview of Buzz and Bangz Beauty Salon**

**Buzz and Bangz Beauty Salon** is a reputable beauty salon located in Malete. It specializes in providing high-quality **hairstyle, styling, and beauty treatments** to its customers. The salon is well-known for offering a variety of services, including:

- **Haircuts and Styling** – Providing different hairstyles for men and women, including trims, fades, and advanced styling techniques.
- **Hair Treatments** – Application of hair relaxers, deep conditioning treatments, and protein therapy to maintain hair health.

- **Braiding and Weaving** – Offering trendy braiding styles, wigs, and sew-in weaves for customers.
- **Hair Coloring and Dyeing** – Application of permanent and temporary dyes for customers seeking hair transformation.
- **Skincare and Beauty Services** – Additional beauty services, such as facials and skincare treatments.

Buzz and Bangz Beauty Salon is recognized for its commitment to customer satisfaction, hygiene, and professionalism. The salon prioritizes the **comfort and beauty needs** of its customers, ensuring that each client receives personalized service.

The salon employs skilled hairstylists, beauty therapists, and customer service representatives who work together to create a pleasant environment for clients. The use of modern beauty equipment, hair care products, and continuous training of staff members ensures that Buzz and Bangz Beauty Salon maintains a high standard in the beauty industry.

As a Business Administration student undergoing SIWES at this establishment, I had the opportunity to learn about **business operations, customer relations, service quality, and business management strategies** within the beauty industry.

#### **1.4 Importance of SIWES to Business Administration Students**

The Student Industrial Work Experience Scheme (SIWES) is particularly beneficial to **Business Administration students**, as it provides them with exposure to business management in a practical setting. Business Administration is a field that covers various aspects of business operations, including **marketing, customer service, finance, entrepreneurship, and management strategies**. Through SIWES, students can observe and participate in these processes firsthand.

Some of the key benefits of SIWES for Business Administration students include:

##### **1. Understanding Business Operations**

SIWES offers students an opportunity to experience how businesses function daily. From managing customer bookings to overseeing product sales and ensuring quality service delivery, students gain insights into business workflow and strategies.



## 2. **Customer Relationship Management**

Customer service plays a crucial role in business success. By working in a salon, I was able to learn how to interact with clients, handle complaints, and provide satisfactory services that enhance customer loyalty.

## 3. **Service Management and Quality Assurance**

Business Administration students must understand the importance of maintaining high service standards. At **Buzz and Bangz Beauty Salon**, I observed how staff ensured cleanliness, used high-quality hair products, and delivered excellent service to clients.

## 4. **Entrepreneurial Skills**

Many Business Administration students aspire to start their own businesses. SIWES provides an opportunity to learn about **business ownership, financial management, product sourcing, marketing strategies, and employee supervision**, which are crucial for entrepreneurship.

By the end of the training, I had gained a deeper appreciation for **business management and customer service strategies**, which will be valuable in my future career.

### 1.5 **Goals and Expectations of the Training**

At the start of my SIWES program at **Buzz and Bangz Beauty Salon**, I set specific goals and expectations to maximize my learning experience. These goals included:

#### 1. **Gaining Hands-On Experience in Beauty Salon Operations**

I aimed to familiarize myself with the daily activities of running a beauty salon, from customer handling to service delivery and business management.

#### 2. **Understanding the Management and Customer Service Aspects of the Beauty Industry**

Since I am studying Business Administration, I wanted to gain a solid understanding of **business operations, customer engagement, and service management** in a beauty business setting.

#### 3. **Developing Technical Skills in Hair Styling and Maintenance**

Although my primary focus was business management, I also wanted to learn practical hairstyling techniques, hair care procedures, and the use of different salon equipment.

#### 4. **Improving Interpersonal Skills for Effective Customer Interactions**

Strong communication skills are essential in business. My goal was to improve my ability to interact with customers, handle inquiries, and address complaints professionally.

By the end of my SIWES program, I successfully achieved these goals and gained valuable experience that will contribute to my professional growth.

The **Student Industrial Work Experience Scheme (SIWES)** serves as a crucial platform for students to **acquire practical skills, gain industry exposure, and prepare for future careers**. My training at **Buzz and Bangz Beauty Salon** provided me with in-depth knowledge of business operations, customer service, and service management within the beauty industry. This experience has strengthened my **technical skills, business management abilities, and interpersonal skills**, which will be beneficial in my future career as a Business Administrator.

