

TECHNICAL REPORT
ON
STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)
AT

DOWN STREAM HOTEL & SUITES
5, ILEKEMO STREET, ITELE, ADO-ODO, OTA, OGUN STATE.

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IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE
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DEDICATION

I dedicate my Industrial Training report to Almighty God, who has given me the grace to participate in the SIWES program, to my Parents and as many that have contributed greatly to the success of my Industrial Training.

ACKNOWLEDGEMENT

I thank God who has seen me throughout my SIWES program and also thank my Industrial based supervisor who guided me through My Industrial training. I also send out my appreciation to my lecturers, friends and Coworkers for their moral support. My special thanks to my wonderful and lovely parents Mr. and Mrs. Tijani who were there for me in terms of care, prayers, financial support and others.

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CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND

The Students Industrial Work Experience Scheme (SIWES) is a work-based learning program designed to prepare students for the transition from academic life to professional careers. It is an integral part of the Nigerian educational system, aimed at equipping students with practical skills and knowledge to complement their theoretical studies. SIWES was established in 1973 by the Industrial Training Fund (ITF) in response to the growing concerns of employers about the lack of practical skills among graduates from tertiary institutions (Ezeabikwa, 1991). The scheme is a collaborative initiative involving students, tertiary institutions, employers of labor, and the ITF.

The program was introduced to address the gap between classroom learning and the real-world demands of industries. It recognizes that while theoretical knowledge is essential, it is often insufficient for solving practical problems in professional environments. SIWES provides students with opportunities to gain hands-on experience, develop technical competencies, and understand workplace ethics and culture (Agbai, 1992).

The scheme is a mandatory part of the curriculum for students studying courses such as engineering, technology, medical sciences, agriculture, education, and other applied sciences. It typically lasts for six months for university undergraduates and four months for students in polytechnics or colleges of education (ITF, 2024). Through this initiative, students are exposed to industrial practices and technologies that are not available within their academic institutions. This exposure enhances their employability and prepares them for the challenges of the modern workforce (Adebayo & Adesanya, 2013).

SIWES also serves as a platform for fostering partnerships between educational institutions and industries. These partnerships enable industries to contribute to curriculum development by providing feedback on the skills and knowledge required in the workplace. This collaboration ensures that graduates are better equipped to meet industry standards and expectations (Akinyemi & Abiodun, 2018).

In summary, SIWES is a vital component of Nigeria's educational system that bridges the gap between theory and practice. It plays a crucial role in preparing students for professional careers by equipping them with practical skills, knowledge, and experiences that are essential for success in their chosen fields.

1.2 BRIEF HISTORICAL DEVELOPMENT OF SIWES

The history of SIWES dates back to the early 1970s when Nigeria experienced rapid industrial growth following its independence. This growth created a demand for skilled manpower to operate and manage industrial facilities. However, employers soon realized that graduates from tertiary institutions lacked the practical skills needed to perform effectively in the workplace (Ezeabikwa, 1991).

In response to this challenge, the Industrial Training Fund (ITF) was established in 1971 by Decree No. 47 with a mandate to promote skill acquisition and manpower development in Nigeria. Two years later, in 1973, SIWES was introduced as one of ITF's flagship programs aimed at addressing the skill gap among graduates (ITF, 2024). Initially, SIWES was fully funded and managed by ITF. The program targeted students in engineering and technology-related fields who required practical training as part of their academic curriculum (Adebayo & Adesanya, 2013).

By 1978, financial constraints forced ITF to withdraw from direct management of SIWES. The Federal Government subsequently transferred oversight responsibilities to the National Universities Commission (NUC) for universities and the National Board for Technical

Education (NBTE) for polytechnics and colleges of education (Legit.ng, 2022). However, this arrangement proved ineffective due to inadequate funding and poor coordination among stakeholders. In 1984, management responsibilities were returned to ITF under a new funding arrangement supported by the Federal Government (SmartBukites, 2023).

Over time, SIWES has undergone significant changes aimed at improving its effectiveness and expanding its scope. Initially limited to engineering and technology disciplines, it now includes other fields such as medical sciences, agriculture, business administration, and education. These changes reflect an ongoing commitment to align SIWES with evolving industry needs and national development goals (Akinyemi & Abiodun, 2018).

Today, SIWES is recognized as one of Nigeria's most successful initiatives for bridging the gap between academic learning and industrial practice. It has become an essential component of tertiary education in Nigeria, contributing significantly to skill development and employability among graduates.

1.3 OBJECTIVES OF SIWES

The primary objectives of SIWES are multifaceted and aim to enhance both student learning and industry engagement:

- To provide students with industrial skills and experience relevant to their field of study.
- To expose students to work methods and techniques that may not be available in their academic institutions.
- To facilitate a smoother transition from academic life to professional employment by enhancing students' networks with potential employers.
- To allow students to apply theoretical knowledge in practical settings, thereby bridging the gap between theory and practice.

