



**A
TECHNICAL REPORT ON
ATTACHMENT FOR STUDENT INDUSTRIAL WORK EXPERIENCE
SCHEME (SIWES)
HELD AT**

INDUSTRIAL

THE PLACE RESTAURANT ILORIN KWARA STATE

BY

**OZOEMEMA CHIMA
ND/23/PAD/PT/0143**

**DEPARTMENT OF PUBLIC ADMINISTRATION
INSTITUTION OF INFORMATION AND COMMUNICATION
TECHNOLOGY
KWARA STATE POLYTECHNIC, ILORIN.**

**IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE
AWARD IN NATIONAL DIPLOMA CERTIFICATE IN PUBLIC
ADMINISTRATION**

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CERTIFICATION

This is to certify that this report is original to the author, **OZOEMEMA CHIMA** of matric number ND/23/PAD/0143 of the Department of PUBLIC ADMINISTRATION Institute of Information and Communication Technology, 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 of 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 the practical aspect of their course of study and write down what he/she has gained during the training.

The program is aimed at correcting the incompetence in the school leaving the scientific and technical 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. **OZOEMEMA** for their financial support during the course of the program. May God continue to bless them (AMIN).

TABLE OF CONTENT

Title

Preface

Dedication

Acknowledgement

Table content

CHAPTER ONE

1.0 Introduction

1.1 Background

1.2 Objective of SIWES

CHAPTER TWO

2.0 Brief History of the Establishment

2.1 Organizational structure

2.2 The various Department/Units in the Establishment

CHAPTER THREE

3.0 Experience gained during the SIWES program

3.1 Interactive relationship within the organization

CHAPTER FOUR

4.0 Summary

4.1 Recommendations

4.1 Conclusion

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 was set up by the federal government of Nigeria to close the gap between theoretical la was taught in the classroom and actual practices for students in tertiary institution. It was first kicked off and funded by the Industrial Training Fund (ITF) in 1973 the scheme has gone through 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 board to the ITF again in 1985. These are the major stake holders in SIWES. Consequently, SIWES program was introduced into the curriculum of tertiary institution in the country as far back as 1974 with 948 students from two institution of higher learning and the scheme has over the year 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 Industrial by Nigeria graduates of tertiary Institution.
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 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

ORGANIZATION STRUCTURE INCLUDING THE ORGANOGRAM OF THE ESTABLISHMENT THE VARIOUS DEPARTMENTS/GROUP/SECTIONS IN THE ESTABLISHMENT AND THEIR FUNCTION

1. MANAGING DIRECTOR (MD): The Managing Director is the decisionmaker, he says what happen in the establishment and other staff takes order from him. He is the one that finances the company and assign payment for staffs

.2. GENERAL MANAGER: The General Manager is the second in command. He is the most senior employee in the Company. The Manager reports directly to the Managing Director, he is responsible for the overall strategy, planning coordination and management of business affairs of an organization

.3. SUPERVISOR: The supervisor supervises the work been done in the various sections, he/she tries to find out where wrongs are been done and does correction where necessary, and penalizes when necessary.

4. ACCOUNTANT: The accountant is in charge of keeping records of all the expenditure and income earned in a company and responsible for payment of workers.

5. CHEF: The chef is the most senior cook in the Hotel, she gives directives to the other cooks, and she is in charge of the activity that takes place in the kitchen.

.6. HEAD OF RECEPTION: The head of reception is in charge of the activities that is been run in the reception.

.7. HEAD OF HOUSEKEEPING: The head of housekeeping is in charge of the activities in the rooms, he makes sure that things are the way they should be in the various rooms.