## CHAPTER 2

### ORGANIZATIONAL STRUCTURE AND OVERVIEW

#### 2.1 Overview of Buzz and Bangz Beauty Salon

Buzz and Bangz Beauty Salon is a **service-based business** dedicated to providing high-quality **hair and beauty treatments** to its customers. Located in **Malete**, the salon has built a strong reputation for its commitment to **client satisfaction, hygiene standards, and the latest beauty trends**. The beauty industry is highly competitive, and Buzz and Bangz has differentiated itself by focusing on **professionalism, customer care, and modern hairstyling techniques**.

The salon caters to a **diverse clientele**, offering a wide range of services, including:

- **Haircuts and Trims** – Providing stylish and precise haircuts for both male and female clients.
- **Braiding and Weaving** – Creating fashionable braided hairstyles and installing wigs and weaves.
- **Hair Coloring and Dyeing** – Applying temporary and permanent hair dyes based on customer preferences.
- **Hair Treatments** – Offering protein treatments, deep conditioning, and scalp treatments to maintain healthy hair.
- **Beauty and Skincare Services** – Providing additional beauty services, such as facial treatments and makeup application.

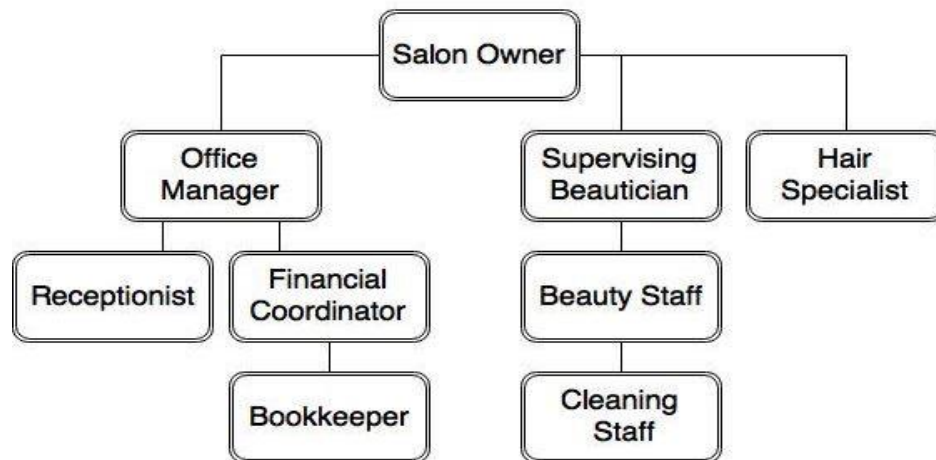
To ensure the highest standard of service, the salon **employs skilled professionals** trained in various aspects of haircare and beauty treatment. Staff members undergo regular training to stay updated on **new styling techniques, product innovations, and customer service strategies**.

One of the key aspects that set Buzz and Bangz Beauty Salon apart from competitors is its emphasis on **hygiene and customer satisfaction**. The salon ensures that all tools and equipment, such as **hair clippers, combs, and styling tools**, are sanitized regularly to prevent infections. The business also operates on a **customer-first policy**, ensuring that clients receive personalized attention and top-notch service.

As a **Business Administration student**, my training at Buzz and Bangz Beauty Salon provided me with insights into **business operations, customer relations, service quality management,**

**and sales strategies.** The experience helped me understand how a **service-based business** is structured and managed effectively.

## 2.2 Organizational Structure and Departments



The structure of Buzz and Bangz Beauty Salon is designed to **promote efficiency, smooth workflow, and excellent customer service**. The business is divided into **four main departments**, each with distinct roles and responsibilities:

### 1. Hair Styling Department

- This is the core department of the salon, responsible for providing various hair services.
- The team consists of professional hairstylists skilled in **haircuts, braiding, weaving, hair coloring, and treatments**.
- Stylists also provide expert advice to customers on haircare routines, product recommendations, and suitable hairstyles.

### 2. Customer Service and Reception Department

- This department manages all **client interactions, appointments, and inquiries**.
- Receptionists ensure that customers are welcomed warmly, appointments are scheduled correctly, and client concerns are addressed professionally.
- The customer service team also handles **feedback and complaints**, ensuring that customers leave the salon satisfied with their experience.

### 3. Product Sales and Inventory Department

- This department oversees the **sale of haircare products, beauty accessories, and styling tools** available in the salon.

- The team manages the **stock levels** of products, ensuring that essential items such as shampoos, conditioners, hair relaxers, and styling gels are always available.
- Sales representatives also assist clients in selecting the right haircare products based on their hair type and needs.

#### 4. **General Maintenance and Hygiene Department**

- This department ensures that the salon maintains **proper cleanliness and sanitation standards**.
- Staff members in this unit are responsible for **cleaning workstations, sanitizing tools and equipment, and ensuring a tidy salon environment**.
- They also check that **all hygiene protocols** are strictly followed to create a safe and comfortable atmosphere for clients.

