



**A REPORT ON STUDENT INDUSTRIAL WORK EXPERIENCE  
(SIWES) UNDER THE STUDENTS' INDUSTRIAL WORK  
EXPERIENCE SCHEME**

**UNDERTAKEN @**

**ZARAH RESIDENCE**  
**10, Adeogun Street, Victoria Island, Lagos State**

**BY**

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**ND/23/TMT/FT/0021**

**SUBMITTED TO**

**THE DEPARTMENT OF TOURISM MANAGEMENT TECHNOLOGY,  
INSTITUTE OF APPLIED SCIENCE, KWARA STATE  
POLYTECHNIC, ILORIN**

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AWARD OF NATIONAL DIPLOMA (ND) IN TOURISM  
MANAGEMENT TECHNOLOGY**

**AUGUST-NOVEMBER 2024**

## **CERTIFICATION**

This is to certify that this report of the Student Industrial Working Experience Scheme (SIWES) programme was carried out by **AKEEM MARIAM** at Zarah Residence, Located at 10, Adeogun Street, Victoria Island, Lagos State, Nigeria. From the Institute of Applied Sciences, Department of Tourism Management Technology, Kwara State Polytechnic, Ilorin.

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**Student's Signature**

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**Date**

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**SIWES Coordinator**

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**Date**

## **DEDICATION**

I dedicate this report write up to God Almighty who gives me strength and inspiration in the course of this work, special dedication also to my ever-supportive parents **Mr. and Mrs. AKEEM** for their relentless, financial and moral support towards the success of my four (4) months SIWES programme.

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## **CHAPTER ONE**

### **1.1 INTRODUCTION TO SIWES**

The student industrial work experience scheme [SIWES] is the acceptable skill training program which forms part of the approval minimum academic standard in the various degree programs for all Nigerian tertiary institutions.

It is an effort to bridge the gap existing between theory and practical of Science, Engineering and Technology. Agriculture, Management and all other professional education program in Nigerian tertiary institutions.

It is aimed at exposing students to machine and equipment professional work methods and way of safe guarding other organization. The scheme is a tripartite program involving the polytechnics, Universities and Colleges of Education all going into the industries [employers of labor].

### **1.2 BACKGROUND OF SIWES**

The students industrial work experience (SIWES) is a skill training program designed to expose and prepare students of higher institution for the working environment they are likely to meet after graduation. SIWES was established by Industrial Training Fund (ITF) in 1973 to solve the problem of lack of adequate practical skills, in preparation for employment in industries by Nigeria graduates.

The SIWES program runs in the Nigeria universities in conjunction with the Industrial Training Fund unit, to promote practical in tertiary institution. The aim of the program is to bridge the gap existing between theoretical aspect of what is being taught in the lecture rooms and what is actually obtained in the field it is aimed at exposing students to challenges they are likely to come across upon their graduation from the universities and to adequately expose students to professional work methods.

Participation in Industrial training is a well-known strategy. Classroom studies are integrated with learning through hands-on work experiences in a field related to the student's academic major and career goal. It enhances an experiential learning process that not only promotes career preparation but also provides opportunities for learning, to develop skills necessary to become leaders in their chosen professions.

Participation in SIWES has become a necessary pre-condition for the award of Diploma and Degree certification in specific discipline in most institutions of higher learning in the country, in accordance with the educational policy of government.

**OPERATORS OF THE SIWES PROGRAM:** The industrial training fund (ITF), employers of labour, the higher institutions and some coordinating agencies like Nigeria Universities commission (NUC). National Commission for civic Education (NCCE) and National Board for Technical Education (NBTE) are the operators of this program.

**FUNDING:** The Federal Government of Nigeria funds this program.

**BENEFICIARIES:** Undergraduate students of the following: Agriculture, Engineering Technology, Environmental, Science, Medical Science and pure and Applied Sciences.

