



REPORT ON STUDENT INDUSTRIAL WORK EXPERIENCE

SCHEME (SIWES)

HELD AT

THRIVEMAX HOTELS AND SUITES

BAMGBOSE STREET, LAGOS ISLAND, LAGOS STATE,
NIGERIA.

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DEDICATION

This report is dedicated to God Almighty, the creator of the whole universe for protecting my life throughout the programme and to my loving parents for their morally and financially support.

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First and foremost, I give thanks to the God Almighty who gave me the strength and wisdom, guide and keep me alive throughout the SIWES period in place of attachment

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CHAPTER ONE

1.0 INTRODUCTION

The student Industrial Works Experience Scheme [SIWES] was established by the National Board for Technical Education [NBTE]. The aims and objective are to develop student's skill and to expose student in the school of engineering, technology, environmental, science, agriculture and medical science to the Working experience in which they will find themselves in future. SIWES was established by ITF in 1973 to solve the problem of lack of adequate practical skills preparatory by Nigerian graduates of tertiary it is an integral part of degree and national diploma program in institute of higher learning in Nigeria. This privilege program would definitely broaden student chance of learning and would also empower his/her academic efficiency. One of the primary goals of the SIWES is to help students integrate leadership development into the experiential learning process.

The scheme is a tripartite programme, involving the students, the institution and the industry (employers of labor). It is funded by the Federal government of Nigeria and jointly coordinated by the industrial Training Fund (ITF) and the National Board of Technical Education (NBTE).

1.1 DEFINITION OF SIWES

Student industrial Working Experience Scheme [SIWES] is a skill acquisition training program set up by the federal and state government across the nation in collaboration with the body known as Industrial Training Fund [ITF] for student to have a working experience and a feel what it takes to be genius in one discipline before challenges ahead.

1.2 AIM AND OBJECTIVES OF SIWES

The Student Industrial Work Experience Scheme is very important for the academic performance of the students, the main purpose of this SIWES to the students is as follow:

1. It exposes and prepare student of higher institution for the industrial working situation they are likely to meet in the future
2. It enables student to apply what they have learnt theoretically in class into practices in the real-world problem.

3. It makes student to understand the technical implication of their profession.
4. To provide wide and comprehensive practical for the students.

1.3 IMPORTANCE OF SIWES

1. It provides students with an opportunity to apply their theoretical knowledge in real life situations.
2. It exposes students to more practical work methods and techniques.
3. It strengthens links between the employers, students and industrial training fund (ITF).
4. It also prepares the students for the labor market after graduation.
5. SIWES is crucial for hospitality students as it provides firsthand experience, promotes the application of theoretical knowledge, and aids in developing problem-solving skills.
6. It also cultivates a sense of responsibility and professionalism.

CHAPTER TWO

2.1 COMPANY'S PROFILE

Thrivemax Hotel and Suites located in Lagos State is a distinguished hospitality destination that offers an exquisite blend of luxury, comfort, and traditional hospitality. Nestled in the heart of Lagos, this hotel has carved a niche for itself by providing unparalleled services and facilities that cater to both business and leisure travelers. Each department within the hotel plays a crucial role in ensuring the satisfaction and comfort of the guests, contributing to an unforgettable experience.

2.2 LOCATION AND BRIEF HISTORY OF THE ESTABLISHMENT.

Thrivemax Hotels and Suites, Lagos is located at 38, Bamgbose Street, Lagos Island, Lagos State. Lagos Island is the principal and central Local Government Area (LGA) in Lagos, Nigeria, known for its cultural heritage and as a hub for education and business. Thrivemax Hotels is a business enterprise with the aim of providing comfort, affordability with hotel & concierge services. Thrivemax Hotels began with a vision to create a premier hospitality experience in Lagos, blending local culture with international standards of luxury. It celebrates various milestones, such as anniversaries, awards, and recognitions from the hospitality industry. These achievements would be testament to the hotel's commitment to excellence and its impact on the local tourism sector.