The **organizational structure** of the salon ensures that all departments work together efficiently to provide high-quality services. Effective coordination among departments enhances **customer satisfaction, business growth, and operational success**.

### 2.3 Roles and Responsibilities of Departments

Each department at Buzz and Bangz Beauty Salon plays a crucial role in the overall success of the business. Below is a breakdown of their key responsibilities:

#### 1. **Hair Styling Department**

This department is the **backbone of the salon** and is responsible for:

- Performing **haircuts, braiding, weaving, and styling** based on customer preferences.
- Offering **hair treatments**, including deep conditioning, relaxing, and coloring services.
- Staying updated on **current hair trends** and learning new hairstyling techniques.
- Maintaining **hygienic** practices by cleaning tools after every use.
- Advising clients on the best haircare practices and suitable products for their hair.

#### 2. **Customer Service and Reception Department**

This department ensures smooth interactions between the salon and its clients by:

- **Greeting and welcoming customers** with a friendly and professional attitude.
- **Scheduling and managing appointments** to prevent long wait times.
- **Handling customer complaints and feedback** to improve service quality.

- Assisting customers with inquiries about available hair and beauty services.
- Maintaining records of customer preferences for future visits.

### 3. Product Sales and Inventory Department

This department is responsible for **managing and selling haircare products and beauty accessories**, ensuring that:

- The salon always has a **steady supply of essential products**, including shampoos, conditioners, relaxers, and styling creams.
- Customers receive **expert guidance on the best haircare products** based on their hair type and styling needs.
- Sales are properly recorded, and stock levels are monitored to prevent shortages.
- The salon benefits from **additional revenue streams** through product sales.

### 4. General Maintenance and Hygiene Department

Maintaining a **clean and hygienic environment** is critical for customer safety and satisfaction. The responsibilities of this department include:

- Ensuring that **workstations, floors, and equipment are cleaned regularly**.
- Disinfecting styling tools such as **combs, scissors, and clippers** to prevent the spread of infections.
- Checking that all **sanitary protocols are followed**, including proper disposal of used materials.
- Creating a comfortable and **inviting atmosphere** for clients.

Each of these departments works **interdependently**, ensuring that Buzz and Bangz Beauty Salon runs smoothly and efficiently.

The organizational structure of Buzz and Bangz Beauty Salon is **well-defined**, ensuring that all operations are conducted in an efficient and professional manner. The **Hair Styling Department** delivers high-quality services, the **Customer Service and Reception Team** manages client interactions, the **Product Sales Department** oversees inventory and product recommendations, and the **General Maintenance Team** ensures cleanliness and hygiene.

By working in different departments during my **SIWES training**, I gained valuable insights into **business management, customer service, inventory control, and quality assurance**. This

experience broadened my understanding of how a **service-based business** operates and prepared me for future career opportunities in business administration.

## CHAPTER 3

### ACTIVITIES AND RESPONSIBILITIES DURING TRAINING

#### 3.1 Overview of Assigned Duties

During my **Student Industrial Work Experience Scheme (SIWES)** at **Buzz and Bangz Beauty Salon**, I was assigned various responsibilities that allowed me to gain **practical knowledge** and experience in the beauty industry. My primary role was to **assist hairstylists**, maintain a **clean and organized salon environment**, and ensure **customer satisfaction**.

Some of my key **duties and responsibilities** included:

- Washing and **preparing clients' hair** before hairstyling.
- Assisting hairstylists in **cutting, braiding, and styling hair**.
- Mixing and applying **chemical treatments** such as relaxers and conditioners.
- Ensuring that all salon **tools and equipment** were clean and well-maintained.
- Welcoming clients, attending to their **inquiries**, and ensuring a comfortable experience.
- Helping with **appointment scheduling** and **customer management**.
- Assisting in the **sale of hair products** and advising customers on suitable products for their hair type.

These tasks allowed me to develop **technical hairstyling skills**, customer service abilities, and a deeper understanding of **salon operations**. The hands-on experience provided a **valuable learning opportunity** that complemented my academic knowledge in **Business Administration**.

#### 3.2 Departmental Work Experience

During my training, I had the opportunity to work in different **departments** within the salon, each contributing uniquely to the **overall business operation**. These included:

##### 3.2.1 Hair Styling Department

The **Hair Styling Department** is the heart of the salon, responsible for providing hairstyling services to customers. I worked closely with professional hairstylists and performed the following tasks:



- **Assisted in cutting and styling hair** – I observed and learned various hair-cutting techniques and assisted in styling clients' hair based on their preferences.
- **Helped in the application of hair treatments and relaxers** – I gained experience in **mixing and applying chemical relaxers, deep conditioners, and other hair treatments** to improve hair texture and appearance.
- **Maintained salon tools and equipment** – I was responsible for cleaning and sanitizing **clippers, combs, scissors, and styling tools** to ensure a hygienic working environment.
- **Observed advanced hairstyling techniques** – I watched professional stylists create **intricate hairstyles, braids, and weaves**, which deepened my knowledge of hairstyling trends.