**DURATION:** One year for Polytechnics, Four months for Colleges of Education, and six months for the Universities.

### **1.3 AIM AND OBJECTIVES OF SIWES**

#### **1.3.1 AIM**

The aims of the Student Industrial Work Experience Scheme (SIWES) are as follows:

- To expose students to industrial based skills necessary for smooth transition from classroom to the world and the applicability of work done in various schools to meet the industrial demand.
- To bridge the gap existing between theoretical aspects of what is being taught in the lecture rooms and practical aspect what is actually gained in the field.
- To expose students to the challenges they are likely to come across upon their graduation from the university and to adequately expose students to professional work methods.

#### **1.3.2 OBJECTIVES**

- ✓ Expose students to work methods and techniques in handling equipment and machinery that may not be available in the universities.

- ✓ Prepare students for the work situations they are likely to meet after graduations.
- ✓ To provide an avenue for students in the Nigeria Universities to acquire industrial skills and experience in their course of study.
- ✓ To make the transition from the University to the world of work easier, and enhance students' contacts for later job placements.
- ✓ Provide students with an opportunity to apply their theoretical knowledge in real work situation, thereby bridging the gap between University work and actual practice.
- ✓ Enlist and strengthen employers' involvement in the entire education process of preparing University graduates for employment in industry.

## **CHAPTER TWO**

### **2.1 BRIEF HISTORY OF THE ORGANIZATION**

Zarah Residence is a hospitality establishment located at 10 Akiogun Road, Oniru, Victoria Island, Lagos. It offers accommodations with amenities such as air-conditioned rooms, free Wi-Fi, and private bathrooms. The property is situated approximately 1.1 kilometers from Landmark Beach and 4.5 kilometers from Nike Art Gallery.

Specific historical information about Zarah Residence is not readily available in the provided sources. However, its location in Victoria Island places it within a region that has undergone significant transformation over the years. Originally a serene residential area, Victoria Island has evolved into one of Nigeria's busiest centers of banking and commerce, hosting numerous major Nigerian and international corporations. This development has led to increased commercialization and infrastructure growth in the area.

The address "10 Akiogun Road, Oniru, Victoria Island" suggests that Zarah Residence is situated in the Oniru area, which has experienced substantial development in recent decades. Historically, a large part of Victoria Island was under the jurisdiction of the Oniru chieftaincy family. In 1948, the Lagos Executive Development Board acquired land from the Oniru family, leading to the resettlement of inhabitants and the development of the area. Over time, the Oniru Estate has emerged as a prominent residential and commercial hub within Victoria Island.

While detailed historical records of Zarah Residence itself are limited, its presence in this dynamically evolving locale reflects the broader patterns of urbanization

