



REPORT ON STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

*HELD AT*

THE EMIRATE GLOBAL HOTEL AND SUITES

NEW ACHIMUGU ROAD FLOWER GARDEN RD, ILORIN KWARA STATE

*WRITTEN BY*

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MATRIC NO: ND/23/HMT/PT/0115

SUBMITTED TO

DEPARTMENT OF HOSPITALITY MANAGEMENT TECHNOLOGY,

INSTITUTE OF APPLIED SCIENCES,

KWARA STATE POLYTECHNIC, ILORIN.

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DIPLOMA (ND):

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## **CERTIFICATION**

This is to certify that **BABATUNDE DAMILOLA SAIDAT** with Matriculation Number **ND/23/HMT/PT/0115**, a student of the **Department of Hospitality Management Technology**, has successfully completed the Student Industrial Work Experience Scheme (SIWES) at The EMIRATE GLOBAL HOTEL and SUITES. In the Department of the Hospitality Management Technology, Kwara State Polytechnic, Ilorin.

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SIWES SUPERVISOR

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HEAD OF DEPARTMENT

## **ACKNOWLEDGEMENT**

I would like to express my sincere gratitude to the Industrial Training Fund (ITF) for establishing the Student Industrial Work Experience Scheme (SIWES), which provided me with the opportunity to gain practical knowledge in the hospitality industry. This program has been an invaluable experience, bridging the gap between theoretical learning and real-world application.

My heartfelt appreciation goes to my institution, the Institution of Applied Sciences, Department of Hospitality Management Technology, for their continuous support and guidance throughout my training. I am especially grateful to my SIWES coordinator and lecturers, whose encouragement and supervision contributed greatly to the success of this program.

I extend my deep appreciation to The Emirate Global Hotel and Suites, Ilorin, Kwara State, for granting me the opportunity to complete my industrial training in their esteemed establishment. I am grateful to the management, supervisors, and staff members who took the time to mentor, train, and guide me during my internship. Their patience, support, and willingness to share their knowledge helped me gain hands-on experience in hospitality management.

Lastly, I appreciate my family, friends, and colleagues for their moral and emotional support throughout my SIWES training. Their encouragement kept me motivated to complete this learning journey successfully.

Thank you all for your unwavering support and contributions to my professional and personal growth.

## **EXECUTIVE SUMMARY**

This Student Industrial Work Experience Scheme (SIWES) report provides a comprehensive account of my four-month industrial training at The Emirate Global Hotel and Suites, Ilorin, Kwara State. The report details my experiences, skills acquired, challenges faced, and the overall impact of SIWES on my professional growth.

The training was aimed at equipping me with practical knowledge in hospitality management, including hotel operations, customer service, food and beverage management, housekeeping, and front desk administration. Throughout the program, I had the opportunity to work in various departments, including Reception, Bar, Housekeeping, Food & Beverage, and Kitchen. This exposure allowed me to develop essential technical and interpersonal skills needed in the hospitality industry.

Overall, this training was a transformative experience that equipped me with the knowledge, skills, and confidence to thrive in the hospitality industry. It reinforced my passion for customer service and hotel management, and I am eager to apply these learnings in my future career.

# **TABLE OF CONTENTS**

1. Title Page
2. Acknowledgments
3. Executive Summary
4. Table of Contents

## **Chapters**

### **Chapter 1: Introduction**

- 1.1 Background of SIWES
- 1.2 Objectives of SIWES
- 1.3 Overview of The Emirate Global Hotel and Suites
- 1.4 Importance of SIWES to Hospitality Management Students
- 1.5 Goals and Expectations of the Training

### **Chapter 2: Organizational Structure and Overview**

- 2.1 Overview of The Emirate Global Hotel and Suites
- 2.2 Organizational Structure and Departments
- 2.3 Roles and Responsibilities of Departments

### **Chapter 3: Activities and Responsibilities during Training**

- 3.1 Overview of Assigned Duties
- 3.2 Departmental Work Experience
  - 3.2.1 Reception - Worked as a Receptionist
  - 3.2.2 Restaurant - Worked as a Waitress
  - 3.2.3 Bar - Worked as a Bartender
  - 3.2.4 Housekeeping - Worked as a Housekeeper
  - 3.2.5 Kitchen - Worked as a Chef
- 3.3 Tools and Technologies Used
- 3.4 Challenges Encountered

### **Chapter 4: Skills Acquired and Lessons Learned**

- 4.1 Technical Skills

4.2 Interpersonal Skills

4.3 Problem-Solving and Decision-Making Skills

4.4 Relevance of Skills to Future Career

## **Chapter 5: Impact of SIWES on Career Development**

5.1 Bridging the Gap between Theory and Practice

5.2 Contribution to Professional Growth

5.3 Networking Opportunities

## **Chapter 6: Challenges and Recommendations**

6.1 Challenges Faced During the Training

6.2 Recommendations for Improvement of SIWES

6.3 Suggestions for Future Participants

## **Chapter 7: Conclusion**

7.1 Summary of Experience

7.2 Overall Impact of SIWES

## **REFERENCES**

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Background of SIWES**

The Student Industrial Work Experience Scheme (SIWES) is a crucial component of the educational system in Nigeria, established by the Federal Government to enhance the practical knowledge of students in higher institutions. The program was introduced in 1973 by the Industrial Training Fund (ITF) to address the gap between theoretical education and the practical demands of industries. Over the years, SIWES has evolved to become a mandatory requirement for students in various disciplines, particularly those in technical, applied sciences, engineering, and management-related fields.

The primary aim of SIWES is to equip students with industry-relevant skills that prepare them for professional careers. Before the establishment of SIWES, many graduates found it difficult to adapt to workplace requirements due to a lack of practical knowledge. The initiative was, therefore, designed to give students first-hand exposure to industrial processes and real-world problem-solving experiences.