This experience helped me develop **technical hairstyling skills**, including **hair washing, sectioning, and product application techniques**.

### 3.2.2 Customer Service and Reception

The **Customer Service and Reception Department** played a crucial role in ensuring that clients had a **positive experience** at the salon. My responsibilities in this department included:

- **Welcoming clients and attending to their inquiries** – I learned how to **greet clients professionally**, make them feel comfortable, and answer questions about salon services.
- **Scheduling appointments and managing bookings** – I helped maintain an **appointment schedule** to ensure smooth service delivery and reduce wait times for clients.
- **Handling minor customer complaints professionally** – I gained experience in dealing with **client dissatisfaction**, learning how to remain **calm, professional, and solution-oriented** when addressing complaints.

Working in this department improved my **interpersonal and communication skills**, which are **essential for business administration** and customer relations.

### 3.2.3 Product Sales and Inventory

The **Product Sales and Inventory Department** was responsible for managing hair care products and salon supplies. My role in this department included:

- **Assisting in managing stock and recording sales** – I helped keep track of salon products, including shampoos, conditioners, relaxers, and styling gels. I also learned basic **inventory management skills**.

- **Advising clients on suitable hair care products** – I was trained to **recommend products based on hair type and customer needs**, which helped me understand **sales strategies and marketing in a beauty business**.

This experience allowed me to understand the **importance of inventory management, product knowledge, and sales skills**, which are **crucial for running a business successfully**.

### 3.3 Tools and Technologies Used

During my training, I became familiar with various **salon tools and technologies** that are essential for hair styling and beauty treatments. Some of the tools I used included:

1. **Cutting Comb** – Used for sectioning and cutting hair precisely.
2. **Hair Blower** – Used to dry and style hair quickly.
3. **Hair Straightener** – Used for straightening and smoothing hair.
4. **Styling Brushes** – Various brushes for detangling and styling hair.
5. **Chemical Treatments and Relaxers** – Used for relaxing and texturizing hair.

Learning how to properly handle and maintain these tools **enhanced my technical competence in hairstyling and salon management**.

### 3.4 Challenges Encountered

While my SIWES experience at **Buzz and Bangz Beauty Salon** was enriching, I also faced several challenges, including:

1. **Difficulty in handling complex hairstyles**
  - Some hairstyles, such as **intricate braids and advanced haircuts**, required a high level of expertise.
  - As a trainee, I initially struggled to **perfect these techniques**, but through practice and guidance, I improved over time.
2. **Managing client expectations and dealing with complaints**
  - Some customers had **specific demands** and high expectations regarding their hair treatments.
  - Learning how to **remain professional and patient** while addressing their concerns was a valuable experience.
3. **Adapting to long working hours and physical demands**

- Working in a salon **requires standing for long hours**, which was physically demanding.
- I learned how to manage my energy levels and stay productive despite the **challenging work conditions**.

#### 4. **Balancing multiple responsibilities**

- Juggling between **assisting stylists, handling customers, and managing inventory** was initially overwhelming.
- With time, I developed **better multitasking and time management skills**.

Despite these challenges, I learned **valuable problem-solving strategies**, patience, and resilience, which will be useful in my **future career**.

My **SIWES experience** at Buzz and Bangz Beauty Salon was an **eye-opening opportunity** that helped me **develop both technical and business-related skills**. Through hands-on involvement in **hairstyling, customer service, and sales management**, I gained valuable insights into **business operations and customer relations**.

The experience also exposed me to **real-world workplace challenges**, teaching me the importance of **professionalism, adaptability, and teamwork**. The knowledge and skills I acquired during my training will greatly benefit my **future career in Business Administration**, particularly in **customer service management, business operations, and entrepreneurship**.

## CHAPTER 4

### SKILLS ACQUIRED AND LESSONS LEARNED

During my **SIWES training** at **Buzz and Bangz Beauty Salon**, I had the opportunity to acquire a range of **technical, interpersonal, and problem-solving skills** that will be beneficial to my **future career in business administration**. These skills were gained through hands-on experience in hairstyling, customer service, inventory management, and general salon operations. The lessons learned during my training have enhanced my **professional competence and employability**, preparing me for real-world business environments.

