



**TECHNICAL REPORT ON**  
**STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME**  
**(SIWES)**

*HELD AT*

**PEACE LAND VALLEY GUEST HOUSE**

**(BESIDE OLUPAKO PALACE SHARE AREA, SHARE  
KWARA STATE)**

*BY:*

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## **DEDICATION**

This technical report is dedicated to God Almighty the one who has kept me going throughout the period of my SIWES programe, I also thank my parent who has been with me financially, supportive and spiritually. I say a big thank to you and to my sibling and friends.

## **ACKNOWLEDGEMENT**

All praise and adoration goes to no one but Almighty God, the creator, the giver and taker of all souls, whom has been seeing me through right from birth till this very moment.

My sincere appreciation goes to my parents, for their parental care, support and finance since birth and throughout the course of my program. May you reap the ripe fruit of your labor (Amen), also my sisters, sibling and friend.

Special thanks also goes to the Manager of Peace land valley guest house for his fatherly throughout my stay during the course of this program and also to the Managing Director and the entire staff of the organization.

Also my special thanks goes to my lecturers of banking and finance, both teaching and non.

## **PREFACE**

The Student Industrial Work Experience Scheme (SIWES) was established by the Industrial Training Fund (ITF) to enable student of tertiary institution to have basic technical knowledge of industrial work basic on their courses of study before the completion of their program in their various institutions.

In the early stage, student are graduating into institution without any technical knowledge of working experience, this make them to undergo further training after servicing an employment with the reason.

## TABLE OF CONTENTS

Title Page

Dedication

## **CHAPTER ONE**

### **1.1 INTRODUCTION**

The Industrial Training is a training Scheme by which a student can undergo practical training within an approved Industrial undertaking having specific amount of fixed assets or turnover of paid up share capital. The scheme is a participatory program involving Universities, Polytechnics and Technical Colleges and students of carious Institutions of Nigeria.

The Student Industrial Work Experience Scheme (SIWES) is funded jointly by Industrial Training Fund (ITF). In theory, we are to read electronic guidance, books, novels which concern deeply with sense of belonging especially in course of concern them in practical we have to know how to do things by ourselves to enhance spirits of commitment in all we do. That is why, for efficient moving of this; program in conjunction with ministry of education has set a step that students should be going for these program.

### **1.2 OBJECTIVES OF THE PROGRAMME OF STUDENT**

1. Training in an Industrial/Commercial/financial environment provides the trainees with the opportunity to develop a problem solving attitude and to have an insight into the functioning of the Accounts Department.
2. It also diversifies their practical experience and helps them in developing the attributes of team work and correlation with members of their professions and disciplines.
3. It is intended to provide the trainees with a new dimension to their experience.
4. This would necessarily involve exposure of trainees to the entire gaunt of activities of Industrial establishment in a phased and systematic manner.

5. An exposure to the working environment of a large commercial organization will give them an integrated view of its operations.

## **CHAPTER TWO**

### **2.1 HISTORY OF HOTEL/ HOTEL INDUSTRY**

Hotel can be define as a place of hospitality entertainment, seminar, work shop and privacy or a place where food and beverages or different hospitality present themselves for that services

In 1<sup>st</sup> century hotel industry was known to everybody this made the economy to grow

Buying and selling started in Europe that people traveling from one place to another in the city and other places in the country wish enhance are some trade and comers.

In hotel industry there are some accommodation looks like hotel but they are not hotel example

1. Guest house – is the kind of accommodation for both private are commercial people. standard hotel may have guest house for the staff but not have club
2. Motel –is mainly for traveler out high way road and give short time services it rather gives ration light without fully main dishes
3. Hospital – for doctor nurse and patient
4. Hotel –for students and teachers

Seasonal hotel – kind of accommodation made available for particular period of year and yet not existing again.

### **2.2 HOTEL OFFICERS**

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. 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 HOUSE KEEPING:** 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 quests, they also wash the towels and bed spreads used in the rooms.



