



A
TECHNICAL REPORT ON INDUSTRIAL ATTACHMENT FOR
STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)
HELD AT
JOOBET VENTURES, ILORIN KWARA STATE



BY

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IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE
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ADMINISTRATION.

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CERTIFICATION

This is to certify that this report is original to the author, **IBRAHIM SALIMAT GBEMISOLA** of matric number **ND/23/BAM/FT/0031** of the Department of Business Administration, Institute of Finance and Management Studies, Kwara State Polytechnic, Ilorin and was supervised accordingly by;

.....
SIWES COORDINATOR

.....
DATE & SIGNATURE

.....
SIWES SUPERVISOR

.....
DATE & SIGNATURE

.....
HEAD OF DEPARTMENT

.....
DATE & SIGNATURE

PREFACE

This is a report of four months industrial training which was done as part of the requirement needed for the award of National Diploma Certificate which was embarked upon by the technical student after their first year of stay in school.

It is also done to enable the student's to be exposed to the practical aspect of their course of study and write down what he/she has gained during the training.

The program is aimed at addressing incompetence in schools while improving scientific and technical education in the country.

DEDICATION

This report is dedicated to the Almighty God, the Beneficent, the merciful, the cherisher of the universe, the uncreated creator of all creatures and the most knowledgeable who seek knowledge just from himself for giving me the opportunity, privilege and understanding to participate in the student industrial work experience scheme (SIWES).

I also dedicate this report to my amiable parent Mr. and Mrs. **IBRAHIM** for their financial support during the course of the program. May GOD continue to bless them (AMEN).

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CHAPTER ONE

INTRODUCTION OF SIWES

The Students Industrial Work Experience Scheme (SIWES) for the 2023 /2024 academic session kicked off the month of in August 2023 and was concluded (4) months in the month of December, 2024. The industrial attachment program is solely aimed at improving in working skills of students in tertiary institutions as well as effecting, learning, participation and observation into proactive invariable fields with respect to grasp very useful practical knowledge which not only makes them employable but also aids in the perfect understanding of theories and operation in their different profession. It is a corporative industrial internship program that involves industries, the Federal Government of Nigeria, Industrial Training Fund (ITF), and Nigeria Universities Commission (NUC). The program is of very high importance considering the lack of adequate practical equipment for learning in most Nigeria tertiary institutions and itself proven as it has been part and parcel of the countries system of education for over 28 years.

AIMS OF SIWES

The Industrial Training Funds Policy document Number 1 of 1973, which established SIWES outline the objective of the scheme. The objectives are to:-

1. To provide an avenue for Students in Nigerian Tertiary Institutions to acquire Industrial Skills and Experience during their course of Study.
2. To prepare Students for the work they are likely to meet after graduation.
3. To expose students to work methods and techniques of handling equipment and machinery that may not be available in their Institutions.
4. To allow the transition phase from school to the world of working environment easier and facilitate students contact for later job placement.
5. To provide students with an opportunity to apply theoretical knowledge in real work

situation there by bridging the gap between theory and practice.

Historical Background of SIWES

SIWES (Student Industrial Work Experience Scheme) was set up by the federal government of Nigeria to close the gap between theoretical learning and practical work experience. It was first kicked off and funded by the Industrial Training Fund (ITF) in 1973. The scheme has gone through a series of reforms. Its management has changed hands from the ITF in 1978 to various regulatory agencies such as National Universities (NUC) and National Board for Technical Education (NBTE) and back to the ITF again in 1985. These are the major stakeholders in SIWES. Consequently, the SIWES program was introduced into the curriculum of tertiary institutions in the country as far back as 1974 with 948 students from two institutions of higher learning. The scheme has over the years contributed immensely to the personal development and motivation of their academic programs and what knowledge and skill will be expected of them on professional practice after graduation.