### **2.2 OBJECTIVES OF THE ESTABLISHMENT**

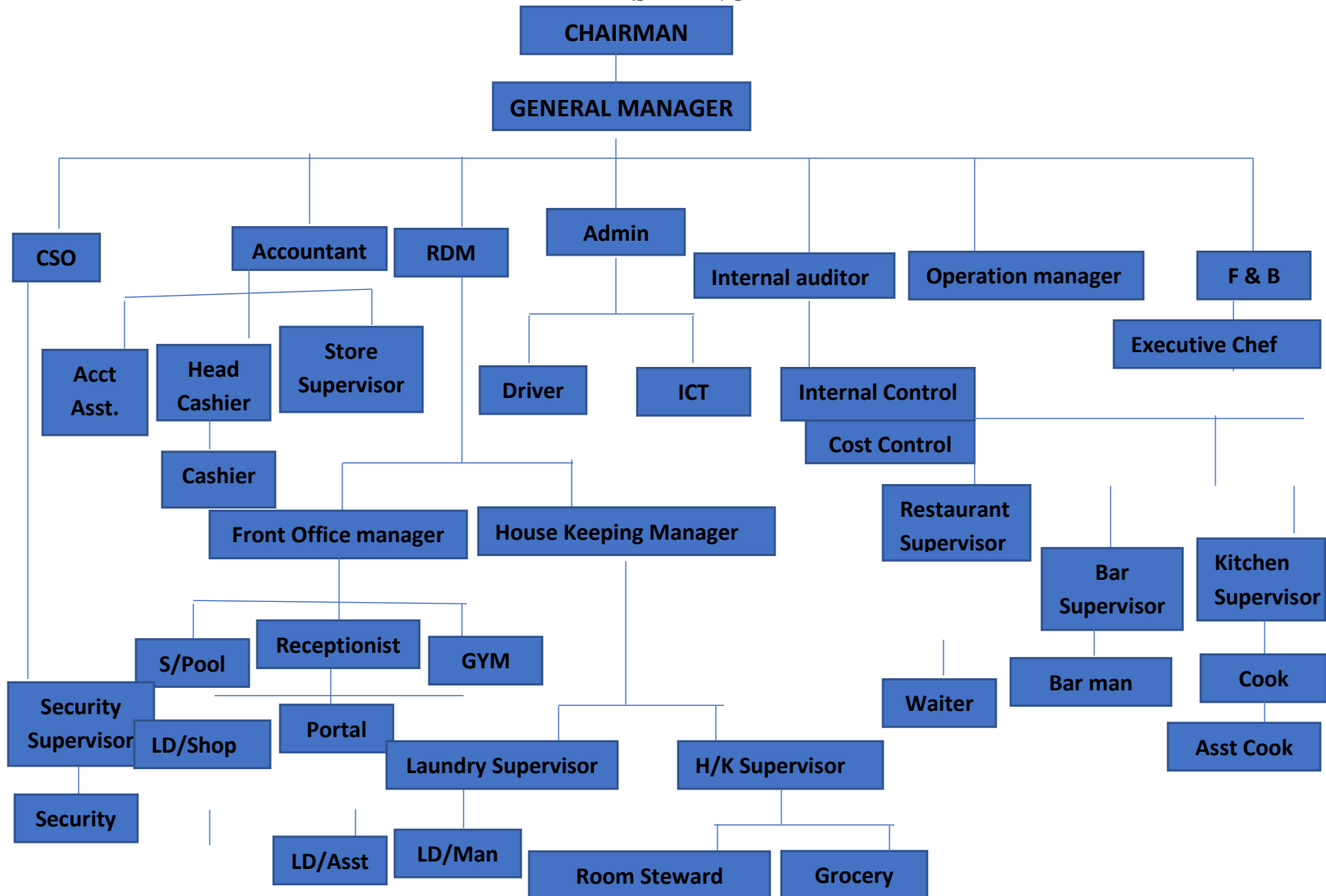
The major areas of operations undertaking by the establishment are;

1. To provides a lodging centre for individual and corporate
2. For invent planning and social function organizing centre
3. Provides laundry services
4. Provide gymnastic house for exercises and watch of weight
5. Its kitchen provides food and other edible substance for human consumption



## 2.3 ORGANIZATIONAL STRUCTURE OF THE ESTABLISHMENT

### ZARAH RESIDENCE



## 2.4 THE VARIOUS DEPARTMENTS/GROUP/SECTIONS IN THE ESTABLISHMENT AND THEIR FUNCTION

1. **Managing Director (MD):** The Managing Director is the decision maker, 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. She 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 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. **Point of Sales:** The Point of Sale is the people giving information to the kitchen on what to prepare and serve by customers.
6. **Chef:** The Chef is the most senior cook in the hotel, she gives directives to the other cooks, and he is in charge of the activity that takes place in the kitchen.
7. **Head of Reception:** The Head of Reception is in charge of the activities that is been run in the reception.
8. **Head of House Keeping:** The Head of House Keeping is in charge of the activities in the rooms, he makes sure that things are the way they should be in the various rooms.
9. **Cook:** The cook specialize in various duties like producing, manufacturing, preparing different dishes to the hotel.
10. **Assistance head of Reception:** The Assistant Head of Reception; takes charge when the head of receptionist is absent.
11. **Cleaners:** The Cleaner keeps the environment tidy, they clean the rooms and other places, they cut grasses, sweep and wash the places.
12. **Dry Cleaner:** The Dry Cleaner, washes, dry and irons the clothes of quests, they also wash the towels and bed spreads used in the rooms.
13. **Chief Security:** The Chief Security makes sure that there is enough security, he directs the security people on how to be on alert.