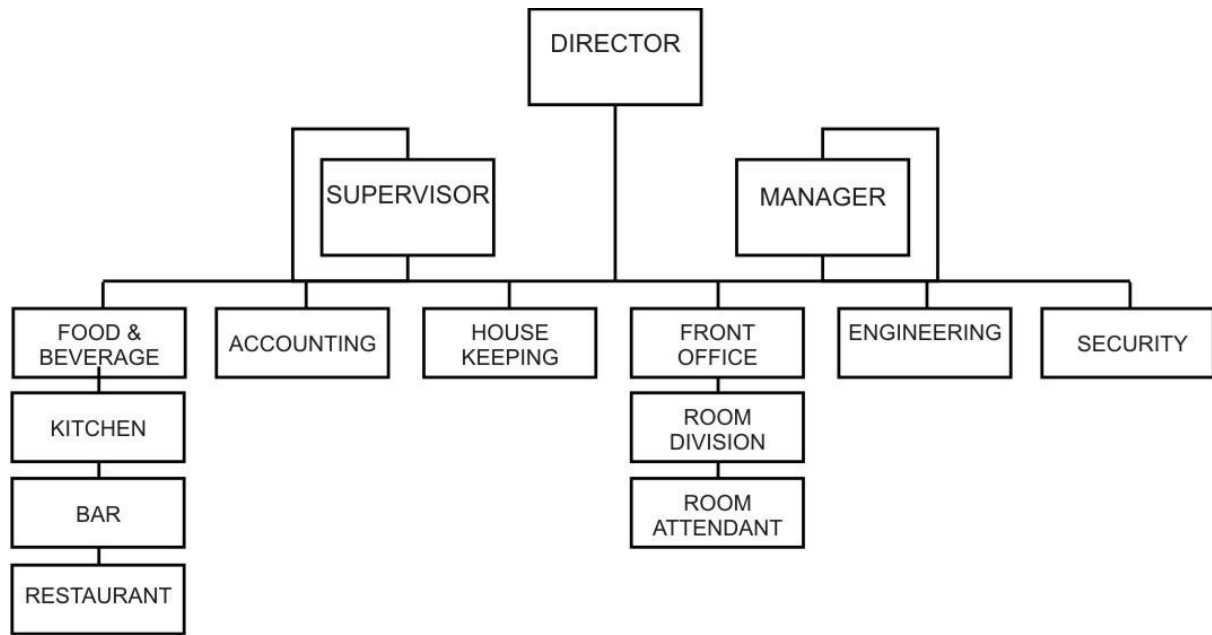
12. **CHIEF SECURITY:** The Chief Security makes sure that there is enough Security, he directs the security people on how to be on alerts.
13. **SECURITY MEN:** The Security Men guards the environment and makes sure that there is enough Security.
14. **ELECTRICIAN:** The electrician repairs all the 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 roaster, and other things needed to do with Computer.
17. **RESTAURANT:** The restaurant server the prepared food to the customers, they are the people that also give intonation to the kitchen on what to prepare.
18. **BARMAN:** The Barman serve drinks to customers.

### **2.3 BRIEF HISTORY OF ATTACHMENT**

The Peace land valley guest house is Located Beside Olupako Palace Share Area, Share Kwara State, Peace land valley guest house with nice swimming pool, an on-site restaurant, outdoor lounge, gym, rooftop terrace

Peace land valley guest house has one of the most exquisite menus in the city, the onsite restaurant treats guests to really fine dining. Guests can also unwind at the bar and enjoy an exotic drink.

All rooms are centrally air conditioned and equipped with the latest state of the art technology, High speed complimentary Wi-Fi access, flat screen TV, mini bar, tea & coffee making facilities.



### THE VARIOUS DEPARTMENT OR SECTIONS IN THE ESTABLISHMENT AND THEIR FUNCTIONS

1. Reception
  2. Kitchen Restaurant/Bar
  3. Laundry
  4. Gymnastic House
  5. Club Hall
  6. House Keeping
1. **RECEPTION:** This is the place where guest and visitors go first when they arrive in the Hotel; they show the rooms to the guests and give them the attention needed for comfort ability. They know when the guest checks in and checks outs.
  2. **KITCHEN/RESTAURANT/BAR:** The Kitchen is the place where all kinds of dishes like fried rice, boiled yam egg sauce, Afang Soup, Egusi Soup, Vegetable Soup etc. are produced. The restaurants do the serving of the dish to the guest. While the bars serve drinks to the guest, alcoholic and non-alcoholic drinks are sold there as well.
  3. **LAUNDRY:** The Laundry section is where the clothes of the guests are been laundered including the bed spreads.

4. **GYMNASTIC HOUSE:** The gymnastic house (gym house) is where exercise are been done, there are machines that are been used for exercises in the Gymnastic House.
5. **CLUB HALL:** The Club Hall is usually used for Ceremonies and occasions like Birthday. Wedding, Child dedication etc. it is used for events.
6. **HOUSE KEEPING:** The house keeping tides the rooms of the guest and the offices of the management.
7. **ACCOUNT:** Keep the record of revenue generated, Saving of money generated into the hotels account.
8. **ENGINEERING:** They are to maintain the operation of all machinery and equipment which include heating, air conditioning and lighting.
9. **SECURITY:** Ensuring safety of hotels properties, live of safety and guest with their belongings and Report suspicious incidents.

