



SIWES REPORT

ON

ADMINISTRATIVE AND MANAGEMENT

AT

HARBARSH HOTEL

NO. 30B BEHIND NIMAH HOUSE OFF ASA DAM ROAD, ILORIN, KWARA STATE.

PRESENTED BY

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REPORT OVERVIEW

This report details the industrial training experience gained during the Student Industrial Work Experience Scheme (SIWES) conducted at HARBARSH HOTEL. The report is divided into five chapters:

- Chapter One provides an introduction to SIWES, detailing its background and objectives.
- Chapter Two describes the establishment of attachment, including its location, history, objectives, and organizational structure.
- Chapter Three focuses on the student's specific involvement in various sections and units within the organization.
- Chapter Four discusses the industrial experience, highlighting key lessons learned.
- Chapter Five presents a summary of attachment activities, problems encountered, and recommendations for improving the SIWES scheme.

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CHAPTER ONE

INTRODUCTION

1.1 Background of SIWES

The Student Industrial Work Experience Scheme (SIWES) is a crucial industrial training program introduced in Nigeria to bridge the gap between theoretical knowledge acquired in classrooms and practical skills required in the workforce. Established in 1973 by the Industrial Training Fund (ITF), SIWES was created to address the lack of adequate practical experience among graduates of tertiary institutions in the technical and applied sciences. This initiative has since become an integral part of the curriculum for students in universities, polytechnics, and colleges of education across Nigeria.

The need for SIWES arose from the recognition that many Nigerian graduates, especially in technical and vocational disciplines, lacked the hands-on experience and industrial exposure needed to excel in their respective fields. Employers had often expressed dissatisfaction with the practical competence of graduates, citing a disconnect between the skills learned in school and the requirements of the job market. This led to a concerted effort by the Nigerian government, educational institutions, and industries to design a program that would prepare students for the challenges of real-world work environments.

SIWES is structured to provide students with the opportunity to gain practical work experience in industries related to their fields of study. By participating in SIWES, students are exposed to workplace culture, operational procedures, and the application of theoretical concepts to solve real-world problems. The program fosters collaboration between educational institutions and industries, ensuring that students receive the necessary mentorship and training from professionals in their respective fields.

1.2 The objectives of SIWES are multifaceted and aim to achieve the following:

- i. **Practical Exposure:** To provide students with practical knowledge of industrial operations and processes, bridging the gap between classroom learning and real-world application.
- ii. **Skill Development:** To enhance the technical, interpersonal, and problem-solving skills of students, making them more competent and employable.
- iii. **Professional Ethics:** To inculcate workplace ethics, discipline, and professionalism in students.
- iv. **Technology Transfer:** To expose students to modern tools, technologies, and practices relevant to their fields of study.
- v. **Industry-Institution Linkage:** To strengthen the relationship between educational institutions and industries, promoting collaboration and mutual growth.
- vi. **Career Preparation:** To prepare students for their future careers by providing them with firsthand experience in their chosen fields.

CHAPTER TWO

DESCRIPTION OF THE ESTABLISHMENT OF ATTACHMENT

2.1 Location and Brief History of Establishment

Harbarsh Hotel is located at No. 30, Behind Nimah House, Off Asadam Road, Ilorin, Kwara State, Nigeria. It is situated in a strategic area that provides easy access to major parts of Ilorin, making it a convenient choice for visitors and travelers.

Harbarsh Hotel was established to provide quality hospitality services in Ilorin, catering to both business and leisure travelers. The hotel was designed to offer comfortable accommodations, dining services, and event hosting facilities. Over time, it has built a reputation for providing excellent customer service and a relaxing environment for guests.

2.2 Objectives of the Establishment

- **To Provide Quality Hospitality Services:** Offer comfortable accommodation and excellent customer service to guests.
- **To Ensure Customer Satisfaction:** Maintain high standards in service delivery to meet the needs of clients.
- **To Promote Tourism and Hospitality in Ilorin:** Contribute to the growth of the hospitality sector in Kwara State.
- **To Offer a Relaxing and Secure Environment:** Provide a safe and peaceful atmosphere for guests.
- **To Generate Employment Opportunities:** Create job opportunities for individuals in the hospitality industry.
- **To Support Business and Social Events:** Provide facilities for conferences, meetings, weddings, and other events.
- **To Enhance Local Economic Growth:** Contribute to the economy through business activities and tourism attraction.
- **To Maintain High Hygiene and Safety Standards:** Ensure cleanliness, safety, and proper maintenance of facilities.