A significant part of the hotel's history is its relationship with the Lagos Island community. From providing employment opportunities to engaging in local cultural events and supporting community projects, Thrivemax Hotels would establish itself as a key player in the local economy and society.

2.3 OBJECTIVES OF THE ESTABLISHMENT.

The main objectives of Thrivemax Hotels and Suites in Lagos Island, Lagos are:

1. To provide exceptional and personalized service to all guests, ensuring their needs and preferences are met with professionalism and warmth.
2. To maintain high standards of cleanliness, comfort, and safety across all guest rooms and public areas.
3. To ensure smooth, efficient, and effective operations across all departments, from front desk services to housekeeping, food and beverage, and maintenance.

4. To achieve sustainable financial growth through strategic revenue management, cost control, and innovative marketing strategies.
5. To invest in staff training and development, technology, and property enhancements that contribute to long-term profitability.
6. To create a positive and supportive work environment that encourages employee engagement, professional growth, and job satisfaction.
7. To implement eco-friendly practices and sustainability initiatives aimed at reducing the hotel's environmental impact, including waste reduction, energy efficiency, and responsible sourcing.
8. To contribute positively to the local community through charitable initiatives, cultural promotion, and economic support.
9. To engage with local businesses and suppliers, fostering a network of partnerships that benefits both the hotel and the community.
10. To build and maintain a strong brand reputation for quality, luxury, and excellence in hospitality.

2.4 ORGANIZATIONAL STRUCTURE OF THE ESTABLISHMENT

The organizational structure of Thrivemax Hotels and Suites in Lagos was designed to ensure smooth operations, efficient management, and excellent guest services. Below is the breakdown of the organizational structure:

1. The Owner: The owner holds the pinnacle position and is integral to both the strategic direction and operational oversight of the hotel.
2. General Manager: Serves as the top executive responsible for overall hotel operations, strategic planning, and guest satisfaction. Reports to the hotel owner or corporate management.
3. Department Heads: - Under the General Manager, there are several department heads who manage specific areas of the hotel operations:
 - Front Office Manager: Oversees the reception team, guest services, reservations, and concierge. Responsible for ensuring guests have a seamless check-in and check-out experience.

- Housekeeping Manager: In charge of maintaining cleanliness and hygiene standards in guest rooms and public areas, managing the housekeeping staff, and overseeing laundry services.
 - Food and Beverage Manager: Manages the restaurant, bar, and catering services, including menu planning, food preparation, service standards, and inventory management.
 - Chef/Kitchen Manager: Leads the kitchen team in food preparation and presentation, ensures compliance with health and safety standards, and collaborates with Sarom Restaurants.
 - Sales and Marketing Manager: Responsible for developing marketing strategies, managing room sales, planning promotional activities, and maintaining relationships with travel agents and corporate clients.
 - Human Resources Manager: Manages recruitment, training, employee relations, and payroll. Ensures that the hotel is staffed with qualified and motivated employees.
 - Finance Manager: Oversees the hotel's financial operations, including budgeting, accounting, financial reporting, and cash flow management.
 - Maintenance Manager: Responsible for the upkeep of the hotel's physical facilities, including routine maintenance, repair works, and overseeing contractors for renovations or expansions.
4. Support Staff: Under each department head, there is a team of support staff that carries out the day-to-day operations:
- Front Office: Receptionists, concierges, porters, and reservation agents.
 - Housekeeping: Room attendants, laundry staff, and public area cleaners.
 - Food and Beverage: Chefs, cooks, waitstaff, bartenders, and banquet personnel.
 - Maintenance: Technicians, engineers, and groundskeepers.

