



**TECHNICAL REPORT  
ON  
STUDENTS INDUSTRIAL WORK  
EXPERIENCE SCHEME (SIWES)**

**HELD AT:  
FEMS EMBASSY SUITES  
1 ILUFE RAOD, IBEREKO BADAGRY, LAGOS STATE**

**SUBMITTED BY:  
OLOYEDE KAUSARA ABIDEMI  
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**SUBMITTED TO:  
THE DEPARTMENT OF LEISURE AND TOURISM,  
INSTITUTE OF APPLIED SCIENCE (I.A.S), KWARA STATE  
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## **DEDICATION**

My sincere dedication goes to Almighty Allah for giving me this great opportunity to be part of this programme, seeing me through the SIWES and to my beloved parent Mr. and Mrs. Oloyede for their support up to this level.

## **ACKNOWLEDGMENT**

All praises, thanks and adoration are due not to any other creation except Almighty Allah the creator of all creation, omnipotent, omnipresent, the one who makes impossibility to be possible.

Firstly, my gratitude goes to my parent Mr. and Mrs. Oloyede for giving me their optimum support financially and spiritually. I pray that may you reap the fruit of your hard labour.

My thanks also goes to my able SIWES coordinator deserves my appreciation for countless reason. May Almighty Allah reward you abundantly and accordingly.

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I say a big thanks to you all.

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## **CHAPTER ONE**

### **1.0 INTRODUCTION TO STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)**

#### **1.1 BACKGROUND OF SIWES**

The Student Industrial Work Experience Scheme (SIWES) was established through the Industrial Training Fund (ITF) as a result of the realization by the Federal Government in 1973, of the need to introduce a new dimension to the quality and standard of university education obtained in the country in order to achieve the much needed technological advancement because it has been shown that a correlation exists between a country's level of economic and technological advancement and its level of investment in manpower development. The scheme exposes students in industrial-based skills required for a smooth transition from the lecture room to the outside world. It affords students of tertiary institutions the opportunity of being familiarized and exposed to the needed experience in handling machineries, equipment and skills which are usually not available in their educational institutions. Participation in SIWES has become an essential pre-condition for the award of Diploma and Degree Certificates in specific disciplines, Microbiology inclusive, in most institutions of higher learning in the country in accordance with the educational policy of the Nigerian government. The operators and coordinators of this scheme are the; ITF, National University Commission (NUC), National Board for Technical Education (NBTE), employers of labour and the institutions.

The scheme is funded by the Federal Government of Nigeria. The functions of the bodies mentioned above, among others are as follows.

- i. Ensure adequate funding of the scheme.
- ii. Establish SIWES and accredit units in the approved institutions.
- iii. Formulate policies and guidelines for participating bodies and institutions as well as appointing SIWES coordinators and supporting staff.
- iv. Supervise students at their places of attachment, sign their log books and Industrial Training Fund (ITF) forms.
- v. Vet and process students log books and forward them to ITF area office.

vi. Ensure payment of allowances to the students and supervisors.

Hence, the success or failure of the Students Industrial Work Experience Scheme (SIWES) depends on the efficiency of the ministries, ITF, Higher institutions; employers of labour and of course the students partaking and the general public involved in the articulation and management of the programme.

## **1.2 OBJECTIVE OF SIWES**

The objectives of SIWES are as follows:

- i. To provide an avenue for students in higher learning institutions to acquire industrial skills and experience in their respective courses of study.
- ii. To provide the students with the opportunities to be involved in the practical aspect of their respective disciplines; thus creating more understanding to the theoretical aspect taught in their lecture rooms.
- iii. To keep students abreast of the latest developments and innovations in their disciplines.
- iv. To expose students to sophisticated machineries that might not be readily available in their institutions.
- v. To prepare students for the likely challenges they will face in the labour market.
- vi. To enable students, make reasonable choices of their fields of specialization.
- vii. To make the transition from the schooling to field of work easier through enhancing students' contact for later job placement.
- viii. Provide students with the opportunities to apply their educational knowledge in real work situations, thereby bridging the gap between theory and practice; and
- ix. To bring students of different institutions, ethnic backgrounds, mentalities and religion under the same umbrella in which they learn to tolerate one another, work together, be of their best behaviors, share ideas and make good friends with each other, within a very short period of time.