.8. COOK: The cook specialize in various duties like producing, Manufacturing, preparing different dishes to the Hotel

.9. ASSISTANT HEAD OF RECEPTION: The assistant head of reception seconds the head of reception, he takes charge when the head of reception is absent

- .10. CLEANERS: The cleaner keeps the environment tidy, they clean the rooms and other places, they cut grasses, sweep and wash the places.
11. DRY CLEANER: The dry cleaner, washes, dry and Irons the clothes of guests, they also wash the towels and bed spreads used in the rooms
- .12. CHIEF SECURITY: The Chief Security makes sure that there is enough Security, he directs the security people on how to be on alerts
- .13. SECURITY MEN: The Security Men guards the environment and makes sure that there is enough Security.
14. ELECTRICIAN: The electrician repairs all the electrical appliances, and services the worn-out ones
- .15. PLUMBER: The Plumber's repairs and fix things such as water pipes, toilet, sinks etc
16. COMPUTER: The Computer operator does the typing of duties roster, and other things needed to do with Computer
- .17. RESTAURANT: The restaurant server the prepared food to the customers, they are also the ones that give information on what to cook in the kitchen.

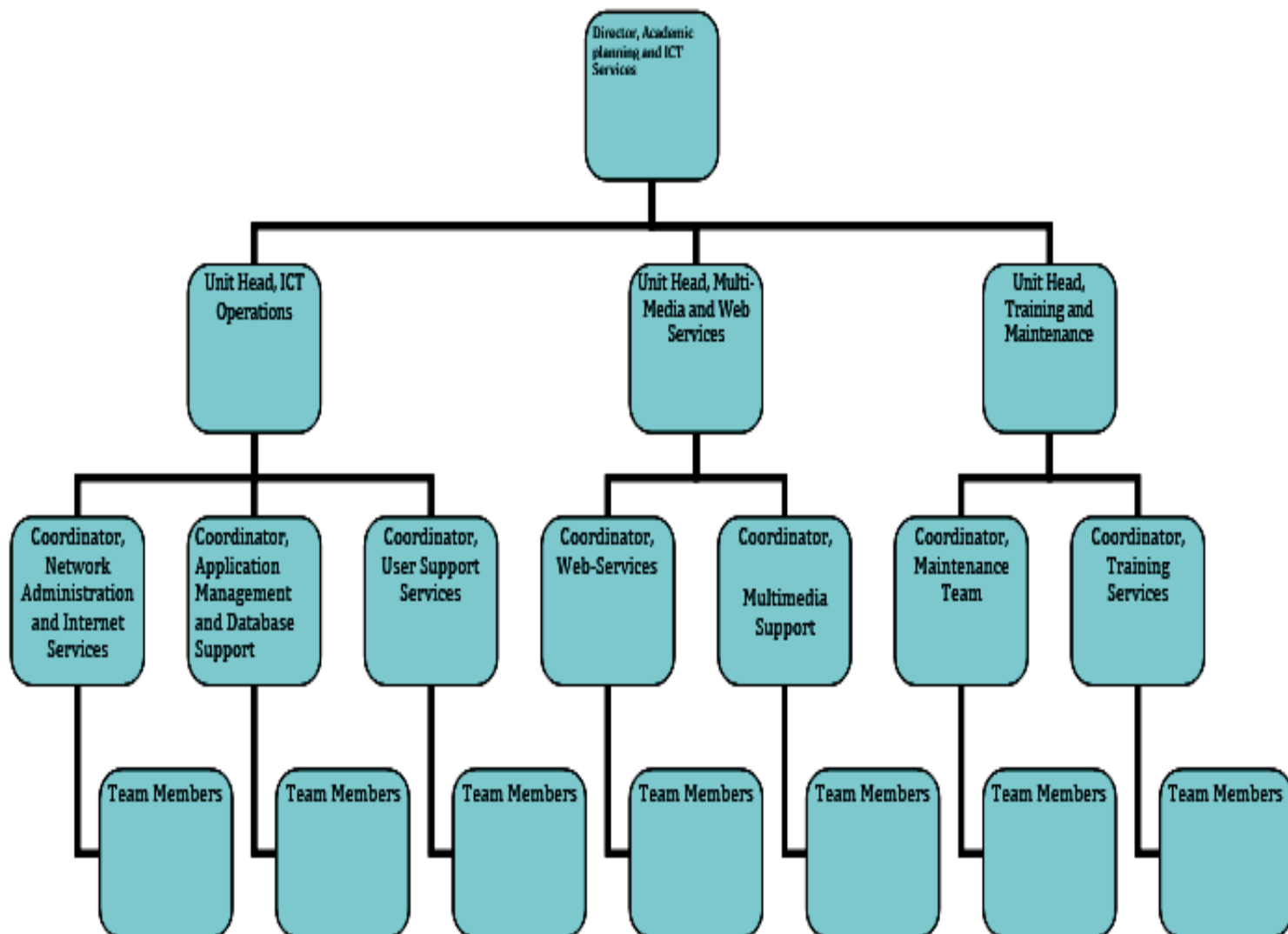
BRIEF HISTORY OF THE PLACE RESTAURANT ILORIN KWARA STATE

The Place Restaurant, Ilorin remains one of the best restaurants in Kwara to dine at. There is no way, a conversation about places to eat in Kwara can be held without The Place Restaurant, Ilorin been mentioned. Photos of The Place Restaurant, Ilorin alone is enough to make you want to try their food as they have the perfect ambience for any occasion. The constant inflow of customers is probably why there are so many The Place Restaurant, Ilorin images on the internet. A lot of tour guide marks The Place Restaurant, Ilorin as one of the top places to hangout in Kwara.

Whether you are looking for top restaurants in Kwara or the best restaurants in Nigeria, The Place Restaurant, Ilorin will always be a contender. The The Place Restaurant, Ilorin menu opens you to a world of several options regards of the type of food you enjoy. In variety of options is what makes this place one of the best places to eat in Kwara. There are so many restaurants in Kwara but not many can be compared to The Place Restaurant, Ilorin in terms of customer service, ambience and food quality. The evidence is there for everyone to see as many food bloggers and travel agents have