Through SIWES, students are placed in relevant organizations where they observe and participate in daily work routines, acquire technical skills, and learn industry best practices. This experience not only strengthens their academic learning but also enhances their employability, making them more competent and confident in their respective career paths. The program also fosters collaboration between higher institutions and industries, ensuring that educational curricula remain relevant to the evolving needs of various sectors.

For Hospitality Management students, SIWES provides hands-on exposure to hotel operations, customer service, food and beverage management, and housekeeping practices. The hospitality industry requires professionals who are skilled in service delivery, customer relations, and business management, making industrial training an essential step in their academic and professional journey.

## 1.2 Objectives of SIWES

The Student Industrial Work Experience Scheme was designed with specific objectives in mind to ensure students gain maximum benefits from the program. These objectives include:

**Bridging the Gap Between Theory and Practice:** SIWES provides students with an opportunity to apply classroom knowledge to real-world industry settings. It enables them to see how theoretical concepts are implemented in practical situations.

**Enhancing Technical and Professional Skills:** The program helps students acquire hands-on skills that are essential for their respective industries. For Hospitality Management students, this includes customer service techniques, housekeeping procedures, and restaurant management skills.

**Exposing Students to Workplace Ethics and Professional Conduct:** During industrial training, students learn about the expectations of professional behavior, time management, teamwork, and communication within a structured work environment.

**Improving Problem-Solving and Decision-Making Abilities:** In a real work setting, students are exposed to challenges that require them to think critically and develop problem-solving strategies. This experience strengthens their decision-making skills and boosts their confidence.

**Increasing Employability and Career Readiness:** SIWES enhances students' resumes by equipping them with industry experience before graduation. Employers often prefer candidates with practical exposure, making SIWES-trained graduates more competitive in the job market.

**Fostering Industry-Academia Collaboration:** The program promotes a strong partnership between educational institutions and industries, ensuring that students receive relevant and updated training that aligns with industry needs.

Through these objectives, SIWES serves as a transformative learning experience that prepares students for successful careers in their chosen fields.

## 1.3 Overview of The Emirate Global Hotel and Suites

The Emirate Global Hotel and Suites is a well-established hospitality business located in Ilorin, Kwara State. It is recognized for providing high-quality accommodation, dining, bar services,



event management, and overall excellent customer service. The hotel caters to both local and international guests, offering a blend of comfort and luxury.

The hotel consists of various departments, each playing a significant role in its operations. These departments include:

**Reception:** This is the first point of contact for guests. The reception staff is responsible for welcoming guests, handling reservations, managing check-ins and check-outs, and addressing customer inquiries.

**Bar:** The bar offers a wide range of beverages, including alcoholic and non-alcoholic drinks. Bartenders are responsible for preparing and serving drinks, maintaining inventory, and ensuring a pleasant atmosphere for guests.

**Housekeeping:** This department ensures that all hotel rooms and public areas are clean, well-maintained, and presentable. Housekeepers manage laundry services, room sanitation, and general maintenance.

**Food & Beverage (F&B):** This department oversees the restaurant and dining services. It includes waiters, chefs, and kitchen assistants who ensure that guests receive high-quality meals and excellent service.

**Kitchen:** The kitchen is responsible for meal preparation, food safety, and quality control. Chefs and kitchen staff work together to create delicious and hygienic meals for guests.

The hotel is structured to provide seamless service to its customers, ensuring that all departments function efficiently. Through my SIWES training at The Emirate Global Hotel and Suites, I had the opportunity to work in various departments, gaining insight into the day-to-day operations of the hospitality industry.

#### 1.4 Importance of SIWES to Hospitality Management Students

Hospitality Management is a practical field that requires hands-on experience for students to excel. The SIWES program plays a vital role in preparing students for careers in hotels, restaurants, tourism, and event management by offering real-world exposure to industry operations.

Some key benefits of SIWES for Hospitality Management students include:

**Practical Exposure to Hotel Operations:** Students get to work in various hotel departments, understanding how they function and contribute to overall service delivery.

**Development of Customer Service Skills:** Since customer satisfaction is the backbone of the hospitality industry, students learn how to interact with guests professionally, handle complaints, and provide excellent service.

**Understanding of Food and Beverage Services:** Students gain hands-on experience in meal preparation, menu planning, restaurant management, and food safety regulations.

**Housekeeping and Maintenance Training:** Keeping rooms and public areas clean and well-maintained is crucial in hospitality. Students learn about sanitation, room arrangement, and inventory management.

**Teamwork and Communication Skills:** The hospitality industry requires effective communication and teamwork among employees. Through SIWES, students develop interpersonal skills that enhance collaboration and efficiency.

**Time Management and Multitasking Abilities:** The fast-paced nature of the hospitality industry requires workers to manage multiple responsibilities efficiently. SIWES helps students build their time management skills.

By the end of the training, students gain valuable industry insights that strengthen their confidence and prepare them for future employment.

### 1.5 Goals and Expectations of the Training

Before starting my SIWES program, I had specific goals and expectations that I hoped to achieve. These included:

**Gaining Practical Knowledge in Hospitality Management:** I aimed to apply my academic knowledge to real-world situations and understand industry operations better.

**Developing Customer Service and Interpersonal Skills:** Since hospitality is customer-centric, I wanted to improve my ability to interact with guests, handle complaints, and provide quality service.

Understanding Hotel Operations: My goal was to gain hands-on experience in departments such as reception, housekeeping, food service, and event management.

Learning to Handle Real-Life Challenges: I wanted to experience the challenges of the hospitality industry and develop problem-solving skills to overcome them.