14. **Security Men:** The Security Men guards the environment and makes sure that there is enough security.
15. **Electrician:** The Electrician repairs all the electrical appliances, and services the worn-out ones.
16. **Plumber:** The Plumber's repairs and fix things such as water pipes, toilet, sinks etc.
17. **Barman:** The Barman serves the drinks to customers.

## **CHAPTER THREE**

### **3.1 EXPERIENCED GAINED**

My having the true facts about the practice carried out at ZARAH RESIDENCE has exposed me to a lot of great experience after participating majorly as a source of assistance in various section mostly.

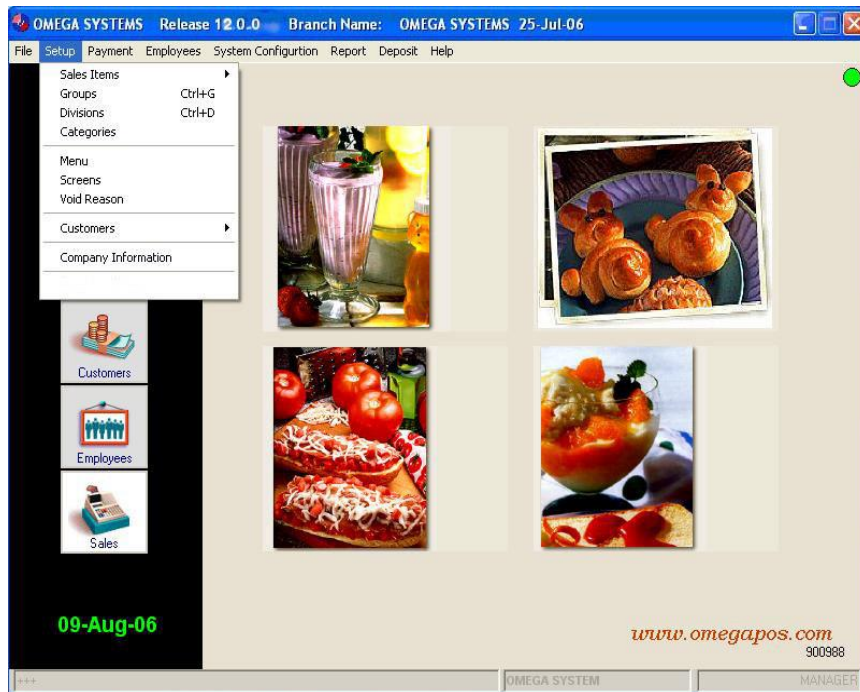
The following are some of the knowledge acquired and experience gained;

- I was taught how to examine and analyze company record financial document (income sales stock)
- I was taught how to welcome a guest and how to check them in.
- I was taught how to make use of their card reader machine to read each guest card whenever they are around to check into their various rooms.
- I learnt how to use hotel system to activate the card
- I was taught how to take order form the guest and served them
- I was taught how to keep record of end of the day sales.
- I was taught how to maintain cleanliness and hygiene standards.
- I learned about the health and safety practices in the laundry area.
- I observed how to handle lost and found items according to the hotel rules and policies.
- I acquired knowledge on how to make reservation for guest either through walk-in or through phone call.
- I was taught on to calculate occupancy room rate and average room rate.
- I acquired knowledge on the 5 units in the hotels room service; (Restaurants, Bar, Kitchen, Banquet and Standard Operating Procedure S.O.P.).
- I was taught how to activate a MasterCard.
- I acquired knowledge on how to use the bill card to take records of the stock given out in the hotel
- I acquired knowledge on how to handle some of the equipment in the hotel kitchen such as; Scale, Sandwich maker, Grinding Machine, Burner, Blender, Mincer, Mixer Micro-Wave.
- I was taught how to prepare Moimoi, Chinchin, Meat pie, Noodles and Omelet.