- **To Provide Affordable and Competitive Services:** Offer high-quality services at reasonable rates.
- **To Expand and Improve Services:** Continuously upgrade facilities and introduce new services to enhance guest experience.

2.3 Organizational Structure

Harbarsh Hotel follows a hierarchical structure to ensure smooth operations and efficient service delivery.

1. General Manager.
2. Assistant General Manager.
3. Front Office Manager.
4. Housekeeping Manager.
5. Food and Beverage Manager.
6. Finance and Accounts Manager.
7. Human Resources Manager.
8. Security Manager.
9. Marketing and Sales Manager.
10. Maintenance Manager.
11. Supervisors (Various Departments).
12. Hotel Staff.

2.4 The Various Departments/Units in the Establishment and Their Functions

- **Front Office/Reception Department:** Handles guest check-in and check-out, Manages reservations and room assignments and Provides information and assistance to guests.
- **Housekeeping Department:** Ensures cleanliness and maintenance of rooms and public areas, Provides laundry and room service and Maintains hygiene and sanitation standards.
- **Food and Beverage Department:** Manages restaurant, bar, and room service operations, Prepares and serves meals and drinks and Ensures food safety and customer satisfaction.
- **Finance and Accounts Department:** Manages financial transactions, billing, and invoices, Prepares budgets and handles payroll and Ensures financial accountability and record-keeping.

- **Human Resources Department:** Recruits, trains, and manages staff, Handles employee relations and welfare and Ensures compliance with labor laws and hotel policies.
- **Security Department:** Ensures the safety of guests, staff, and hotel property, Monitors security cameras and controls access to the hotel and Responds to emergencies and enforces safety protocols.
- **Marketing and Sales Department:** Develops promotional strategies to attract guests, Manages online and offline advertisements and Handles corporate and group bookings.
- **Maintenance and Engineering Department:** Ensures the proper functioning of electrical, plumbing, and mechanical systems, Conducts repairs and preventive maintenance and Manages water supply, air conditioning, and emergency systems.
- **Events and Banquet Department:** Organizes and coordinates weddings, conferences, and social events, Manages event hall bookings and decorations and Ensures smooth execution of planned events.

CHAPTER THREE

3.1 STUDENT SPECIFIC INVOLVEMENT IN VARIOUS SECTION/UNIT.

During the industrial training at **Harbarsh Hotel**, students are actively engaged in different departments, gaining practical experience in hospitality management. Their specific roles and involvement in various sections include:

1. Front Office/Reception Department

- Assisting in guest check-in and check-out procedures.
- Handling reservations and guest inquiries.
- Learning customer service and complaint resolution.

2. Housekeeping Department

- Assisting in room cleaning and arrangement.
- Ensuring hygiene and sanitation standards are maintained.
- Learning laundry management and inventory control.

3. Food and Beverage Department

- Assisting in food preparation and serving guests in the restaurant.
- Learning about food hygiene, menu planning, and table setting.
- Taking orders and handling customer requests.

4. Finance and Accounts Department

- Observing financial transactions, billing, and payment processing.
- Assisting with bookkeeping and record-keeping.
- Learning about budgeting and financial accountability.

5. Human Resources Department

- Assisting in staff recruitment and training programs.

- Learning about payroll processing and employee relations.
- Handling administrative duties and maintaining personnel records.

6. Security Department

- Observing security checks and monitoring guest movements.
- Assisting in implementing safety and emergency response measures.
- Learning about hotel security protocols and risk management.

7. Marketing and Sales Department

- Assisting in promoting hotel services through advertisements and social media.
- Learning how to handle corporate bookings and client relations.
- Conducting customer feedback surveys to improve service quality.

8. Maintenance and Engineering Department

- Observing repair and maintenance of hotel facilities.
- Assisting in troubleshooting electrical, plumbing, and mechanical systems.
- Learning about energy management and safety protocols.

9. Events and Banquet Department

- Assisting in planning and coordinating hotel events.
- Learning about event setup, decorations, and catering services.
- Supporting event execution and guest management.

CHAPTER FOUR

4.0 INDUSTRIAL EXPERIENCE IN MANAGING THE DEPARTMENT

During the industrial training at **Harbarsh Hotel**, students were exposed to the practical aspects of managing different departments, gaining hands-on experience in hospitality operations. The training provided an opportunity to understand the challenges and responsibilities involved in running a hotel efficiently.