Improving Teamwork, Problem-Solving, and Decision-Making Abilities: Working with professionals and other trainees, I expected to enhance my ability to work in a team and make informed decisions.

My expectation was that by the end of the SIWES program, I would have a comprehensive understanding of hotel management and the skills required to succeed in the industry. The training provided me with a solid foundation, preparing me for a fulfilling career in hospitality management.

The introduction chapter provides a foundation for understanding the purpose and benefits of SIWES, particularly in the field of Hospitality Management. The training at The Emirate Global Hotel and Suites allowed me to experience the industry's realities and acquire practical skills essential for my future career. Through SIWES, I gained firsthand exposure to hotel operations, customer service, and teamwork, which have significantly shaped my professional development.

## **CHAPTER 2**

### **ORGANIZATIONAL STRUCTURE AND OVERVIEW**

#### **2.1 Overview of The Emirate Global Hotel and Suites**

The Emirate Global Hotel and Suites is a renowned hospitality establishment located in Ilorin, Kwara State. It is dedicated to providing top-tier lodging, dining, and recreational services to both local and international guests. With a reputation for excellence, the hotel offers a blend of comfort, security, and modern amenities, making it a preferred choice for travelers, business executives, and event organizers.

As part of the hospitality industry, The Emirate Global Hotel and Suites operates with a guest-centered approach, ensuring that every visitor experiences outstanding service. The hotel provides a variety of services, including:

**Accommodation Services:** The hotel offers well-furnished rooms and suites, designed to provide a comfortable stay for guests. Rooms vary in size and luxury, catering to different customer preferences.

**Food and Beverage Services:** The hotel houses a restaurant and bar that provide guests with high-quality meals and drinks. From continental dishes to local delicacies, the hotel ensures that guests enjoy a diverse menu.

**Housekeeping and Maintenance:** Maintaining cleanliness and hygiene is a top priority. The housekeeping department ensures that all guest rooms, hallways, and public areas are properly maintained and sanitized.

**Event Hosting and Conference Facilities:** The hotel also provides venues for meetings, seminars, weddings, and other social gatherings. The event management team assists in organizing and coordinating these occasions.

With a well-structured operational framework, The Emirate Global Hotel and Suites functions smoothly by integrating different departments that specialize in various aspects of hotel management. Each department plays a crucial role in delivering a seamless guest experience, ensuring customer satisfaction and retention.

## 2.2 Organizational Structure and Departments

The Emirate Global Hotel and Suites operates under a structured management system that ensures efficiency, accountability, and quality service delivery. The hotel is organized into several key departments, each with designated roles and responsibilities. The major departments include:

### 1. Reception Department

The reception department serves as the front desk of the hotel. It is responsible for handling all guest-related inquiries, reservations, check-ins, and check-outs. The receptionists act as the first point of contact for visitors, providing them with necessary information about the hotel's services. They also process payments, issue room keys, and handle guest complaints or special requests.

### 2. Bar Department

The bar department is responsible for managing the sale and service of beverages, including both alcoholic and non-alcoholic drinks. The bartenders ensure that drinks are prepared according to hotel standards and guest preferences. They also maintain an inventory of bar supplies, ensuring that the stock is adequately replenished.

### 3. Housekeeping Department

The housekeeping department plays a vital role in maintaining cleanliness and order within the hotel. It is responsible for cleaning guest rooms, restocking toiletries, handling laundry services, and ensuring that all common areas remain tidy. Housekeepers ensure that hygiene standards are met to provide guests with a comfortable and pleasant environment.

### 4. Food & Beverage (F&B) Department

The Food & Beverage department is responsible for overseeing all dining services within the hotel. It ensures that guests receive high-quality meals and beverages in the restaurant or through room service. The department includes waiters, food servers, and restaurant managers who work together to provide excellent dining experiences.

### 5. Kitchen Department

The kitchen department handles food preparation, cooking, and kitchen management. Chefs and kitchen assistants work together to prepare meals according to the hotel's menu. The kitchen staff ensures that food safety regulations are followed, and that the quality of meals served meets customer expectations. They also manage food inventory and maintain the cleanliness of the kitchen area.

Each of these departments is supervised by a manager who oversees operations, coordinates staff activities, and ensures that the department functions efficiently. The General Manager of the hotel oversees all departments and ensures that the overall business objectives are met. The Assistant Managers support department heads in maintaining quality service and operational efficiency.

### 2.3 Roles and Responsibilities of Departments

Each department within The Emirate Global Hotel and Suites has specific roles and responsibilities that contribute to the overall success of the organization. These responsibilities ensure that guests receive the best possible experience during their stay.

#### Reception Department:

Guest Management: Welcoming and assisting guests upon arrival and departure.

Reservation Handling: Managing room bookings, cancellations, and modifications.

Customer Service: Addressing guest inquiries, complaints, and special requests.

Payment Processing: Handling billing transactions, issuing receipts, and processing payments.

Coordination with Other Departments: Communicating guest needs with housekeeping, food services, and other departments to ensure a smooth experience.

#### Bar Department:

Beverage Preparation: Mixing and serving drinks according to customer preferences.

Inventory Control: Monitoring stock levels and restocking beverages as needed.

Customer Engagement: Providing friendly service to customers, suggesting drink options, and ensuring satisfaction.

Hygiene Maintenance: Keeping the bar area clean and ensuring all glassware and equipment are properly sanitized.

Housekeeping Department:

Room Cleaning and Maintenance: Ensuring all guest rooms are neat, tidy, and ready for occupancy.

Laundry Services: Handling bed linens, towels, and guest laundry requests.

Sanitation and Hygiene: Maintaining cleanliness in common areas such as hallways, restrooms, and lounges.