2.5 VARIOUS DEPARTMENTS IN THE ESTABLISHMENT AND THEIR FUNCTIONS

The following are the departments in the hotel and their functions:

1. Reception: The Reception is the heart of Thrivemax Hotels and Suites, where guests are greeted with warm smiles and open arms. This department ensures a smooth and swift check-in and check-out process, addressing any inquiries with professionalism and a personal touch. The staff here is wellversed in multiple languages and remains at the guests' disposal 24/7, making sure their stay is comfortable and their needs are met promptly.
2. Housekeeping: The Housekeeping department is dedicated to maintaining the highest standards of cleanliness and hygiene throughout the hotel. From the pristine condition of guest rooms to the public areas, the housekeeping team works diligently, ensuring every corner of the hotel reflects perfection. Their attention to detail and discreet service play a significant role in enhancing guest satisfaction and comfort.
3. Restaurant: The Restaurant at Thrivemax Hotels and Suites is a culinary haven, offering an array of dishes that cater to diverse palates. Whether it's a hearty breakfast to start the day, a sumptuous lunch, or an elegant dinner, the restaurant provides an exceptional dining experience. The chefs use the freshest ingredients to create both local and international cuisines, while the service staff ensures a memorable meal with their impeccable service.
4. Kitchen: The Kitchen is the backbone of the hotel's culinary offerings, where creativity meets tradition. Led by experienced chefs, the kitchen team is passionate about delivering exceptional food quality and taste. They constantly innovate and update the menu to incorporate seasonal specialties and cater to dietary preferences, ensuring every guest has a delightful culinary experience.
5. Bar: The Bar at Thrivemax Hotels and Suites is a sophisticated retreat for guests looking to unwind after a long day. It offers a wide selection of drinks, ranging from classic cocktails to rare wines, all served in a cozy and inviting ambiance. The bar staff is knowledgeable and attentive, ready to recommend the perfect drink or concoct a guest's favorite cocktail with a delightful twist.
6. Laundry: The Laundry department ensures that all linens, uniforms, and guest clothing are impeccably cleaned and pressed, contributing to the overall sense

of luxury and meticulous attention to detail that Thrivemax Hotels and Suites is known for. Using state-of-the-art equipment and eco-friendly cleaning agents, the laundry team ensures that every item is treated with the utmost care.

CHAPTER THREE

3.1 WORK DONE DURING THE SIWES

Reflecting on the diverse experiences gained through the Student Industrial Work Experience Scheme (SIWES) at Thrivemax Hotels and Suites, Lagos, here's a summary of the tasks I undertook in each department:

3.2 Bar

- I assisted in stocking the bar with liquor, syrups, glasses, and other necessary supplies.
- I learned to prepare and serve a variety of cocktails and non-alcoholic beverages.
- I maintained cleanliness and organization within the bar area.
- I managed inventory and reported low stock to the supervisor.
- I observed techniques for engaging customers and upselling.
- I helped in setting up the bar area for events and special occasions.
- I followed all health and safety regulations related to alcohol service.
- I assisted in taking inventory counts at the end of each shift.
- I learned how to operate the point of sale (POS) system for billing.
- I practiced proper glassware selection for different drinks.
- I observed the process of creating new beverage menus.
- I assisted with closing duties, including cleaning the bar and securing alcohol.
- I learned about managing customer tabs and payments.
- I provided excellent customer service, handling inquiries and feedback.

3.3 Reception

- I greeted guests upon their arrival and provided them with a warm welcome.
- I learned how to use the hotel's booking system to check guests in and out.
- I assisted in answering the phone and managing reservations.
- I provided information about hotel amenities, services, and local attractions.
- I handled guest inquiries and resolved issues or complaints.
- I managed the distribution of room keys and directions to the rooms.
- I helped organize transportation services for guests as needed.

- I assisted in updating guest accounts and processing payments.
- I learned to coordinate with housekeeping about room statuses.
- I maintained a tidy and organized reception area.
- I participated in emergency and safety procedure training.
- I compiled daily reports on arrivals, departures, and occupancy rates.
- I assisted in managing mail, parcels, and message delivery for guests.
- I learned to maintain confidentiality and security of guest information.