### **CHAPTER THREE**

#### **3.0 WORK DONE AND GENERAL KNOWLEDGE ACQUIRED**

##### **3.1 FINANCIAL PERFORMANCE AND ITS IMPORTANCE IN A HOTEL**

Financial performance refers to the evaluation of a hotel's revenue, expenses, profitability, and overall financial health. It is measured by analyzing financial statements such as income statements, balance sheets, and cash flow statements.

##### **Importance of Financial Performance in a Hotel**

- **Profitability Assessment:** Determines if the hotel is making profit or incurring losses.
- **Budget Planning:** Helps in setting realistic budgets for various departments (e.g., rooms, restaurant, banquet services).
- **Cost Control:** Identifies areas where expenses can be reduced without affecting service quality.
- **Investment Decision-Making:** Assists management in deciding where to invest or improve facilities.

- **Attracting Investors:** A strong financial performance makes the hotel attractive to investors and lenders.
- **Operational Efficiency:** Ensures resources are used efficiently to maximize revenue and minimize waste.
- **Compliance:** Ensures proper tax reporting and adherence to financial regulations.

### 3.2 IMPORTANCE OF MONITORING INVENTORY FOR RESTAURANT SUPPLIES (CUTLERY, INGREDIENTS, BEVERAGES)

Inventory management involves tracking and controlling all supplies used in the hotel's restaurant to ensure smooth operations.

#### **Importance:**

- **Cost Control:** Prevents over-purchasing and reduces unnecessary expenses.
- **Preventing Shortages:** Ensures essential items like ingredients, beverages, and cutlery are always available.
- **Quality Maintenance:** Ensures ingredients are fresh and meet the desired quality standards.
- **Avoiding Wastage:** Helps in preventing spoilage of perishable items and damage to fragile items like glassware.
- **Better Planning:** Supports accurate forecasting of future supply needs based on past consumption trends.
- **Customer Satisfaction:** Ensures consistent service quality by having all necessary items available when needed.
- **Financial Accountability:** Provides accurate data for preparing financial reports related to inventory purchases and usage.

### 3.3 BANQUET EVENT MANAGEMENT

Banquet event management refers to the planning, organizing, and execution of events such as weddings, conferences, seminars, and parties held at the guest house's banquet facilities.

**Key Aspects of Banquet Event Management:**

- **Booking & Reservation:** Handling event bookings and coordinating with clients to understand their needs.
- **Venue Setup:** Arranging seating, decorations, audio-visual equipment, and dining areas as per the client's specifications.
- **Catering Services:** Preparing and serving food and beverages according to the event's requirements.
- **Staff Coordination:** Managing servers, cleaners, security, and technical staff during events.
- **Event Budgeting:** Preparing cost estimates and ensuring profitability of each event.
- **Customer Satisfaction:** Ensuring clients are happy with the services provided, which promotes repeat business.
- **Financial Record Keeping:** Documenting expenses, revenue, and profit generated from each event.

**3.4 FINANCIAL REPORT IN A HOTEL AND ITS IMPORTANCE**

A financial report in a hotel is a formal document that provides a detailed summary of the hotel's financial activities over a specific period. It includes reports such as Income Statements, Balance Sheets, Cash Flow Statements, and Budget Reports.

**Importance:**

- **Performance Analysis:** Shows the profitability of various hotel services (e.g., rooms, restaurant, banquet services).

- **Decision-Making:** Helps management make informed decisions on marketing, pricing, and expansion.
- **Budget Management:** Compares actual revenue and expenses against budgeted amounts to identify discrepancies.
- **Cost Control:** Highlights areas where costs can be reduced or optimized.
- **Financial Planning:** Provides a basis for setting future financial goals and strategies.
- **Investor Confidence:** Builds credibility with potential investors and stakeholders by demonstrating sound financial management.
- **Compliance & Tax Reporting:** Ensures adherence to regulatory requirements and proper tax filing.
- **Operational Efficiency:** Helps improve resource allocation and service delivery.

## CHAPTER FOUR

### 4.0 OTHER EXPERIENCED GAINED

My having the true facts about the practice carried out at Peace land valley guest house has exposed me to a lot of great experience after participating majorly as a source of assistance in various units mostly in the mentioned sections.