Inventory Management: Keeping track of cleaning supplies and toiletries and replenishing them as needed.

Food & Beverage (F&B) Department:

Order Taking and Serving: Ensuring that guests receive their meals promptly and as per their orders.

Table Setting and Maintenance: Arranging tables for dining, ensuring cutlery and dishes are properly set.

Customer Interaction: Providing courteous and friendly service to guests, taking feedback, and addressing complaints.

Restaurant Cleanliness: Ensuring dining areas remain clean and presentable at all times.

Kitchen Department:

Meal Preparation: Cooking meals according to the menu and ensuring food is prepared hygienically.

Food Safety Compliance: Adhering to food safety standards to prevent contamination or spoilage.

Menu Planning: Assisting in the development of diverse menu options based on customer preferences.

Stock Management: Keeping track of kitchen ingredients and supplies, ensuring that essential items are always available.

The Emirate Global Hotel and Suites operates efficiently through its well-structured organizational framework. Each department has specific roles and responsibilities that contribute to the smooth running of the hotel. From guest reception to housekeeping, food service, and bar management, every unit plays an integral role in maintaining the hotel's high standards.

By working in various departments during my SIWES training, I gained a deeper understanding of how hotel operations function and how teamwork is essential in the hospitality industry. The experience provided me with valuable insights into customer service, food handling, room maintenance, and overall hotel management, which will be instrumental in my future career.



## **CHAPTER 3**

### **ACTIVITIES AND RESPONSIBILITIES DURING TRAINING**

#### **3.1 Overview of Assigned Duties**

During my SIWES training at The Emirate Global Hotel and Suites, I had the opportunity to work in multiple departments, gaining hands-on experience in different areas of hospitality management. My responsibilities varied across departments, allowing me to develop practical skills that complemented my academic knowledge.

The hospitality industry requires efficiency, teamwork, and excellent customer service. As a trainee, I assisted in daily operations, participated in team meetings, and handled specific tasks in each department. My duties included interacting with guests, managing reservations, serving food and beverages, ensuring cleanliness in guest rooms, and assisting with meal preparation.

Throughout my training, I was exposed to various challenges, such as handling difficult customers, working under pressure during peak hours, and adapting to a fast-paced environment. Despite these challenges, the experience helped me develop resilience, patience, and problem-solving skills. The training provided a solid foundation for understanding the operational structure of a hotel and its service delivery process.

#### **3.2 Departmental Work Experience**

One of the most valuable aspects of my SIWES training was working in different departments. This rotation allowed me to experience various roles, learn from experienced staff, and understand how each department contributes to the overall success of the hotel. Below is a detailed breakdown of my departmental work experience:

##### **3.2.1 Reception – Worked as a Receptionist**

The reception department serves as the first point of contact for guests. As a receptionist, I was responsible for:

- **Welcoming Guests:** I greeted guests upon arrival, provided them with necessary information about the hotel, and assisted them with their check-in process.
- **Processing Check-in and Check-out Procedures:** I verified guest reservations, assigned rooms, and issued room keys. Upon departure, I processed check-outs, collected payments, and ensured guests had a smooth departure.
- **Handling Customer Inquiries:** I attended to phone calls, provided information about room availability, hotel services, and local attractions.
- **Managing Reservations and Room Allocations:** I updated the hotel reservation system, confirmed bookings, and handled cancellations or modifications.
- **Resolving Guest Complaints:** I addressed guest concerns promptly and professionally, ensuring their satisfaction.

This role improved my communication, customer service, and problem-solving skills, as I had to interact with different types of guests daily.

### 3.2.2 Restaurant – Worked as a Waitress

In the restaurant department, I worked as a waitress, where I was responsible for:

- **Taking Orders from Customers:** I recorded food and beverage orders, relayed them to the kitchen, and ensured accuracy in serving.
- **Serving Meals:** I delivered food and drinks to guests, ensuring prompt service and customer satisfaction.
- **Setting and Cleaning Tables:** Before guests arrived, I arranged tables, placed cutlery, and set up the dining area. After meals, I cleared tables and prepared them for the next guests.
- **Assisting in Food Presentation:** I worked with the kitchen staff to ensure meals were presented attractively before being served.

Working in the restaurant improved my ability to work in a fast-paced environment, enhanced my teamwork skills, and strengthened my ability to handle customer requests efficiently.

### 3.2.3 Bar – Worked as a Bartender

In the bar department, I was responsible for:

- **Preparing and Serving Beverages:** I mixed and served both alcoholic and non-alcoholic drinks, ensuring they met customer preferences.
- **Maintaining Cleanliness in the Bar Area:** I cleaned the counter, glasses, and bar equipment to maintain hygiene standards.
- **Managing Stock and Inventory:** I assisted in keeping track of beverage inventory, restocking supplies, and ensuring all drinks were available for service.

This experience helped me understand beverage preparation techniques, customer interaction in a bar setting, and the importance of inventory management.

### 3.2.4 Housekeeping – Worked as a Housekeeper

The housekeeping department is essential for maintaining the hotel's cleanliness and guest comfort. My responsibilities included:

- **Cleaning Guest Rooms and Public Areas:** I ensured that all rooms were cleaned, beds were made, and the environment was neat.
- **Replenishing Room Supplies:** I restocked toiletries, towels, and other necessary items for guests.
- **Maintaining Hygiene Standards:** I used proper cleaning equipment and detergents to maintain hygiene in rooms and public spaces.
- **Reporting Maintenance Issues:** If I noticed any faulty appliances or damages in rooms, I reported them to the maintenance department for prompt repairs.

This role emphasized the importance of attention to detail, time management, and the ability to work independently.