3.4 Housekeeping

- I assisted in cleaning and servicing guest rooms.
- I learned to replenish room supplies, such as toiletries and towels.
- I helped in maintaining cleanliness in the hotel's public areas.
- I was trained in the proper use and storage of cleaning chemicals.
- I practiced bed-making and room presentation techniques.
- I learned inventory management for housekeeping supplies.
- I helped handle lost and found items according to hotel policies.
- I observed the procedure for reporting maintenance issues in rooms.
- I learned to prioritize room cleaning based on guest check-outs and requests.
- I assisted in setting up rooms for special guest requests or occasions.
- I maintained hallways and ensured clear and safe passages.
- I participated in team meetings to discuss guest feedback and improvements.

3.5 Restaurant

- I assisted in setting up the dining area for service.
- I learned menu items and practiced explaining them to guests.
- I helped in taking orders and serving food and drinks to guests.
- I observed the process of coordinating with the kitchen for order accuracy and timing.
- I practiced clearing and resetting tables efficiently.
- I participated in maintaining cleanliness and hygiene in the dining area.
- I helped in managing reservation systems and seating guests.

- I observed techniques for handling special dietary requests and allergies.
- I assisted in stock taking and inventory management for restaurant supplies.
- I learned about pairing food with appropriate beverages.
- I participated in customer service training to enhance guest dining experience.
- I assisted in processing payments and managing the cash register.
- I helped in planning and executing special events and theme nights.
- I observed food preparation techniques in the kitchen.

3.6 Kitchen

- I assisted in the preparation of ingredients, such as chopping vegetables and marinating meats.
- I observed chefs during the cooking process to learn various cooking techniques.
- I helped in maintaining cleanliness and sanitation within the kitchen.
- I learned to follow recipes and cooking procedures with consistency.
- I assisted in receiving and storing supplies, ensuring proper stock rotation.
- I observed the process of menu planning and recipe development.
- I learned about the importance of food safety and hygiene practices.
- I assisted in dishwashing and kitchen equipment maintenance.
- I participated in the preparation of special dietary meals under supervision.
- I helped in managing waste and following sustainability practices.
- I observed the coordination between kitchen and front-of-house staff.
- I learned to operate various kitchen equipment safely.
- I assisted in the inventory management of kitchen supplies.
- I participated in taste tests for quality control.
- I learned about efficient kitchen workflow and station organization.

3.7 Laundry

- I assisted in sorting laundry by type, color, and treatment requirements.
- I learned to operate industrial washing machines and dryers.
- I helped in ironing, folding, and properly storing linens and uniforms.

- I observed the process of handling delicate items and special cleaning instructions.
- I participated in maintaining inventory of laundry supplies and chemicals.
- I learned about the standards for hygiene and cleanliness for hotel linens.
- I assisted in the delivery and distribution of clean linens to the housekeeping department.
- I helped in managing the schedule to ensure a timely turnaround of laundry items.
- I learned to inspect laundered items for quality and cleanliness.
- I observed techniques for stain removal and fabric care.
- I assisted in maintaining records of laundry service for guests.
- I helped in routine maintenance and cleaning of laundry equipment.
- I participated in inventory checks for linens and uniforms.
- I learned about the health and safety practices in the laundry area.