### 4.1 HOUSE KEEPING SECTION

It is the desire of the manger to ensure sounds training of staff in his /her area of operation this is necessary not only for the grooming of staff but to ensure that some basic knowledge is impacted to them this in fact, will bring about excellent performances. Productivity as well as wonderful service. It is therefore, the duties of the manger concerned to ensure that a proper indoor training is giving to their staff when the need arises

**Housekeeping:** Can be define as the department that responsible cleaning and maintenance

- 1) **Cleaning** – is define as the complete removal of a desirable object forms in particular place      Cleaning involve clearing dusting booting scrubbing whipping, and mopping of a given place
- a) **Clearing:** this is the removal of awn anted material e.g. empty bottle tray, cups that littered around from a giving place
- b) **Dusting:** This is the removal of dust from furniture fitting and other electrical appliance in a given place dust can be removed by either dry cloth or damped /moist cloth
- c) **Screening:** this is the removal of dirt/dust from a surface or floor, carpet or rug by the use of broom of brush soft head brooms required for carpeted floor
- d) **Whipping:** this is the removal of stain from surface e.g. mirror glass. Aluminum and other materials by use of chemical and clean dry cloth

- e) **Mopping:** this is the removal of foreign dust, dirt from a surface e.g. floor tile by the use mopping bucket containing a lean solution of detergent and mopping stick and pillow cases. A clean towels guest soap and shampoo if there is any marble floor and terrazzo floor.

## **4.2 ARRANGEMENT**

This refer to the well positioning of the furniture electronic etc. in a given place after proper cleaning is done especially in the rooms.

### **Clean A Room**

Material broom (long and short) mopping bucket toilet brush, detergent, a clean bed sheet and pillow ease , a fresher a clean bed sheet and pillow case a clean towels, guest soap

**Procedure:** if the room is occupied knock and say housekeeping Sir/ma. May I come in and your room. If yes then go in follow the following procedure

1. Open the door and window down for fresh air to come in
2. Switch of all light and electrical appliances
3. Make the bed
4. Clean the toilet
5. Sweep the room very with broom or however
6. Dust all the surface of the furniture fitting and other electrical operate appliances
7. Checks the room again if there is in any mistake or forgotten item, if not lock the door

#### ***Therefore other does are***

- a) Servicing a bed room
- b) Cleaning of vacant room
- c) Cleaning of check our room

## **TYPES OF KEY**

1. Master key – it is used in opening the guest room
2. Hose keeping key. It is used in opening the office



3. Office key – it is used in opening personal office
4. Customer /Guest key – this is a key is a key to the guest rooms

#### **4.3 FRONT OFFICE**

Front Office Department plays a vital role in a hotel, and it is the face of a hotel or hospitality establishment. It is the first and the last department where a guest interacts. The Front Office Department is responsible for creating first hand impressions regarding the level of services and facilities provided. The Front desk is responsible for answering enquiries, directing queries to correct personnel/department.

*Sample of tariff template in a hotel*

1.	Regular	4,500
2.	Imperial	6,500
3.	Luxury	7,500

## **CHAPTER FOUR**

### **5.1 PROBLEMS ENCOUNTERED DURING SIWES**

I encountered numerous problems during my industrial Training programme at Peace land valley guest house.

#### **THE MAJOR PAYMENT AREAS ARE HIGHLIGHT BELOW:**

1. **LATE PAYMENT OF SALARY:** the establishment normally pay their salary very late for their staff and I find it very difficult to cope with transportation, at times there will be no money for transportation because there's no payment of salary for SIWES student in the organization, by so doing the person have to walk on feet, and these brings about latest to duty.
2. **INADEQUATE FACILITIES:** The establishment didn't provide any accommodation for the I.T. students.

### **5.2 SUMMARY OF ATTACHMENT ACTIVITIES**

The Industrial attachment programme also known as Student industrial Work Experience Scheme (SIWES) is an appreciable skills acquisition programme designed to expose students to the real life working experience. The programme exposes students to the practical oriented aspects of their chosen professions so as to achieve the much needed technological advancement for the nation.

### **5.3 CONCLUSION**

Industrial Training is important, Educative and interesting, it is a programme that exposes undergraduate to world of paid. It makes an individual to have a sense of responsibility and be diligent to work.

Extending the programme to more than six months will be better for the student to have more time to learn and gain all the practical experiences needed.

## **5.4 RECOMMENDATIONS**

- ❖ The establishment should provide a very good security in the establishment for the comfort of the LT. students, the guest and their main staffs.
- ❖ The establishment should provide adequate light for the establishment, for the comfort of guest, I.T. students, and staffs and for proper functioning of equipment's and facilities.
- ❖ The establishment should make sure that before the end of each month that the salary should be paid, so that the I.T. student will be care of their transportation to work.
- ❖ The establishment should provide a good accommodation for the I.T. students in their establishment.
- ❖ The industrial Training Fund should compile list of employers and available training places for industrial attachment and forward such lists to the coordinating agencies.
- ❖ The Federal Government should make it mandatory for all Ministries, companies and government parastatals to provide attachment places for students.