### 3.2.5 Kitchen – Worked as a Chef

In the kitchen, I assisted in meal preparation and food presentation. My duties included:

- **Assisting in Meal Preparation:** I helped cut vegetables, marinate meat, and prepare ingredients for cooking.
- **Maintaining Kitchen Hygiene:** I ensured that all cooking areas, utensils, and equipment were properly cleaned and sanitized.
- **Managing Food Storage and Inventory:** I helped in organizing food supplies, checking expiry dates, and ensuring that ingredients were stored properly.

This experience provided me with a deeper understanding of food safety regulations, teamwork in a kitchen setting, and the importance of precision in meal preparation.

### 3.3 Tools and Technologies Used

During my training, I used various tools and technologies that are essential in the hospitality industry. These included:

1. **Point of Sale (POS) Systems:** Used at the reception and restaurant to process payments, issue receipts, and track sales transactions.
2. **Reservation Software:** Used in the reception department to check room availability, manage guest bookings, and record guest details.
3. **Cleaning Equipment and Detergents:** Used in housekeeping to maintain cleanliness and hygiene standards. These included vacuum cleaners, mops, disinfectants, and laundry equipment.
4. **Kitchen Appliances and Utensils:** Used for food preparation, including ovens, stoves, blenders, and knives.

Learning to use these tools improved my technical skills and made me more efficient in carrying out my responsibilities.

### 3.4 Challenges Encountered

While my training experience was rewarding, I also faced several challenges, including:

1. **Handling Difficult Customers:** Some guests were impatient, demanding, or rude. Learning how to remain calm and professional in such situations was a valuable skill.

2. **Managing Stress During Peak Hours:** The restaurant and reception areas were particularly busy during meal times and check-in periods. I had to learn to work quickly while maintaining quality service.
3. **Adapting to a Fast-Paced Work Environment:** The hospitality industry requires multitasking and quick decision-making. Adjusting to the speed of operations was initially challenging but became easier with time.
4. **Ensuring Accuracy in Order-Taking and Billing:** Mistakes in food orders or billing could lead to customer dissatisfaction. I had to be extra careful to avoid errors and ensure smooth service delivery.

Despite these challenges, I developed resilience, patience, and problem-solving skills, which will be beneficial in my future career.

My SIWES training at The Emirate Global Hotel and Suites provided a comprehensive learning experience. By working in multiple departments, I gained practical skills in customer service, housekeeping, food service, and bar management. The challenges I encountered helped me build confidence and adaptability, preparing me for future roles in the hospitality industry.

This training reinforced my career goals in hospitality management, and I am confident that the knowledge and experience gained will enhance my professional development.

## **CHAPTER 4**

### **SKILLS ACQUIRED AND LESSONS LEARNED**

The Student Industrial Work Experience Scheme (SIWES) at The Emirate Global Hotel and Suites was a transformative learning experience that exposed me to real-world hospitality operations. Throughout the training, I acquired a wide range of skills that are essential for professional growth in the hospitality industry. These skills can be categorized into technical skills, interpersonal skills, and problem-solving abilities.

#### **4.1 Technical Skills**

Technical skills are essential in the hospitality industry, as they ensure efficiency and quality service delivery. During my SIWES training, I developed the following technical skills:

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

One of the most critical aspects of the hospitality industry is excellent customer service. As a receptionist, waitress, and bartender, I interacted with guests regularly, responding to their inquiries, assisting with reservations, and handling complaints. Through this, I learned:

How to greet and engage guests in a friendly and professional manner.

The importance of active listening and responding to customer needs.

Effective communication techniques, including verbal and non-verbal cues.

The ability to handle difficult customers with patience and professionalism.

Strong communication skills are necessary to ensure customer satisfaction and maintain a positive reputation for any hospitality establishment.

##### **2. Food Handling and Service Techniques**

Working in the restaurant and bar departments helped me understand food and beverage service techniques. Some of the skills I acquired include:

Proper table setting and meal presentation.

The correct way to serve guests, including the sequence of service.

Handling and mixing beverages as a bartender.

Understanding food safety and hygiene protocols to prevent contamination.

These skills are crucial for maintaining high standards in food and beverage service, ensuring guest satisfaction, and complying with health and safety regulations.

### 3. Housekeeping and Hygiene Maintenance

Cleanliness is a fundamental aspect of hotel management. While working in the housekeeping department, I learned:

The correct methods of cleaning and sanitizing guest rooms.

The use of cleaning agents, detergents, and disinfectants.

Proper bed-making and linen management techniques.

Inventory control and stocking of room supplies.

Hygiene maintenance is vital in providing a comfortable and safe environment for guests, which contributes to positive reviews and customer loyalty.

## 4.2 Interpersonal Skills

The hospitality industry thrives on teamwork, cooperation, and effective interpersonal interactions. Through my experience working with staff and guests, I developed strong interpersonal skills, which included:

### 1. Teamwork and Collaboration

Success in a hotel depends on teamwork and effective communication among staff. Throughout my training, I worked closely with different departments, ensuring smooth service delivery. I learned:

How to coordinate with colleagues to ensure tasks were completed efficiently.

The importance of supporting team members during busy shifts.

How to balance responsibilities within a team setting.

This experience strengthened my ability to work well with others and contribute positively to a team environment.

## 2. Conflict Resolution and Patience

In a customer-facing industry, conflicts are inevitable. During my SIWES training, I encountered difficult situations, such as handling unsatisfied guests, delayed orders, and miscommunication among staff. Through these experiences, I learned:

How to remain calm and professional when dealing with guest complaints.

Effective strategies for resolving disputes between colleagues and customers.

The importance of patience and understanding when addressing customer concerns.

These interpersonal skills will be beneficial in future roles, as they help maintain a positive work environment and enhance customer relationships.