- To strengthen employer participation in the educational process by fostering collaboration between educational institutions and industries (Ezeabikwa, 1991; ITF, 2024).

CHAPTER TWO

DESCRIPTION OF THE ESTABLISHMENT OF ATTACHMENT

2.1 LOCATION AND BRIEF HISTORY OF ESTABLISHMENT

Down Stream Hotel & Suites, a beacon of hospitality in the burgeoning Itele community, is strategically located at 5, Ilekemo Street, Itele, Ado-Odo/Ota, Ogun State. This location is particularly advantageous, positioning the hotel within easy reach of the industrial heartland of Ota while also offering a tranquil escape from the urban clamor. Itele itself is a rapidly developing suburb, characterized by a blend of residential areas and emerging commercial activities, making Down Stream Hotel & Suites a pivotal establishment in the area's growth.

The story of Down Stream Hotel & Suites is one of local vision and entrepreneurial spirit. It was conceived in 2014 and officially established in early 2015 by Mr. Olufemi Adebayo, a native of Ogun State. Mr. Adebayo, having spent several years working in the hospitality sector in Lagos, recognized a gap in the market for a high-quality, yet affordable, lodging option in the Ota region. He envisioned a hotel that could cater to both the business community, drawn by Ota's industrial presence, and leisure travelers seeking a comfortable and accessible getaway.

The hotel began as a modest 12-room guesthouse, emphasizing personalized service and a welcoming atmosphere. Mr. Adebayo's hands-on approach and commitment to guest satisfaction quickly earned the establishment a loyal following. The initial success was largely attributed to word-of-mouth referrals and a strong focus on building relationships with local businesses and organizations.

In 2017, buoyed by its initial success and growing demand, Down Stream Hotel & Suites embarked on an ambitious expansion project. This involved the addition of a new wing, increasing the room count to 50 suites, and the introduction of several new amenities. These included a multi-cuisine restaurant ("The Lagoon"), a well-stocked bar ("The Waterfall

Lounge"), a fitness center, a business center, and an outdoor swimming pool. The expansion was financed through a combination of reinvested profits and a commercial loan from a regional bank, attesting to the confidence in the hotel's long-term viability.

Over the years, Down Stream Hotel & Suites has evolved into a landmark establishment in Itele, contributing significantly to the local economy through job creation and increased tourism. It has also received several accolades, including the "Ogun State Hospitality Award" in 2020 and 2022, recognizing its commitment to excellence in service and hospitality. The hotel is actively involved in community initiatives, supporting local schools and providing training opportunities for young people interested in pursuing careers in the hospitality industry.

2.2 OBJECTIVES OF ESTABLISHMENT

Down Stream Hotel & Suites operates with a clear and comprehensive set of objectives that guide its strategic direction and daily operations:

- **Delivering Unparalleled Guest Satisfaction:** The primary objective is to consistently exceed guest expectations by providing exceptional service, comfortable accommodations, and a welcoming atmosphere. This involves continuous staff training, gathering guest feedback, and implementing improvements based on that feedback.
- **Maintaining Superior Quality Standards:** The hotel is committed to upholding the highest standards of quality in all aspects of its operations. This encompasses room cleanliness, food quality, service efficiency, and the overall maintenance of the property. Regular inspections and quality audits are conducted to ensure compliance with these standards.
- **Achieving Sustainable Financial Performance:** Down Stream Hotel & Suites aims to achieve long-term financial sustainability and profitability by maximizing revenue,

controlling costs, and efficiently managing resources. This involves strategic pricing, effective marketing, and prudent financial management practices.

- **Contributing to Local Community Development:** The hotel recognizes its role as a responsible corporate citizen and is committed to contributing to the economic and social well-being of the Itele community. This is achieved through job creation, support for local businesses, sponsorship of community events, and engagement in charitable activities.
- **Fostering a Positive and Supportive Work Environment:** Down Stream Hotel & Suites believes that its employees are its greatest asset and strives to create a positive and supportive work environment. This involves providing competitive wages and benefits, offering opportunities for professional development, and promoting a culture of teamwork and respect.
- **Embracing Innovation and Continuous Improvement:** The hotel is committed to embracing innovation and continuously seeking ways to improve its operations and enhance the guest experience. This involves staying abreast of industry trends, investing in new technologies, and encouraging employee creativity and initiative.
- **Promoting Environmental Sustainability:** Down Stream Hotel & Suites is dedicated to minimizing its environmental impact and promoting sustainable practices. This includes energy conservation, waste reduction, water management, and the use of eco-friendly products.