recognize The Place Restaurant, Ilorin as one of the top places to hangout in Kwara. So when you are looking for one of the best restaurants in Kwara, Nigeria - you should look no further than The Place Restaurant, Ilorin. breakfast and cuisines served at the dining room. Millennium NicePeak Hotel Bar & Lounge provides the best of chic indoor lounge and relaxing bar set by experienced staff to achieve a sleek and cosy day and night with dimmed lights, leather couches and signature Music Bar. The Lounge design complements the rich tones of cognac and a stunning cocktail menu featuring signature concoctions as well as snacks and beverages from the cafe that will delight the most discerning connoisseur. The hotel boasts a standard well-equipped swimming pool and gym which is open for swimming and workout sessions respectively. The fully-equipped business centre offers secretarial services including translation and typing, as well as internet and email access, fax and photocopying. The Grand Ballroom and 15 Conference Rooms with seating capacity for 5,000 guests offer a distinction.

STRUCTURE OF THE PLACE RESTAURANT ILORIN KWARA STATE



CHAPTER THREE

REPORT CLEARLY ON WORK ACTUALLY CARRIED OUT WITH CLEAR STATEMENT ON EXPERIENCED GROUND.

My having the true facts about the practice carried out at The place Has exposed me to a lot of great experience after participating majorly as a source of assistance in various units mostly in the Kitchen and Restaurant Sections.

I was introduced to the team, get acquitted on how to work there, I was taught on how to activate an electronic key. I was taught on how to be the operator of the day, receiving and directing files to different departments, and also external calls. I resumed work at the reception, greeting and welcoming of guests, checking of emails and other guest reservations, receiving calls, returning calls and taking note of the guests' needs. I learnt how to check tables and inspect surroundings.. I collected and submitted memos to the general manager for review, I direct calls to different departments. I learnt how to edit guest profiles for reservations.