## 4.3 Problem-Solving and Decision-Making Skills

Problem-solving and decision-making skills are crucial in the hospitality industry, where unexpected challenges arise daily. My SIWES training helped me develop these skills in the following ways:

### 1. Handling Customer Complaints Effectively

One of the most challenging aspects of my training was managing customer complaints. Some issues I handled included:

Guests complaining about room cleanliness or missing amenities.

Customers unhappy with food service or order delays.

Guests requesting room changes due to dissatisfaction.

In such cases, I had to think quickly, remain calm, and find solutions that satisfied the guests while adhering to hotel policies. These experiences improved my ability to assess situations and respond appropriately.

### 2. Managing Time and Multitasking Efficiently



Working in a hotel requires handling multiple tasks at once. Some instances where I had to multitask include:

Juggling customer orders while setting up tables as a waitress.

Attending to guests at the reception while processing reservations.

Cleaning multiple rooms within a limited time in the housekeeping department.

I learned to prioritize tasks, stay organized, and work efficiently under pressure. These time-management skills will be valuable in any fast-paced work environment.

#### 4.4 Relevance of Skills to Future Career

The skills I gained during my SIWES training are directly relevant to my future career in the hospitality industry. Some key takeaways include:

**Improved Customer Relations:** Understanding how to interact with guests professionally will help me build strong customer relationships in any hospitality setting.

**Enhanced Technical Knowledge:** My knowledge of food service, housekeeping, and hotel management will give me a competitive advantage in the industry.

**Adaptability and Resilience:** Handling stressful situations and working in different departments has prepared me for real-world challenges.

**Career Advancement Opportunities:** The practical skills I acquired have built a strong foundation for future career growth, whether in hotel management, restaurant service, or tourism.

The SIWES program at The Emirate Global Hotel and Suites was an invaluable experience that allowed me to develop essential skills for the hospitality industry. From customer service and food handling to teamwork and problem-solving, I gained practical knowledge that will enhance my career prospects.

These skills will not only help me in future job roles but also improve my overall confidence and professionalism in the workplace. The training has reinforced my passion for hospitality management and motivated me to pursue further opportunities in the industry.

## **CHAPTER 5**

### **IMPACT OF SIWES ON CAREER DEVELOPMENT**

The Student Industrial Work Experience Scheme (SIWES) is designed to prepare students for professional careers by exposing them to industry practices, workplace challenges, and real-world applications of their academic knowledge. My training at The Emirate Global Hotel and Suites had a profound impact on my career development, enhancing my technical skills, professional attitude, and networking abilities.

Through hands-on training, I was able to bridge the gap between theory and practice, develop my professional skills, and build valuable connections that will contribute to my career growth in the hospitality industry.

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

One of the most significant benefits of SIWES is its ability to transition students from theoretical learning to practical experience. While academic coursework provides foundational knowledge, practical exposure is essential for mastering industry-specific skills.

During my training at The Emirate Global Hotel and Suites, I was able to apply the concepts I had learned in the classroom to real-world hospitality operations. Some of the key areas where I saw a direct connection between theory and practice include:

**Customer Service Management:** In my academic studies, I learned about guest relations, conflict resolution, and service etiquette. During my SIWES program, I applied these concepts by interacting with guests at the reception, handling customer inquiries, and ensuring guest satisfaction.

**Food & Beverage Service:** The theoretical knowledge I had about food presentation, table setting, and beverage mixing was put into practice in the restaurant and bar departments, where I served meals, prepared drinks, and ensured hygienic food handling.

Housekeeping and Facility Management: While studying hospitality management, I learned about hotel hygiene standards, room maintenance, and sanitation guidelines. During my training, I performed housekeeping duties such as room cleaning, linen management, and inventory control, reinforcing my understanding of these concepts.

The hands-on experience gained from my SIWES program helped me develop confidence in my abilities and prepared me for future roles in the hospitality industry. By working in different departments, I gained a holistic view of hotel management and a deeper appreciation for the coordination required to run a successful hospitality business.

## 5.2 Contribution to Professional Growth

Beyond technical knowledge, my SIWES training contributed significantly to my personal and professional development. Working in a fast-paced hospitality environment required me to adapt quickly, manage stress, and develop a professional work ethic. Some of the major ways my training contributed to my professional growth include:

### 1. Improved Work Ethic and Professionalism

I learned the importance of punctuality, discipline, and commitment in a professional setting.

Observing experienced staff members helped me understand industry standards and expectations.

I developed a strong sense of responsibility by handling real tasks and ensuring quality service.

### 2. Enhanced Problem-Solving and Decision-Making Skills

The fast-paced nature of the hospitality industry required me to think quickly and handle unexpected challenges.

I learned how to manage customer complaints professionally and resolve conflicts efficiently.

Working in different departments helped me develop adaptability and flexibility in problem-solving.

### 3. Time Management and Multitasking

Working in departments such as reception, restaurant, and housekeeping required me to juggle multiple tasks simultaneously.

I improved my ability to prioritize duties, manage workloads, and meet deadlines effectively.

The experience of handling busy hotel operations during peak hours taught me the importance of efficiency and organization.

### 4. Leadership and Teamwork

Working in a team-based environment helped me understand the importance of collaboration and communication.

I learned to take initiative, support my colleagues, and contribute to the overall success of the hotel.

The experience of working under supervisors and managers gave me insight into leadership styles and team coordination.

Overall, my SIWES training provided me with the foundational skills needed for career advancement in hospitality management. The experience strengthened my ability to work in a structured environment, handle responsibilities effectively, and maintain professionalism in all interactions.

### 5.3 Networking Opportunities

One of the key advantages of participating in SIWES is the opportunity to build professional connections and establish relationships with industry experts. During my training, I had the chance to interact with:

#### 1. Industry Professionals and Mentors

I worked closely with supervisors, department managers, and senior staff members who provided guidance and mentorship.