DEFINITION OF TERMS

- 1. SIWES:** Student Industrial Work Experience Scheme. The Scheme was established by the Industrial Training Fund (ITF) in 1973 to solve the problem of lack of adequate preparatory for employment in industry by Nigeria graduates of tertiary institutions.
- 2. Industrial Training Fund:** The fund was established in 1971 and has operated consistently and painstakingly within the context of its.
- 3. CONSOLE:** It is considered as the center piece or the very heart of a radio station. Hasan (2013) in Adoyi (2020:54) says, professionally, a mixing console is an electronic device for combining (mixing) routing, and changing the level, tone and/or dynamics of audio signals.

CHAPTER TWO

DEPARTMENTS IN JOOBET VENTURES AND THEIR FUNCTIONS

1. Sales Department

- Assists customers in selecting clothing items.
- Provides product recommendations based on customer preferences.
- Ensures customers complete their purchases efficiently.

2. Inventory and Stock Control Department

- Monitors stock levels to avoid shortages or overstocking.
- Conducts regular stock-taking and updates inventory records.
- Coordinates with suppliers for restocking.

3. Cashier and Accounting Department

- Handles cash and electronic transactions.
- Issues receipts and maintains sales records.
- Balances daily sales and reports financial transactions.

4. Customer Service Department

- Addresses customer inquiries and complaints.
- Handles returns, exchanges, and refund requests.
- Ensures customer satisfaction and builds loyalty.

5. Marketing and Promotions Department

- Develops promotional campaigns to attract customers.
- Manages advertising, social media, and in-store promotions.
- Analyzes market trends and customer preferences.

6. Procurement and Supply Chain Department

- Sources and purchases clothing items from suppliers.

- Negotiates prices and delivery terms with wholesalers.
- Ensures the store is stocked with trendy and in-demand items.

7. Visual Merchandising and Display Department

- Designs store layouts and window displays to attract buyers.
- Ensures clothing is arranged in an appealing manner.
- Keeps the store neat, organized, and visually appealing.

8. Security and Loss Prevention Department

- Prevents theft and shoplifting through surveillance.
- Ensures employees and customers follow security protocols.
- Monitors suspicious activities and handles security breaches.