#### 4.1 Technical Skills

The **technical skills** I acquired during my training were essential for performing salon-related tasks effectively. These skills include:

##### Proficiency in Hair Cutting, Braiding, and Styling

- I learned how to properly **handle scissors, clippers, and razors** to achieve precise haircuts.
- I developed **braiding skills**, including **cornrows, box braids, and twist styles**, which required patience and precision.
- I assisted in **hair styling techniques**, such as straightening, curling, and texturizing, using **hair dryers, straighteners, and curling irons**.
- I became familiar with **sectioning hair, detangling, and applying styling products** to enhance hair texture and hold.

##### Knowledge of Various Hair Care Products and Treatments

- I gained experience in **mixing and applying hair relaxers, deep conditioners, and protein treatments** to improve hair texture and strength.
- I learned about different **shampoos, conditioners, serums, and heat protectants** and their effects on different hair types.
- I advised clients on **proper hair care routines**, including how to **maintain moisture, prevent breakage, and reduce scalp irritation**.

These technical skills provided me with **practical knowledge of hairstyling and beauty treatments**, which are valuable in both **customer service and business operations** within the beauty industry.

## 4.2 Interpersonal Skills

In addition to technical skills, I developed **strong interpersonal skills** that are essential for working effectively in any professional environment.

### Improved Communication and Customer Service Skills

- I learned how to communicate professionally with **clients, colleagues, and supervisors**.
- I developed skills in **active listening and responding to customer inquiries** in a polite and professional manner.
- I gained confidence in **explaining hair treatments and product recommendations** to clients.
- I practiced **handling customer feedback** and adjusting services based on client preferences.

### Ability to Work in a Team and Follow Instructions

- I collaborated with **senior stylists, customer service personnel, and inventory managers** to ensure smooth salon operations.
- I learned to **follow instructions carefully**, especially when assisting with **chemical treatments and hairstyling techniques**.
- I understood the importance of **teamwork in a fast-paced environment**, where efficiency and coordination are essential.
- I developed a sense of **professionalism and respect for hierarchy**, which is important in any workplace.

These interpersonal skills are particularly valuable in **business administration**, where effective communication and teamwork are necessary for **customer satisfaction, employee coordination, and business success**.

## 4.3 Problem-Solving and Decision-Making Skills

During my training, I encountered various challenges that required me to **think critically and make quick decisions**. These experiences improved my **problem-solving and decision-making abilities**, which are crucial in any business setting.

## Learning How to Handle Client Complaints Professionally

- Some clients were dissatisfied with their hairstyles or treatments, requiring me to **remain calm and professional** while addressing their concerns.
- I learned to **apologize appropriately, offer solutions, and involve senior stylists** when necessary to resolve issues.
- This experience taught me how to **manage customer expectations** and **turn a negative situation into a positive customer experience**.

## Managing Multiple Tasks Efficiently

- Working in a busy salon required me to **multitask effectively**, such as **assisting stylists, attending to clients, and organizing salon tools** at the same time.
- I learned how to **prioritize tasks based on urgency and importance**, ensuring that all customers were attended to without delays.
- This skill is highly relevant in **business administration**, where managing **multiple responsibilities, deadlines, and customer needs** is essential for success.

These problem-solving and decision-making skills will help me in **future roles that require leadership, customer service management, and operational efficiency**.

## 4.4 Relevance of Skills to Future Career

The **skills and lessons learned** during my SIWES training will be **invaluable** in my **career as a business administrator**. Some of the ways these skills will benefit me include:

### Managing Customer Relations

- Understanding **customer expectations and providing quality service** is a crucial aspect of **business administration**.
- My experience in **customer service, complaint resolution, and effective communication** will help me handle **customer interactions professionally** in any industry.

### Sales and Product Management

- My involvement in **inventory management and product sales** has given me insights into **stock control, sales strategies, and customer preferences**.

- These skills will be beneficial in managing **retail businesses, supply chains, or marketing roles.**

#### **Service Delivery and Business Operations**

- The ability to **multitask, follow instructions, and work efficiently under pressure** will be useful in **administrative roles, business management, and entrepreneurship.**
- My training in **problem-solving and decision-making** will help me adapt to various business challenges and **make strategic decisions.**

Overall, the **practical exposure** I gained during my training has **bridged the gap between classroom learning and real-world business experience.** The skills I developed will significantly enhance my **career opportunities and professional growth** in the field of **Business Administration.**

## CHAPTER 5

### IMPACT OF SIWES ON CAREER DEVELOPMENT

The **Student Industrial Work Experience Scheme (SIWES)** plays a crucial role in shaping the professional development of students by providing them with practical exposure to real-world work environments. My training at **Buzz and Bangz Beauty Salon** was a valuable experience that allowed me to **apply theoretical knowledge in a practical setting**, develop essential **workplace skills**, and build professional relationships. This chapter highlights the **impact of SIWES on my career development**, focusing on how it bridged the gap between **theory and practice**, contributed to my **professional growth**, and provided **networking opportunities**.