These professionals shared their experiences, career advice, and best practices for succeeding in the hospitality industry.

Learning from their expertise helped me gain practical knowledge beyond what I had studied in school.

## 2. Fellow Trainees and Colleagues

I met other students and interns who were also undergoing industrial training.

Collaborating with my peers allowed me to exchange ideas, share experiences, and build lasting professional relationships.

The teamwork and friendships developed during my training created a supportive learning environment.

## 3. Potential Employers and Career Opportunities

My exposure to The Emirate Global Hotel and Suites expanded my understanding of the hospitality job market.

Through networking, I learned about potential career paths, job opportunities, and industry expectations.

The relationships built during my SIWES program may serve as valuable references and recommendations for future employment.

Networking is a crucial aspect of career development, and my SIWES experience has provided me with the connections and insights needed to navigate the hospitality industry successfully.

The SIWES program at The Emirate Global Hotel and Suites played a significant role in shaping my career aspirations and professional skills. Through practical experience, I was able to bridge

the gap between theoretical learning and real-world applications. My training contributed to my personal and professional growth by improving my technical skills, problem-solving abilities, and teamwork capabilities.

Additionally, the networking opportunities provided during my training helped me build relationships with industry professionals and gain valuable career insights. This experience has reinforced my passion for hospitality management and has prepared me for future opportunities in the industry.

With the skills, knowledge, and connections gained from my SIWES training, I am confident in my ability to pursue a successful career in hospitality management. The practical exposure has equipped me with the tools needed to excel in the industry and make meaningful contributions to any hospitality establishment I join in the future.

## **CHAPTER 6**

### **CHALLENGES AND RECOMMENDATIONS**

The Student Industrial Work Experience Scheme (SIWES) provides students with practical exposure to industry operations, allowing them to apply their academic knowledge in real-world settings. However, like any learning experience, my SIWES training at The Emirate Global Hotel and Suites came with challenges that tested my adaptability, problem-solving skills, and endurance.

This chapter discusses the major challenges I faced during my training, recommendations for improving the SIWES program, and suggestions for future participants to maximize their learning experience.

#### **6.1 Challenges Faced During the Training**

While my SIWES experience was enriching, I encountered several difficulties that required me to develop resilience, patience, and adaptability. These challenges include:

##### **1. Handling Difficult Customers**

Customer service is a critical aspect of the hospitality industry, and dealing with different types of guests was one of the biggest challenges I faced. Some customers were impatient, demanding, or difficult to satisfy. I had to remain professional, maintain a positive attitude, and resolve their concerns while ensuring excellent service.

- Some guests were dissatisfied with their rooms, requiring prompt resolutions and adjustments.
- Others had complaints about food service, requiring communication with the kitchen and waitstaff.
- Handling rude or aggressive customers required me to stay calm and professional at all times.

Over time, I learned effective communication and conflict resolution skills, which helped me manage difficult situations with confidence.

## 2. Managing Work Pressure

The hospitality industry operates in a fast-paced environment, and during peak hours—especially during weekends, holidays, and special events—there was a high volume of guests to serve.

- The front desk often had long queues of guests checking in and out, requiring me to work quickly and efficiently.
- The restaurant and bar experienced heavy customer traffic, increasing the pressure on staff to deliver timely service.
- In the housekeeping department, the demand for quick room turnovers was high, especially when the hotel was fully booked.

Working under pressure required me to develop multitasking skills, time management abilities, and the ability to stay focused in a high-energy environment.

## 3. Long Working Hours

The hotel industry requires employees to work extended hours, including night shifts, weekends, and public holidays. Adjusting to this schedule was initially difficult.

- Some shifts required early morning reporting, while others extended late into the night.
- Standing for long hours in the restaurant, reception, or bar was physically demanding.
- Balancing work and personal time was a challenge due to unpredictable schedules.

Despite the demanding hours, I learned the importance of stamina, dedication, and the work ethic required to succeed in hospitality management.

## 4. Multitasking and Time Management

Since I worked in multiple departments, I had to handle different tasks simultaneously. Managing responsibilities across different roles required strong organizational skills.



- At the front desk, I had to check in guests while answering calls and managing reservations.
- In the restaurant, I had to take orders, serve meals, and ensure tables were properly set.
- In housekeeping, I had to clean rooms while ensuring guests received requested amenities on time.

Balancing multiple responsibilities taught me the importance of prioritization, organization, and maintaining composure under pressure.

## 5. Adapting to Hotel Policies and Procedures

Every hospitality establishment follows strict operational guidelines. Adapting to these policies and procedures took time and effort.

- Learning the hotel's reservation system required training and practice.
- Following strict hygiene and food safety regulations was essential in the kitchen and restaurant.
- Housekeeping had specific standards for room setup and cleanliness that had to be followed precisely.

Although it took time to adjust, adhering to these guidelines improved my discipline and understanding of industry standards.

## 6.2 Recommendations for Improvement of SIWES

To enhance the effectiveness of the SIWES program and ensure students gain maximum benefits, I recommend the following:

### 1. Better Orientation for Students

Many students start their SIWES program without a clear understanding of industry expectations. A more structured orientation program should be provided to students before they begin their training.

- Institutions should organize pre-SIWES workshops to educate students on workplace conduct and expectations.
- Companies should provide an introductory training session to familiarize students with company policies and operations.
- Students should be given a clear job description before starting their training to help them prepare mentally and physically.

## 2. More Structured Supervision

Some students struggle during SIWES due to a lack of proper guidance. Organizations should assign mentors or supervisors to oversee trainees.