## 3.2 HOW TO SETUP MENU

To begin the setup, click on the Setup Menu.

By clicking on the Setup menu, the following functions display:



The first part of the Setup menu is dedicated to define all categories, divisions, groups and sales items that can form a menu in a restaurant.

The second part of the Setup menu is dedicated to define menus, screens and void reasons in the restaurant.

The third part of the Setup menu is dedicated to define the Customers of the restaurant.

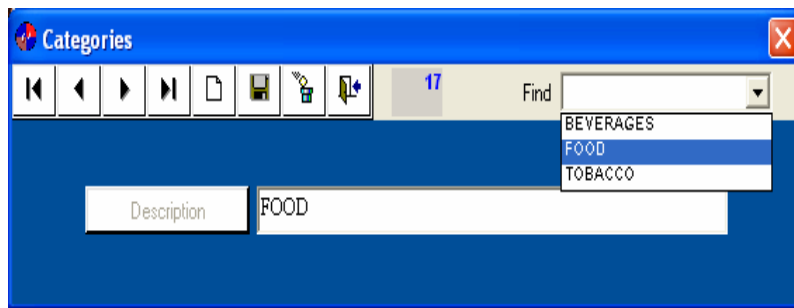
The Fourth part of the Setup menu is dedicated to define the Company information with all details.

### 3.3.1 CATEGORIES

Menus are divided into categories. For example: Beverages, Food and Tobacco are common categories used by restaurants.

*To create a category:*

1. Choose the “Categories” option from the Back office Setup menu. A sub-screen will display:



2. Click New then Enter the Description of the category (Ex: Food) then press Save to record the newly entered category.

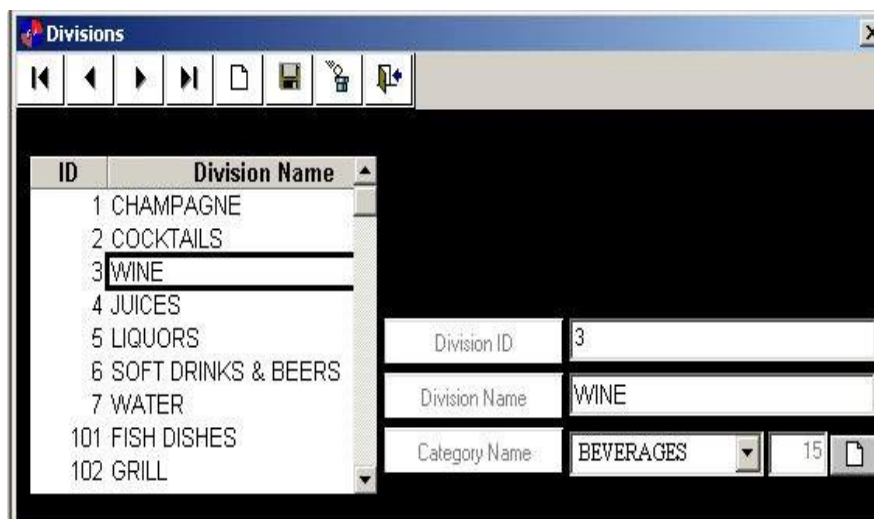
To update the description of an existing category, simply choose this category from the “Find” drop down menu then enter the new description and click “Save”.

### 3.3.2 DIVISIONS

The “Divisions” option from the Back Office Setup menu allows you to group items into divisions. For example: Soft drinks, Main course and Desserts are common division types used by restaurants.

*To create, modify or delete divisions follow this Step:*

1. Choose the “Divisions” option from the Setup menu. The Divisions screen displays:



On the left side of the screen, you find a scroll-down menu displaying a list of all divisions previously recorded next to their correspondent I.D numbers.