#### 5.1 Bridging the Gap between Theory and Practice

One of the main objectives of SIWES is to provide students with **practical exposure** to complement their **academic knowledge**. As a **Business Administration student**, I had studied business management principles such as **customer service, business operations, human resource management, and organizational behavior** in theory. However, my **SIWES training** at **Buzz and Bangz Beauty Salon** allowed me to **apply these principles in a real business environment**.

##### Application of Business Management Principles

- I gained **firsthand experience in business operations**, including **customer service management, inventory control, and sales management**.
- I learned the **importance of service quality, customer satisfaction, and brand reputation** in running a successful business.
- I observed how **employees interact with customers, handle complaints, and maintain workplace professionalism**, which reinforced my classroom knowledge on **customer relations and service ethics**.
- I experienced the **challenges of managing a business**, such as **handling demanding clients, maintaining financial records, and ensuring operational efficiency**.

Through this **practical exposure**, I was able to **relate classroom learning to real-life business scenarios**, making my **academic knowledge more meaningful and applicable** to my future career.



## 5.2 Contribution to Professional Growth

My SIWES experience played a significant role in developing my **professional skills**, which are essential for career success. The training provided me with an opportunity to improve in several key areas, including **communication, teamwork, problem-solving, and time management**.

### Development of Communication Skills

- Interacting with customers daily helped me improve my **verbal communication, listening skills, and ability to address customer needs effectively**.
- I learned how to **handle customer inquiries, complaints, and service requests in a professional and polite manner**.
- I also improved my **written communication skills** through **recording product sales and booking client appointments**.

### Enhancement of Teamwork and Collaboration

- Working in a **team-oriented salon environment** taught me the importance of **collaboration, cooperation, and respect for colleagues**.
- I learned how to **coordinate tasks with other staff members**, ensuring smooth business operations and efficient service delivery.
- The experience strengthened my ability to **work under supervision**, follow instructions, and contribute to a shared goal.

### Improved Problem-Solving and Decision-Making Abilities

- I encountered several **challenges** during my training, such as **managing customer expectations, dealing with difficult clients, and maintaining a clean and organized workspace**.
- These challenges required me to **think critically, make quick decisions, and adapt to different situations**.
- By working under pressure and **finding effective solutions**, I developed a stronger ability to **handle workplace challenges professionally**.

### Time Management and Multitasking

- The **fast-paced nature** of the salon business required me to **manage multiple tasks efficiently**, including **assisting stylists, organizing tools, and attending to clients**.

- I learned the **importance of punctuality, meeting deadlines, and prioritizing tasks based on urgency and importance.**
- These skills will be beneficial in my future career, where I will need to **handle multiple responsibilities in a professional setting.**

Through these **professional growth experiences**, I gained the **confidence and competence needed to thrive in a business environment.** The skills I developed will be **valuable in any career path I choose within Business Administration.**

### **5.3 Networking Opportunities**

Another significant benefit of SIWES is the opportunity to **network and build professional relationships.** During my training, I interacted with **various professionals, customers, and colleagues**, which expanded my **professional network** and exposed me to potential career opportunities.

#### **Building Professional Relationships**

- I established **positive relationships** with **senior hairstylists, customer service representatives, and product suppliers**, who provided **insights into the beauty industry and business management.**
- I interacted with **regular customers**, some of whom were professionals in **various industries**, offering me a chance to **learn from their experiences and career advice.**
- These connections may serve as **valuable contacts** for future job opportunities or business ventures.

#### **Exposure to Career Opportunities**

- Through my training, I gained a **better understanding of business operations**, which helped me identify **potential career paths** in **business management, customer service, sales, and entrepreneurship.**
- I learned about the **requirements and expectations** of working in a **service-based industry**, which will guide me in making **informed career decisions.**
- I also became aware of **further training and certification opportunities** that could enhance my **professional qualifications and career growth.**

By **building a network of professional connections**, I have **expanded my career prospects** and created opportunities for **future mentorship, job referrals, and business collaborations**.

My **SIWES training at Buzz and Bangz Beauty Salon** had a profound impact on my **career development**. It provided me with the opportunity to **apply theoretical knowledge in a real-world setting, develop essential professional skills, and build valuable networks**.