- Supervisors should provide regular feedback to help students improve their skills.
- Hotels should ensure students are actively involved in meaningful tasks rather than being assigned only menial duties.
- Regular assessments should be conducted to track student progress and development.

## 3. Reduction of Workload for Students

In some cases, students are overworked due to staff shortages. While it is essential to gain hands-on experience, organizations should ensure that students are not overwhelmed.

- Assigning realistic workloads will ensure students focus on learning rather than just completing tasks.
- Proper scheduling should be implemented to prevent students from being given excessive shifts.

## 4. Encouraging Stipends for Students

Many students face financial difficulties during SIWES, especially in covering transportation and food expenses.

- Companies should consider providing stipends to help students cover basic costs.

- Institutions and the Industrial Training Fund (ITF) should ensure that students receive financial support as part of the SIWES program.

## 5. Extending the Duration of SIWES

The current SIWES duration is often not sufficient for students to gain deep expertise in their field. Extending the training period would allow students to gain more practical experience.

- A longer training period (e.g., six months instead of four) would provide more exposure and skill development.
- Extended training would allow students to rotate through more departments, improving their overall knowledge.

## 6.3 Suggestions for Future Participants

For students preparing for SIWES, there are several ways to make the most of the experience:

### 1. Be Willing to Learn

- Approach the training with curiosity and a desire to acquire new skills.
- Take notes, ask questions, and actively participate in all assigned tasks.

### 2. Develop a Professional Attitude

- Punctuality, responsibility, and respect for workplace rules are essential.
- Maintain a positive attitude and always present yourself professionally.

### 3. Learn to Manage Stress

- The hospitality industry can be demanding, so staying calm under pressure is important.
- Develop coping mechanisms such as taking short breaks when possible and maintaining a balanced work-life schedule.

#### 4. Build Good Relationships

- Networking with colleagues and supervisors can open doors for future job opportunities.
- Developing good working relationships will create a supportive learning environment.

#### 5. Take Initiative

- Instead of waiting for instructions, look for ways to contribute and improve your skills.
- Volunteering for extra tasks can enhance learning and demonstrate enthusiasm to employers.

While my SIWES training at The Emirate Global Hotel and Suites was an invaluable experience, it came with several challenges that tested my patience, adaptability, and resilience. Handling difficult customers, managing work pressure, and adjusting to long hours were some of the key difficulties I faced. However, these challenges helped me develop essential skills, including problem-solving, time management, and customer service expertise.

To improve the SIWES program, institutions and organizations should enhance student orientation, provide better supervision, and ensure a balanced workload for trainees. Additionally, offering stipends and extending the training duration would further enhance the effectiveness of the program.

For future participants, I recommend maintaining a professional attitude, managing stress effectively, and taking the initiative to learn as much as possible. SIWES is a valuable opportunity to gain practical industry experience, and making the most of it can significantly contribute to a successful career in hospitality management.

## CHAPTER 7

### CONCLUSION

The Student Industrial Work Experience Scheme (SIWES) is an essential part of academic training, providing students with practical exposure to their chosen field. My SIWES experience at The Emirate Global Hotel and Suites allowed me to gain firsthand knowledge of hospitality management, enhance my technical skills, and develop a professional work ethic.

This chapter summarizes my overall experience, the key lessons learned, and the impact of the training on my future career.

#### 7.1 Summary of Experience

My SIWES training at The Emirate Global Hotel and Suites was a highly rewarding and enlightening experience. Over the four-month period, I had the opportunity to work in multiple departments, including:

- **Reception:** Managing guest check-in/check-out, handling reservations, and providing customer service.
- **Bar:** Preparing and serving beverages while maintaining stock and cleanliness.
- **Housekeeping:** Ensuring rooms and public areas were well-maintained and hygienic.
- **Food & Beverage (F&B):** Taking customer orders, serving meals, and maintaining dining standards.
- **Kitchen:** Assisting in food preparation, ensuring hygiene, and managing inventory.

Each department provided me with a unique perspective on hotel operations, improving my understanding of hospitality management. I learned to handle customer service effectively, manage hotel operations, and work efficiently in a fast-paced environment.

Despite the challenges faced—such as handling difficult customers, managing work pressure, and adapting to long working hours—I was able to develop resilience, patience, and adaptability. These attributes will be crucial in my professional career.

## 7.2 Overall Impact of SIWES

The SIWES program has significantly contributed to my personal and professional development in multiple ways:

### 1. Strengthening My Technical and Interpersonal Skills

The hands-on experience I gained allowed me to develop key skills, including customer service, food handling, housekeeping procedures, and time management. Working in a team-oriented environment also improved my communication, teamwork, and problem-solving skills.

### 2. Providing Practical Industry Experience

The training bridged the gap between classroom learning and real-world application. By applying theoretical knowledge in a professional setting, I gained a deeper understanding of how the hospitality industry operates.

### 3. Enhancing My Confidence and Problem-Solving Abilities

Interacting with customers, handling complaints, and working under pressure helped build my confidence. I became more efficient in decision-making and problem resolution, which are essential qualities in the hospitality sector.

### 4. Expanding My Professional Network

During my training, I had the opportunity to interact with industry professionals, supervisors, and fellow trainees. These connections provided me with valuable insights into career opportunities and industry best practices. Networking with professionals also gave me access to mentorship and career guidance.

### 7.3 Conclusion

Overall, my industrial training has prepared me for a successful career in the hospitality industry by bridging the gap between academic learning and practical application. I now have a clearer understanding of the demands and expectations of the industry, as well as the necessary skills to thrive in a hotel management environment.

The experience has strengthened my passion for hospitality management and has given me the confidence to pursue a career in hotel operations and customer service. Moving forward, I am eager to apply the knowledge and skills I have acquired to contribute meaningfully to the hospitality industry.

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