2. Click on any division from the scroll-down menu, the correspondent division I.D, name and related category appear simultaneously in the three boxes at the right side of the screen. You can then modify the existing division.
3. If you are creating a new division, click on New, fill in a new Division I.D, choose a division name which corresponds to your menu and select the corresponding Category

Name from the drop down menu next to “Category Name” field. Clicking the small icon next to Category Name drop down menu reopens the “Categories” sub-screen allowing you to create a new category.

4. Click the “Save” button.

#### ***To delete a division:***

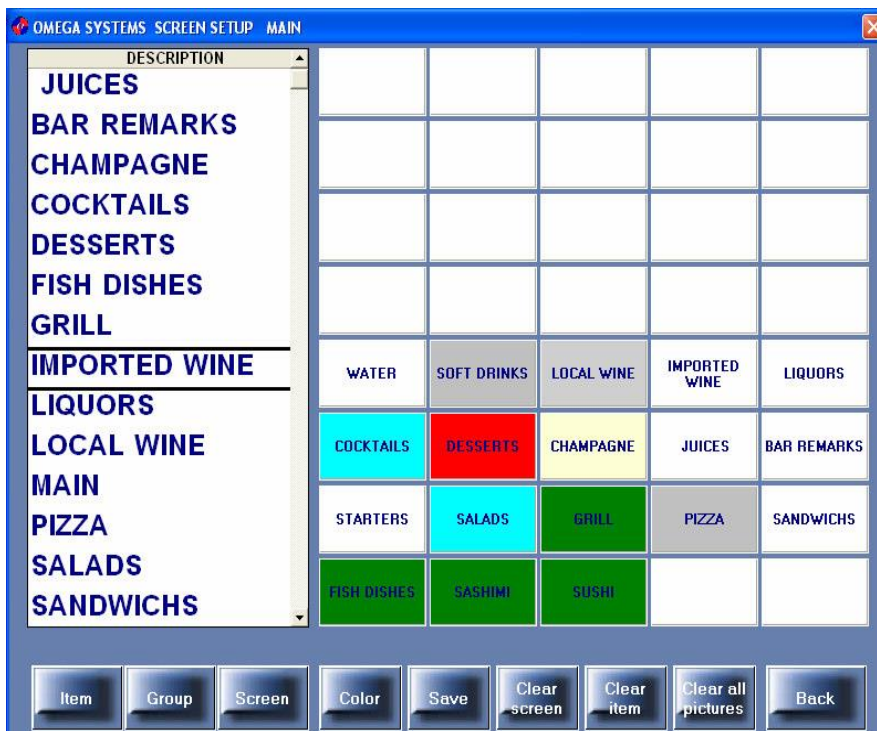
1. Make sure you have opened the right division to delete.
2. Click the “Delete” button

### **3.3.3 GROUPS**

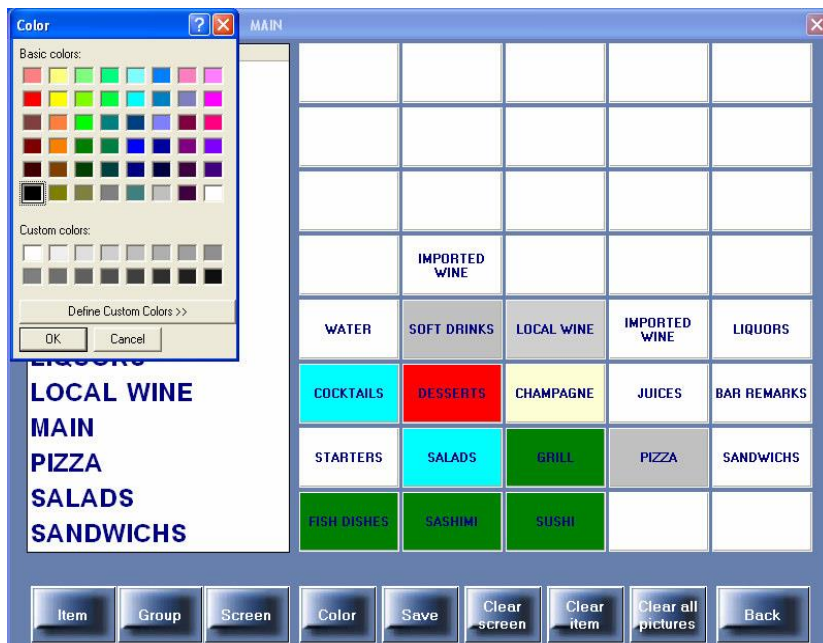
The “Groups” option from the Back Office Setup menu allows you to create groups of sales items. For Example: White Wine, Red Wine, Soft drinks, Fish Dishes, Desserts are common group types used by Restaurants.