## **CHAPTER TWO**

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

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

Fams embassy is a 51 room edifice. Comprising of thirty one (31) Superior rooms, four (4) city view rooms, Ten (10) FAMS Suites with king sized bed, 5 Executive Suites with double bed.. Complimentary breakfast for 1 person in the Superior or CityView rooms and two breakfasts for the FAMS & Executive Suites, Swimming, gym, the VIP Bar, Internet facility (150MB Daily), free entry to the club on club days; 24 hours uninterrupted power supply, secure parking space, armed and effective security system. With a Conference hall that can accomodate 16-20 people

#### **2.2 OUR VISION**

To be the first among equals in the hospitality business in Nigeria. To continously create an extraordinary leisure destination of intenational standard through first class service provision to our guests.

#### **2.3 OUR MISION**

To provide outstanding hospitality service to our esteemed guest. To create an unforgettable memory in the heart of our guests.

We are located in the ancient town of Badagry, Lagos State, which prides itself as the first town to have an upstairs building in Nigeria. Badagry has the enviable attraction as the number one tourist destination in Nigeria, with abundant hostorical relics of the slave trade era and various colonial and missionary attraction complementing the serenity and natural beauty of the town Our unique location is a short drive to Seme Border, our



international gateway to the Western African Countries of Benin Republic, Togo, Ghana and Ivory Coast, making the hotel a perfect choice for travellers coming into the country and also those leaving the country. We also prides itself with the practice of providing the perfect gateway destination for tourism and fun seekers who wants to get away from the hustle and bustle of city life to a serene environment of luxury and comfort.

## CHAPTER THREE

### EXPERIENCE GAINED DURING THE TRAINING.

#### 3.1 INTRODUCTION

The Students Industrial Work Experience Scheme (SIWES) provided an invaluable opportunity to gain practical exposure and hands-on experience in the leisure and tourism industry. My internship at *FEMS Embassy Suites* offered me deep insights into hotel management, customer service, hospitality operations, event coordination, and tourism promotion. This chapter elaborates on the various experiences gained, skills developed, and the impact of this training on my professional development.

#### 3.2 HOTEL OPERATIONS AND MANAGEMENT

One of the fundamental experiences I acquired was a comprehensive understanding of hotel operations. As a hospitality establishment, **FEMS Embassy Suites** operates under strict guidelines to ensure customer satisfaction and high service quality. I was actively involved in learning:

- **Front Desk Management:** Observing and assisting with guest check-ins, check-outs, reservations, and handling inquiries.
- **Housekeeping Operations:** Understanding cleanliness standards, room preparation, and inventory management of toiletries and linens.
- **Food and Beverage Services:** Gaining knowledge of restaurant operations, menu planning, and customer service in the dining sector.
- **Customer Relationship Management:** Handling guest complaints, assisting in problem resolution, and improving guest experiences.

### **3.3 TOUR PACKAGE DEVELOPMENT AND PROMOTION**

A significant aspect of my internship involved tourism promotion and package development. I assisted in designing and marketing travel packages tailored to different customer needs. My responsibilities included:

- Researching and developing local tour packages for guests interested in sightseeing and cultural tourism.
- Assisting in the preparation of promotional materials such as **brochures**, **social media posts**, and advertisements to attract tourists.
- Learning about strategic partnerships with tour operators, travel agencies, and tourism boards to enhance service offerings.

### **3.4 EVENT PLANNING AND MANAGEMENT**

As a hotel offering event hosting services, I gained practical experience in event planning and coordination. My involvement included:

- Assisting in the planning of corporate conferences, weddings, and private parties.
- Learning how to create event budgets, seating arrangements, and venue decoration plans.
- Coordinating with catering teams to ensure smooth service delivery during events.
- Observing risk management strategies, including crowd control and emergency planning for events.

### **3.5 MARKETING AND CUSTOMER ENGAGEMENT STRATEGIES**

Marketing is a critical aspect of the hospitality and tourism industry. During my SIWES, I actively participated in the marketing department and learned:

- How to attract guests using digital marketing techniques, including social media advertising, SEO strategies, and influencer marketing.
- Techniques for loyalty programs and customer retention strategies, such as discounts and membership benefits.
- Methods for analyzing customer feedback and reviews to enhance service quality.