CHAPTER FOUR

4.1 EXPERIENCE GAINED DURING THE TRAINING

During my SIWES placement at Thrivemax Hotels and Suites, Lagos, I gained a multitude of invaluable experiences that contributed significantly to my personal and professional growth. Some of them are:

1. Customer Service Excellence: I learned the art of providing exceptional customer service, understanding that the satisfaction of each guest is paramount. This involved greeting guests warmly, promptly addressing their needs, and always seeking to exceed their expectations.
2. Time Management: Working across different departments taught me the importance of efficient time management. I learned to juggle various tasks effectively, prioritize duties based on urgency, and adapt to fast-paced environments without compromising the quality of work.
3. Teamwork and Collaboration: I experienced firsthand the importance of teamwork in the hospitality industry. Collaborating with colleagues from diverse departments helped me understand the interconnectedness of each role and the collective effort required to maintain high standards of hotel operation.
4. Attention to Detail: Whether it was setting tables in the restaurant, preparing rooms in housekeeping, or managing inventory in the bar, I learned that attention to detail is crucial in all aspects of hotel management. Small touches can significantly enhance the guest experience.
5. Effective Communication: I developed my communication skills, both verbal and non-verbal, learning to convey information clearly and professionally to guests and colleagues. This was especially important at the reception and when handling inquiries or complaints.
6. Problem-Solving: I encountered various challenges during my placement, from dealing with unexpected guest requests to resolving issues in the laundry department. These experiences taught me to think on my feet, be resourceful, and find solutions quickly and efficiently.

7. Operational Knowledge: Working in different departments allowed me to gain a comprehensive understanding of the hotel's operations. I learned about the intricacies of each department's role in the overall functioning of the hotel, from the kitchen to the laundry room.
8. Cultural Sensitivity: Interacting with guests and staff from diverse backgrounds emphasized the importance of cultural sensitivity and adaptability. I learned to respect cultural differences and adapt my communication and service approach accordingly.
9. Professionalism: Throughout my SIWES experience, I learned the importance of maintaining a high level of professionalism. This included adhering to the hotel's dress code, maintaining confidentiality, and always acting in the best interest of the hotel and its guests.
10. Passion for Hospitality: The most significant experience was discovering my passion for the hospitality industry. Being immersed in the vibrant, dynamic environment of Thrivemax Hotels and Suites, reinforced my desire to pursue a career in this field, where I can continuously learn, grow, and contribute to creating memorable experiences for guests.

These experiences have not only equipped me with practical skills and knowledge but have also instilled in me a strong work ethic, resilience, and a deeper understanding of the hospitality industry.

CHAPTER FIVE

5.1 Summary

In summary, the SIWES experience provided a comprehensive understanding of the hospitality profession. The exposure to real-world customer service significantly contributed to my academic and professional growth.

5.2 Challenges Encountered during SIWES

Despite the enriching experience, several challenges were encountered during the SIWES placement, each contributing to a deeper understanding of the nuances within the organizational context, some of the challenges includes:

- 1. Adjusting to the fast-paced nature of professional work presented initial challenges in keeping up with deadlines and deliverables.*
- 2. Grasping the intricacies of the hotel's customer service processes proved to be a learning curve, requiring time and effort.*
- 3. Ensuring clear and concise communication with superiors demanded refinement in professional communication skills.*
- 4. Transportation cost to and fro the place of attachments is very expensive and the firm isn't paying a dime.*

While these challenges were significant, each one provided valuable learning opportunities, contributing to personal and professional growth throughout the SIWES journey.

5.3 Recommendation

1. Institution based supervisor should visit the student regularly at their places of work/attachment.
2. Make sure that student participated fully in this programme and the letter of approval should be demanded from the attached establishment.
3. The industrial based supervisor should be enlightened regarding their responsibility during this training.

4. I recommend a more structured orientation program for SIWES participants to ease their integration into the workplace.
5. Additionally, creating mentorship programs can further enhance the learning experience.

5.4 Conclusion

The SIWES programme is an efficient and effective program which has brought much improvement to my field of study, it has been instrumental in bridging the gap between theory and practice, equipping me with practical skills and knowledge essential for a successful career in hospitality.

It is a unique privilege for me to undergo this training, for it enables me to know the service to render as Hospitality Management Student. I here appreciate the effort of the Federal Government and Industrial Training Fund (I.T.F) for improving the development of this country.

I am grateful for the opportunity and look forward to applying these experiences in future endeavors.