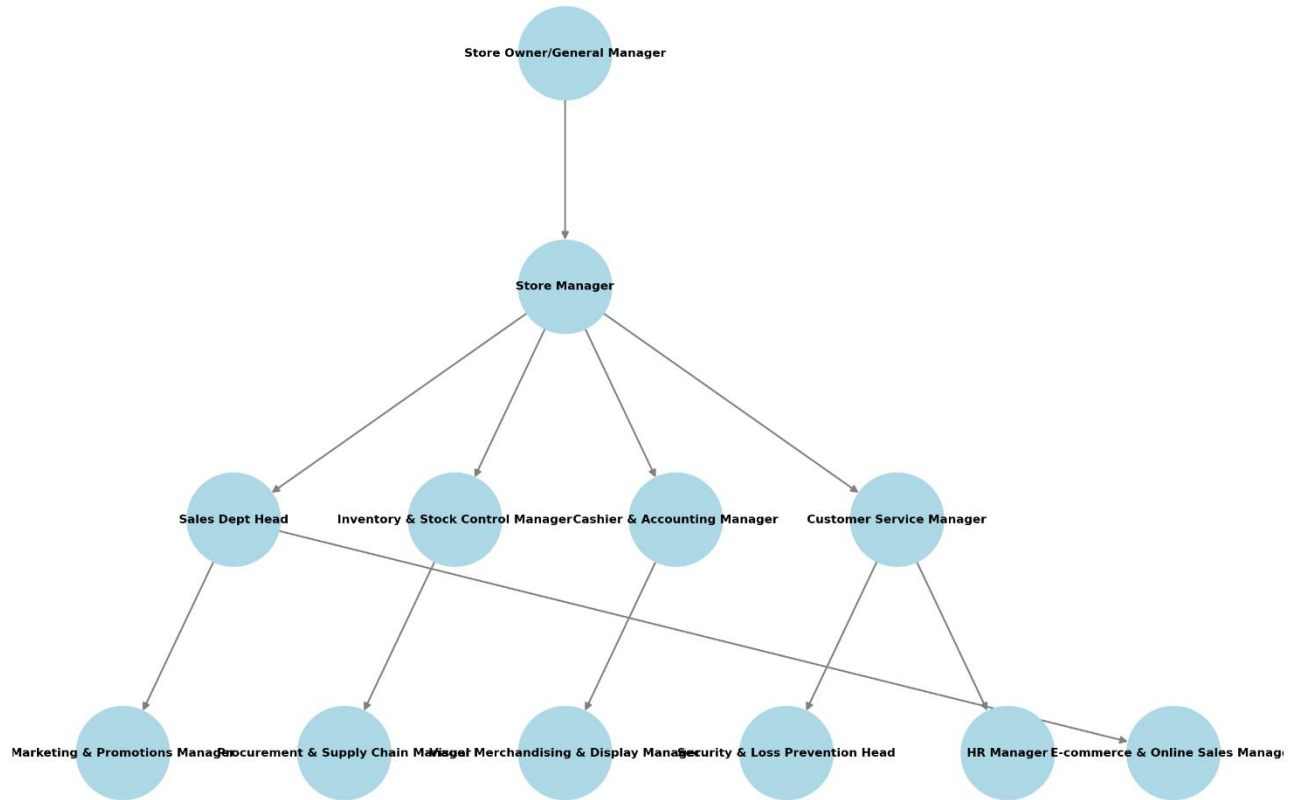
9. Human Resources (HR) Department

- Manages employee recruitment, training, and performance.
- Ensures staff maintain professionalism and follow company policies.
- Handles payroll, leave, and staff welfare.

10. E-commerce and Online Sales Department (For stores with an online presence)

- Manages the store's website and social media sales.
- Handles online orders, payments, and deliveries.
- Responds to online customer inquiries and complaints.

STRUCTURE OF JOOBET VENTURES



CHAPTER THREE & FOUR

SIWES EXPERIENCE AT JOOBET VENTURE, ILORIN KWARA STATE

During my Students Industrial Work Experience Scheme (SIWES) at **Joobet Venture (Clothing)**, I was actively involved in various business operations, which provided me with practical knowledge relevant to my field of study, **Business Administration**. The experience gained covered different aspects of **business management, sales transactions, customer relations, and profit generation**.

During the SIWES training, the following tasks were performed:

SUPPLY OF GOODS TO CUSTOMERS

One of my key responsibilities was ensuring the smooth supply of goods to customers. This involved verifying the requested items, packaging them appropriately, and ensuring that the correct quantity and specifications were met. I also learned the importance of proper inventory management, as I had to keep track of the items being supplied to avoid shortages and discrepancies.

WRITING OF RECEIPTS

I was responsible for issuing receipts to customers after each purchase. This process helped me understand the significance of documentation in business transactions. I learned that a receipt serves as proof of purchase, detailing the goods bought, the amount paid, and the date of the transaction. Through this task, I improved my accuracy in recording sales and handling financial transactions.

CALCULATION OF ALL GOODS

Accurate calculation of goods was crucial in my daily activities. I was tasked with summing up the total cost of purchased items, applying discounts where necessary, and ensuring customers received the correct change. This experience enhanced my **mathematical accuracy and attention to detail**, as errors in calculation could result in financial losses or customer dissatisfaction.

UNDERSTANDING THE MEANING AND IMPORTANCE OF RECEIPTS

I gained a deeper understanding of receipts and their role in business operations. Receipts are essential for record-keeping, financial accountability, and dispute resolution. They also help in tracking sales and revenue, which are crucial for business growth and decision-making.

COMMUNICATION SKILLS

Interacting with different customers daily improved my communication skills. I learned how to communicate effectively, ensuring that customers clearly understood product details, prices, and payment options. This skill is essential in business administration, as proper communication fosters better customer relationships and improves service delivery.