- The training **bridged the gap between classroom learning and practical business operations**, allowing me to gain **hands-on experience in customer service, sales, and workplace management**.
- I developed **important workplace skills**, such as **communication, teamwork, problem-solving, and time management**, which will be beneficial in my future career.
- I expanded my **professional network**, creating opportunities for **mentorship, job referrals, and future career growth**.

Overall, my **SIWES experience** has prepared me for the challenges of the **business world**, equipping me with the **knowledge, skills, and connections** needed to succeed in my chosen career path.

## CHAPTER 6

### CHALLENGES AND RECOMMENDATIONS

The **Student Industrial Work Experience Scheme (SIWES)** is designed to provide students with **practical exposure and hands-on training** in their respective fields. However, like any professional experience, it comes with its **own set of challenges**. Throughout my training at **Buzz and Bangz Beauty Salon**, I encountered several **difficulties**, ranging from **managing multiple clients to handling physical strain**. This chapter outlines the **challenges faced, recommendations for improving SIWES, and advice for future participants** to ensure a more productive and rewarding experience.

#### 6.1 Challenges Faced During the Training

While my SIWES experience was **valuable and insightful**, it also presented some **challenges** that tested my **patience, adaptability, and problem-solving skills**. The key difficulties I faced included:

##### 1. Managing Multiple Clients Efficiently

- The **beauty industry** is fast-paced, with customers expecting **quick, high-quality service**.
- At times, there were **many clients waiting for services**, which made it challenging to **manage time efficiently**.
- I had to **assist the hairstylists**, prepare tools, and attend to clients **simultaneously**, requiring me to **multitask effectively**.
- There were instances where **some clients had specific and demanding requests**, requiring extra attention and patience.

##### 2. Physical Strain from Prolonged Standing

- Working in a **beauty salon** requires **standing for long hours**, which can lead to **physical fatigue and discomfort**.
- Tasks such as **washing hair, styling, and assisting hairstylists** required **constant movement and energy**, making the job physically demanding.
- By the end of the day, I often experienced **body aches, especially in my legs and back**, which took some time to adjust to.

### 3. Learning Complex Hairstyling Techniques

- The beauty industry involves a variety of **hairstyling methods, chemical treatments, and product applications**.
- While I was able to grasp **basic hairstyling skills**, I found some **advanced techniques difficult to master** within the training period.
- Techniques like **intricate braiding styles, hair coloring, and professional hair treatments** required **precision, expertise, and experience**, which took time to develop.
- I occasionally struggled with **handling hairstyling tools efficiently**, such as the **hair straightener, curling iron, and blow dryer**.

Despite these challenges, I was able to **overcome them through persistence, continuous learning, and guidance from my supervisors**.

## 6.2 Recommendations for Improvement of SIWES

To enhance the effectiveness of the **SIWES program**, several improvements can be made to ensure that students have a **more structured and beneficial experience**. Based on my observations, I recommend the following:

### 1. More Structured Training Programs

- Some parts of my training were **not well-structured**, making it difficult to track **progress and skill development**.
- A **clear training schedule** should be developed to ensure students gain **comprehensive knowledge of all aspects of the business**.
- There should be **supervised learning sessions** where students can receive **step-by-step guidance** on various tasks.
- Periodic **assessments and feedback sessions** can help students identify their strengths and areas for improvement.

### 2. Provision of Stipends to Support Students

- Many students face **financial challenges** during their SIWES training, as they are required to **work long hours without any financial support**.
- Providing students with a **monthly stipend** would help cover **transportation, feeding, and other expenses**, making the experience less stressful.
- This would also serve as a **motivation** for students to put in their best effort during the training.

### 3. Improved Student-Supervisor Engagement

- During my training, there were instances where **supervisors were too busy to provide detailed explanations or one-on-one guidance.**
- To improve learning, companies should **assign mentors or trainers** specifically responsible for **teaching and guiding students.**
- Regular **progress meetings** should be conducted to ensure students are **learning effectively and meeting training goals.**

By implementing these **improvements**, the **SIWES program** can be more beneficial and **provide students with a richer learning experience.**

### 6.3 Suggestions for Future Participants

For students who will undergo **SIWES training in the beauty and business industries**, there are **key lessons** that can help them **maximize their experience.** Based on my journey, I offer the following advice:

#### 1. Be Open to Learning and Taking on Responsibilities

- SIWES is a **learning opportunity**, and students should **embrace new experiences** with a **positive attitude.**
- Be willing to **assist in different tasks**, from **hairstyling to customer service**—every role contributes to your **professional development.**
- Ask **questions, seek feedback, and take initiative** to learn beyond what is assigned to you.