In the **Front Office/Reception Department**, students learned the importance of customer service, guest relations, and booking management. They assisted in handling reservations, responding to customer inquiries, and processing check-ins and check-outs.

The **Housekeeping Department** provided insight into maintaining cleanliness and hygiene in the hotel. Students were involved in room preparation, laundry services, and inventory management, ensuring that the hotel's standards were met.

In the **Food and Beverage Department**, students gained experience in food preparation, table setting, and customer service. They learned about menu planning, order taking, and serving guests in the restaurant and room service.

The **Finance and Accounts Department** introduced students to financial management in a hotel setting. They assisted in preparing invoices, processing payments, and keeping records of financial transactions under supervision.

The **Human Resources Department** exposed students to staff recruitment, training, and employee welfare. They learned about payroll processing, performance evaluation, and labor laws applicable to the hospitality industry.

The **Security Department** provided knowledge on safety protocols and guest security. Students observed surveillance procedures, assisted in enforcing security policies, and learned about emergency response measures.

In the **Marketing and Sales Department**, students were involved in promoting hotel services, assisting in social media marketing, and handling customer feedback. They learned how the hotel attracts and retains customers through promotions and special offers.

The **Maintenance and Engineering Department** gave students exposure to hotel infrastructure management. They observed the maintenance of electrical, plumbing, and mechanical systems, ensuring the smooth operation of facilities.

Finally, in the **Events and Banquet Department**, students assisted in planning and organizing events, including weddings, conferences, and social gatherings. They participated in event setup, guest coordination

CHAPTER FIVE

SUMMARY, CONCLUSION, AND RECOMMENDATIONS

5.1 Summary

The industrial training at Harbarsh Hotel provided students with hands-on experience in various departments, enhancing their understanding of hospitality management. Students actively participated in key operations such as front desk management, housekeeping, food and beverage services, finance, human resources, security, marketing, maintenance, and event planning. Through practical engagement, they developed skills in customer service, financial record-keeping, facility maintenance, and hotel administration.

The experience also exposed students to real-world challenges such as handling guest complaints, maintaining high hygiene standards, and managing time efficiently in a fast-paced environment. Additionally, they gained insight into teamwork, communication, and problem-solving within the hospitality industry.

Overall, the industrial training equipped students with practical knowledge and professional skills necessary for future careers in hotel management and the broader hospitality sector.

5.2 Problems Encountered During the Program

- **Inadequate Orientation** – Lack of proper briefing on roles and expectations at the beginning of the program.
- **Limited Access to Equipment** – Restricted opportunities to operate hotel systems and facilities.
- **High Workload** – Excessive tasks assigned with little supervision, leading to stress.
- **Poor Communication** – Difficulty in getting clear instructions from some staff members.
- **Accommodation and Transportation Issues** – Challenges in commuting to and from the hotel.
- **Insufficient Practical Exposure** – More observation than hands-on experience in some departments.
- **Guest-Related Challenges** – Difficulty in handling difficult customers and complaints.

- **Shortage of Work Resources** – Limited availability of necessary tools and materials.
- **Technical Issues** – Equipment breakdowns affecting workflow in certain departments.
- **Time Management Constraints** – Difficulty balancing training schedules with personal time.

5.3 Suggestions for the Improvement of the Scheme

- **Comprehensive Orientation Program** – Provide proper briefing and training at the beginning of the program to help students understand their roles and expectations.
- **Increased Hands-on Training** – Allow students to gain more practical experience rather than just observing tasks.
- **Adequate Supervision and Mentorship** – Assign experienced staff to guide students and provide feedback on their performance.
- **Better Communication Channels** – Improve staff-student interaction to ensure clear instructions and support.
- **Provision of Work Resources** – Ensure adequate availability of necessary tools, materials, and equipment for training.
- **Flexible Work Schedule** – Allow students to have reasonable working hours to avoid burnout and improve productivity.
- **Handling Guest Relations Training** – Organize workshops on managing guest complaints and improving customer service skills.
- **Transport and Accommodation Support** – Provide assistance or recommendations for transportation and lodging for students facing difficulties.
- **Regular Assessments and Feedback** – Conduct periodic evaluations to monitor students' progress and address challenges.
- **Recognition and Incentives** – Offer certificates, stipends, or incentives to motivate students and acknowledge their efforts.