LISTENING SKILLS

Listening attentively to customers was a fundamental aspect of my work. I had to understand their preferences, respond to inquiries, and address complaints professionally. This experience helped me develop patience and active listening skills, which are necessary for building strong business relationships and providing quality customer service.

SCOPE OF BUSINESS

Working at Joobet Venture exposed me to the broader scope of the clothing business. I observed how different clothing items were sourced, marketed, and sold. I also learned about the challenges businesses face, such as supply chain management and market competition. This exposure broadened my knowledge of business operations beyond theoretical learning.

PROFIT GENERATION

I gained insights into how businesses generate profit by selling goods at a price higher than their cost price. I learned about the importance of setting competitive prices, reducing expenses, and attracting more customers to maximize profits. Additionally, I observed how discounts and promotions could be used to increase sales and encourage customer loyalty.

CUSTOMER RELATIONSHIPS

A key takeaway from my SIWES experience was the importance of building and maintaining good customer relationships. I learned that treating customers with respect, attending to their needs promptly, and ensuring customer satisfaction contribute significantly to business success. Happy customers are more likely to return and recommend the business to others, leading to growth and sustainability.

STOCK TAKING AND INVENTORY MANAGEMENT

I learned how to conduct stock-taking by checking available goods, recording sales, and identifying when to restock. Inventory management is crucial in avoiding shortages and preventing overstocking, which can tie up capital.

SALES AND MARKETING STRATEGIES

I observed how promotional strategies like discounts, bundle offers, and seasonal sales attract more customers. I also learned how product display and store arrangement influence customer interest and buying decisions.

SKILLS ACQUIRED

- **Inventory Management** – Tracking stock levels and preventing shortages.
- **Customer Service Skills** – Effective communication and active listening.
- **Financial Accuracy** – Precise calculation of prices, discounts, and change.
- **Sales and Marketing** – Understanding promotional strategies and product positioning.
- **Business Documentation** – Writing and issuing receipts for record-keeping.
- **Problem-Solving Skills** – Addressing customer complaints and resolving supply issues.
- **Time Management** – Handling multiple tasks efficiently.

- **Profitability Awareness** – Learning pricing strategies and cost management.
- **Teamwork and Collaboration** – Coordinating with colleagues to ensure smooth operations.

CHALLENGES AND SOLUTIONS IMPLEMENTED:

Challenges	Solutions Implemented
Stock Shortages – Difficulty in keeping up with demand.	Conducted regular stock-taking and reordered supplies in advance.
Calculation Errors – Mistakes in pricing and change calculation.	Double-checked totals before finalizing transactions and used a calculator.
Customer Complaints – Dissatisfaction with product availability or service.	Listened attentively, offered alternatives, and improved communication.
Slow Sales Periods – Reduced customer flow affecting revenue.	Introduced promotions, discounts, and bundle offers to attract customers.
Time Management Issues – Balancing multiple responsibilities.	Prioritized tasks and improved efficiency in handling orders and receipts.
Inventory Mismanagement – Difficulty in tracking available stock.	Maintained a stock record and updated it regularly to prevent discrepancies.
Building Customer Trust – Gaining repeat customers.	Focused on excellent customer service and built strong relationships.

CHAPTER FIVE

SUMMARY, RECOMMENDATION, AND CONCLUSION

During my Students Industrial Work Experience Scheme (SIWES) at **Joobet Venture (Clothing)**, I was actively involved in various business operations, which provided me with practical knowledge relevant to my field of study, **Business Administration**. The experience gained covered different aspects of **business management, sales transactions, customer relations, and profit generation**.

RECOMMENDATION

- Future SIWES students should actively participate in all activities to gain practical knowledge.
- Companies should provide structured training sessions for interns to maximize learning opportunities.
- Students should stay updated on industry trends to enhance their competitive advantage in the job market.

CONCLUSION

My SIWES training at Joobet Venture provided me with practical business administration skills, especially in **sales transactions, customer service, and financial management**. The experience enhanced my ability to apply theoretical knowledge to real-life business situations, preparing me for future professional endeavors in business management.