#### 2. Develop Good Customer Service Skills

- Working in a **service-based industry** requires **excellent customer relations skills.**
- Be polite, friendly, and **attentive to clients' needs**, as **customer satisfaction** is key to any business's success.
- Learn how to **handle difficult customers professionally**, ensuring they leave with a **positive impression.**

#### 3. Adapt to the Dynamic Nature of the Beauty Industry

- The **beauty industry** is **fast-paced and constantly evolving**, with new **trends, techniques, and products** emerging regularly.

- Stay updated with **industry trends** and be **open to learning new hairstyling methods and product applications**.
- Be **flexible and adaptable**, as every day presents new challenges and learning experiences.

By following these suggestions, **future SIWES participants** can make the most of their **training experience** and gain **valuable skills that will benefit their future careers**.

While my **SIWES training at Buzz and Bangz Beauty Salon** was a **rewarding experience**, it came with **challenges that required resilience, adaptability, and a willingness to learn**.

- Managing **multiple clients** and handling **physical strain** were among the key difficulties, but these challenges helped me develop **time management and endurance skills**.
- Learning complex **hairstyling techniques** was initially difficult, but **continuous practice and guidance** helped me improve.
- To improve **SIWES**, there should be **more structured training programs, financial support for students, and better supervisor engagement**.
- Future participants should **embrace learning opportunities, develop strong customer service skills, and be adaptable to industry changes**.

Despite the **challenges**, the SIWES program remains a **valuable initiative** that **equips students with practical experience, workplace skills, and industry knowledge**.

## **CHAPTER 7**

### **CONCLUSION**

The **Student Industrial Work Experience Scheme (SIWES)** serves as a crucial **bridge between academic learning and practical industry exposure**. My **two-month training at Buzz and Bangz Beauty Salon** provided me with **first-hand experience in business operations, customer service, and hairstyling techniques**. Throughout this period, I was able to apply **business administration principles in a real-world setting**, gaining **valuable insights into service delivery, inventory management, and client relations**.

#### **7.1 Summary of Experience**

My **SIWES training at Buzz and Bangz Beauty Salon** was a **transformative and rewarding experience** that **significantly contributed to my personal and professional growth**. The key takeaways from my training include:

##### **1. Practical Exposure to Salon Operations**

- I worked closely with hairstylists and other team members, learning about **salon management, hairstyling, and product application**.
- I became proficient in **hair care services**, including **washing, drying, styling, and applying chemical treatments**.

##### **2. Customer Service and Communication Skills**

- Engaging with clients improved my **communication, patience, and problem-solving abilities**.
- I learned how to **handle customer inquiries and complaints professionally**, ensuring a **positive client experience**.

##### **3. Workplace Discipline and Professionalism**

- Adapting to the **structured work environment** taught me the importance of **punctuality, teamwork, and efficiency**.
- I developed a **strong work ethic**, understanding the **responsibilities and expectations of a professional setting**.

##### **4. Challenges and Overcoming Obstacles**

- Managing **multiple clients, standing for long hours, and learning complex hairstyling techniques** were challenges I encountered.



- I overcame these difficulties through **persistence, adaptability, and continuous learning.**

Overall, this experience provided me with a **holistic understanding of business operations within the beauty industry**, reinforcing the **importance of customer satisfaction, quality service, and professional conduct.**

## **7.2 Overall Impact of SIWES**

The **impact of SIWES on my career development** is **immense**, as it has **prepared me for future career opportunities** by equipping me with **practical knowledge and essential skills.**

The benefits of this training include:

### **1. Bridging the Gap Between Theory and Practice**

- I was able to **apply business administration concepts** in a **real-world environment**, improving my **understanding of customer service, sales, and business management.**
- This hands-on experience **reinforced the lessons learned in the classroom** and **prepared me for the challenges of the workforce.**

### **2. Career Readiness and Professional Growth**

- I developed skills that will be beneficial in **any customer-oriented business.**
- The training has made me **more confident in handling business operations, managing client relations, and working in a structured environment.**

### **3. Networking and Industry Exposure**

- Interacting with **salon staff, clients, and business professionals** expanded my **network** and provided **valuable career insights.**
- The relationships I built during this training may open doors for **future employment or business opportunities.**

## **Final Thoughts**

In conclusion, my **SIWES training at Buzz and Bangz Beauty Salon** was an **enriching and fulfilling experience.** The **skills and knowledge acquired** during this period will undoubtedly play a significant role in my **future career.** While the training had its **challenges**, it ultimately

provided me with a **strong foundation in workplace ethics, customer service, and business operations.**

The **SIWES program remains a vital initiative** that helps students develop **real-world skills, gain industry exposure, and prepare for future careers.** I am **grateful for the opportunity** to have been part of this training, and I look forward to applying the **lessons learned** in my **professional journey.**

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