### **3.6 CHALLENGES FACED AND PROBLEM-SOLVING APPROACHES**

The internship was not without challenges, which provided an opportunity to learn adaptability and problem-solving skills. Some challenges included:

- **Managing demanding customers** and handling complaints professionally.
- **Balancing multiple tasks** during peak hours, especially in customer service roles.
- **Adapting to work schedules**, including night shifts and long hours during event setups.
- **Learning new software systems**, such as hotel booking and reservation management software.

Through guidance from my supervisors and team members, I was able to overcome these challenges and develop resilience, teamwork, and communication skills.

## CHAPTER FOUR

### 4.0 PROBLEMS ENCOUNTERED DURING SIWES

I encountered numerous problems during my Industrial training programme at the Candidate Hotel Hotel. The major payment areas are highlight below:

**1. LATE PAYMENT SALARY:** The establishment normally pay their salary very late and I.T. student find it very difficult to cope with transportation, atimes there will be no money for transportation. By so doing the person have to walk on feet, and these bring about latest to duty.

**2. PROBLEM S OF LIGHT:** Light is the major things 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.

**3. INADEQUATE FACILITIES:** The establishment didn't provide any accommodation for the I.T. and SIWES Students.

**4. COMMUNICATION:** There was poor and ineffective information dissemination due to complex links the establishment.

**5. POOR SECURITY:** The establishment did not provide security, which makes SIWES Students to be at risk, Arm robbers so disturb at night most times which is a threat to the lives of Students.

**6. PROBLEM OF SECURING A PLACE OF ATTACHMENT:** I had most of problem searching for a place of attachment for my SIWES, because most establishment my placement request.

#### **4.1    ENHANCEMENT OF PRACTICAL SKILLS**

During my internship, I developed and refined several practical skills, including:

- **Customer Service Skills:** Improved interpersonal communication, problem-solving, and guest relations abilities.
- **Organizational Skills:** Gained experience in event planning, time management, and workflow coordination.
- **Technical Skills:** Learned how to operate hotel management software, booking systems, and digital marketing tools.

#### **4.2    EXPOSURE TO REAL-WORLD WORK ENVIRONMENT**

My time at FEMS Embassy Suites provided exposure to the fast-paced and dynamic nature of the hospitality industry. I learned how businesses function, how employees collaborate across departments, and how customer satisfaction is achieved through teamwork and operational efficiency.

- I was involved in group projects, requiring me to collaborate with various teams, including housekeeping, front desk staff, and event planners.
- Through supervision from experienced staff, I learned decision-making strategies and leadership qualities essential for a hospitality career.

## **Industry Trends and Innovations**

- I gained insights into modern trends such as eco-friendly tourism, digital marketing for hotels, and personalized guest experiences.
- Learned how hotels incorporate technology (e.g., AI-driven chatbots, self-service kiosks, and automated booking systems) to enhance customer satisfaction.

## CHAPTER FIVE

### SUMMARY, CONCLUSION, AND RECOMMENDATIONS

#### 5.1 Summary

The SIWES program at FEMS Embassy Suites provided hands-on experience in hotel operations, tourism promotion, event management, and marketing strategies. I developed practical skills in customer service, team collaboration, digital marketing, and event coordination. Despite facing challenges such as handling demanding customers and working under pressure, I gained resilience and problem-solving abilities.

#### 5.2 Conclusion

The internship was a valuable learning experience that enhanced my technical, interpersonal, and leadership skills. It bridged the gap between theoretical knowledge and practical application in the leisure and tourism industry, preparing me for future career opportunities.

#### 5.3 Recommendations

Based on my SIWES experience, I recommend the following:

- **For Future Interns:** Actively engage in different departments, ask questions, and seek mentorship to gain maximum learning.
- **For FEMS Embassy Suites:** Introduce structured internship training programs and provide hands-on projects to further enhance interns' skills.
- **For Institutions:** Strengthen industry collaborations to ensure students receive practical exposure aligned with their academic curriculum.



## FRONT GATE CANDIDATE HOTEL