#### ***To add a group***

1. Click the Group button at the bottom of the screen, a list appears available for groups selection.



2. Click on the empty box you wish the group to fit in on the right portion of the screen.
3. Select the group you wish to add from the list of available groups at the left portion of the screen.
4. A color form displays for you to choose the corresponding color.



5. You can repeat these steps until all your groups are in places.
6. 6- Click the “Save” button at the bottom of the screen.

#### **To delete a group:**

1. Make sure you have opened the right group to delete.
2. Click the “Delete” button located on the toolbar.

### **3.4 PROBLEMS ENCOUNTERED DURING SIWES**

There are numerous problems I encountered during my SIWES Programme at Peridot Hotel and Suites.

#### **The Major Problems Are:**

1. **Problem of Securing a Place of Attachment:** I had most of problem searching for a place of attachment for my SIWES because most of the companies rejected my request giving one reason or the other that they don’t want SIWES student.
2. **Finance:** The company did not make provision to pay SIWES student nor do they draft any allowance, packages so as to lease the expenses for the six months programme.
3. **Inaccessible Machine:** The SIWES students were not giving the opportunity to operate most of their machine they will rather ask you to watching them and learn.
4. **Problems of Light:** Light is the major thing an establishment needs for proper running, and also for comfort of the guest and functioning of the facilities and equipment in an establishment but the absent of light bring about discomfort of the guest and poor management of the establishment.



5. **Inadequate facilities:** the establishment didn't provide any accommodation for the SIWES student.

## **CHAPTER FOUR**

### **4.1 CONCLUSION**

I am saying that SIWES programme should be lasted to a period of eight months in order to learn, acquire more practical experiences that will help me as a student and also in life. My Industrial Training was very educative and enjoyable because the programme exposed me to learn many things and to be self-reliance without depending on anybody.

Student Industrial Training Scheme (SIWES) provide student with appreciable skills designed to expose or equip them with real life working experience. Student gain increased maturity and understanding of the workplace and a better understanding of your own career goals and for the progress of the nation.

The report explains briefly the details of all the activities with each project been involved and outlined under each chapter. Chapter one started with introduction to training programme, objectives of the programme to student. Chapter two talks about the establishment, different sections and their functions. Chapter three explains the activities been carried out during the programme, finally chapter four being the last chapter highlighted problems, recommendations, conclusion, then the report was concluded with summary.

### **4.2 RECOMMENDATIONS**

As a result of experience gained during the SIWES attachment, the following recommendations were made:

- i. SIWES Centre of institution should liaise with public and private bodies which are scientific and technical based industries to endure proper posting and relevant placement of students.
- ii. Industrial Training Fund (ITF) together with the help of SIWES Centre in institutions should ensure continuous invigilation of students at SIWES centre and see the relevance and utility of such placement to the course of study of students
- iii. Peridot Hotel and Suites, Odofin, Lagos State should ensure provision and availability of machineries and relevant equipment needed to enhance acquisition of practical knowledge.
- iv. Department of Tourism Management Technology in institutions should ensure that their students were posted in industries where theoretical knowledge with logical reasoning and critical thinking acquired in classroom can be practicalised.