I also learn how to communicate to customers in other for them to have self reliance on our services both physically and online whenever they contact for a delicious food to be delivered. I know communication brings about good commission between our organization and customers, I ensure I have a good communication with them.

I learnt how to check refundables, check in guests, and presentation of guest registration card. I was taught how to check and post guest bills and checkout. I also received calls at the operating desk and directed calls, sorting and arranging of guest keys, disseminating of coupons to the house guest, calling of guest for found and lost items.

At the Kitchen section, I assisted in producing some, dishes for the satisfaction of customers.

GENERAL EXPERIENCE ACQUIRED

With my stay in The Place restaurant. They did not only teach me but I also taught them as a student of Public administration student, been groomed theoretically I had a little knowledge about the industries I suggested ways by which things can be done.

1. Lack of complementary supplies such as necessary equipment so I suggested that a few housekeepers should be in charge of supplying the complementary supplies in the restaurant room.

2. Nobody likes long lines especially when a person is waiting for what they just don't want but they need, I suggested the use of contactless check –in to gues before they ever set foot on the property. Contactless check in enables guests to go through the checking process conveniently on the own mobile phone.

3. Staff motivation, I suggested to the management that ways by which a staff can be motivated should be looked into because a happy staff is a productive staff.

4. I suggested that the restaurant should have a marketing team both online and offline

5. I suggested they open a website for booking of online to reduce the rate of calls for ordering of food.

EXECUTIVE SUMMARY

The students industrial work experience scheme (SIWES) is a training fund (ITF) in 1973 to bridge the gap between theory and practical oriented among students of engineering, technology, social science and medical science on Nigeria higher institution of learning.

It provides for the job practical experience for students as they are exposed to work method and machinery that may not be available in their institution.

At inception in 1974, the scheme started with 748 from 11 institutions and 104 eligible courses by 2008. 210 students participate in the course from 219 institutions over the 112 eligible courses. However the rapid growth and expansion of SIWES has occurred against the backdrop of successive economic crisis which have affected the smooth operation and administration of the scheme.

Most industries are operating below in storage capacity while others are completely shutdown in Nigeria. This has impacted negatively on the scheme as higher institutions of learning find it increasingly difficult to secure placement for students in industries where they could acquire the much practical experience.

Skills Acquired

The SIWES experience significantly improved my knowledge and skills in advertisement and mass communication. Some of the key skills I acquired include:

1. **Creative Content Development:** I learned to write compelling advertising copy and design eye-catching visuals to attract and retain audience attention.
2. **Strategic Thinking:** I developed the ability to analyze market trends and audience behavior, which are critical for planning successful advertising campaigns.
3. **Media Literacy:** I gained insight into how different media channels operate and how to select the most appropriate medium for a campaign.
4. **Teamwork and Collaboration:** Working with a team of professionals taught me the importance of collaboration and effective communication in achieving organizational goals.
5. **Technical Skills:** I acquired proficiency in tools such as Canva, Adobe Photoshop, and social media analytics tools, which are essential for designing and monitoring advertisements.

CHAPTER FOUR

SUMMARY, RECOMMENDATION AND CONCLUSION

My experience at The Place Restaurant is a wonderful experience and I have come to say that studying public administration without practice could be regarded as a waste of time, resources and energy because the training has helped me a lot.

RECOMMENDATION

1. I would recommend that the Kwara State polytechnic should improve the school by assisting the SIWES student with computer and modern technology and it would lead to create development of the school
2. I would recommend that the department of Mass Communication in Kwara State Polytechnic should expose student to practical skill and allow them to practice until they understand it perfectly well.

CONCLUSION

Student Industrial Work Experience Scheme is very Essential for all student to be able to understand what their cause of study will present to them after graduation and also learn beyond what you they will be able to learn in school.

SIWES really helps student a lot by also allowing student to connect with people that are already practicing in the field. All thanks to the Government, The Place Restaurant, Kwara State Polytechnic and my Department.