2.3 ORGANIZATION STRUCTURE

Down Stream Hotel & Suites has a hierarchical organizational structure designed to ensure efficient management and clear lines of authority. The structure comprises the following key positions and departments:

- **Owner/Managing Director (Mr. Olufemi Adebayo):** As the founder and owner, Mr. Adebayo provides overall strategic direction and oversees all aspects of the hotel's operations. He is responsible for setting the vision, making key decisions, and ensuring the long-term success of the business.
- **General Manager (GM):** The General Manager is responsible for the day-to-day management of the hotel, ensuring smooth operations and high levels of guest satisfaction. The GM reports directly to the Owner/Managing Director and oversees all department heads.
- **Assistant General Manager (AGM):** The Assistant General Manager assists the GM in managing the hotel's operations and assumes responsibility in the GM's absence. The AGM also oversees specific projects and initiatives as assigned by the GM.
- **Department Heads:** The hotel's operations are divided into several key departments, each headed by a Department Head who reports to the GM. These departments include:
 - **Front Office Department:** Headed by the Front Office Manager.
 - **Housekeeping Department:** Headed by the Housekeeping Manager.
 - **Food & Beverage (F&B) Department:** Headed by the F&B Manager.
 - **Kitchen Department:** Headed by the Executive Chef.
 - **Sales & Marketing Department:** Headed by the Sales & Marketing Manager.
 - **Finance & Accounting Department:** Headed by the Finance Manager.

- **Human Resources (HR) Department:** Headed by the HR Manager.
- **Security Department:** Headed by the Security Manager.
- **Maintenance Department:** Headed by the Maintenance Manager.
- **Supervisors and Team Leaders:** Each department is further divided into smaller teams, each led by a Supervisor or Team Leader who reports to the Department Head. These Supervisors are responsible for overseeing the daily tasks of their team members and ensuring that work is completed efficiently and effectively.
- **Frontline Staff:** The frontline staff consists of the employees who directly interact with guests and provide services, such as front desk agents, room attendants, servers, and bartenders. These employees are the face of the hotel and play a crucial role in shaping the guest experience.

2.4 DEPARTMENTS IN THE ESTABLISHMENT AND THEIR FUNCTIONS

Down Stream Hotel & Suites is organized into several key departments, each with specific functions and responsibilities that contribute to the overall success of the hotel:

- **Front Office Department:** The Front Office Department is the nerve center of the hotel, serving as the primary point of contact for guests. Its functions include:
 - Handling reservations and inquiries via phone, email, and online channels.
 - Greeting guests upon arrival and providing efficient check-in services.
 - Providing information about the hotel's facilities and services.
 - Assisting guests with requests and complaints.
 - Processing check-outs and settling guest accounts.
 - Managing the hotel's switchboard and handling incoming calls.

- **Housekeeping Department:** The Housekeeping Department is responsible for maintaining the cleanliness, hygiene, and overall appearance of guest rooms and public areas. Its functions include:
 - Cleaning and sanitizing guest rooms, including making beds, dusting furniture, and vacuuming carpets.
 - Changing linens and towels.
 - Restocking amenities such as toiletries and coffee supplies.
 - Cleaning and maintaining public areas such as hallways, lobbies, and restrooms.
 - Managing laundry operations.
- **Food & Beverage (F&B) Department:** The Food & Beverage Department is responsible for providing dining and beverage services to guests. Its functions include:
 - Operating the hotel's restaurant ("The Lagoon"), offering a diverse menu of local and international cuisine.
 - Managing the hotel's bar ("The Waterfall Lounge"), serving a wide selection of alcoholic and non-alcoholic beverages.
 - Providing room service to guests who prefer to dine in their rooms.
 - Catering for banquets, conferences, and other special events.
- **Kitchen Department:** The Kitchen Department, led by the Executive Chef, is responsible for preparing all food items served in the hotel's restaurant, bar, and room service operations. Its functions include:
 - Planning menus and developing new recipes.
 - Ordering and managing food supplies.
 - Preparing meals according to established recipes and quality standards.

- Ensuring food safety and hygiene.
 - Supervising kitchen staff.
- **Finance & Accounting Department:** The Finance & Accounting Department is responsible for managing the hotel's financial resources and ensuring accurate financial reporting. Its functions include:
 - Preparing budgets and financial forecasts.
 - Managing accounts payable and accounts receivable.
 - Processing payroll.
 - Preparing financial statements and reports.
 - Conducting internal audits.
- **Sales & Marketing Department:** The Sales & Marketing Department is responsible for promoting the hotel and attracting new customers. Its functions include:
 - Developing and implementing marketing strategies.
 - Managing the hotel's website and social media presence.
 - Conducting sales calls and attending trade shows.
 - Negotiating contracts with corporate clients and tour operators.
 - Managing public relations and media relations.
- **Human Resources (HR) Department:** The Human Resources Department is responsible for managing the hotel's workforce. Its functions include:
 - Recruiting and hiring new employees.
 - Providing training and development opportunities for employees.
 - Managing employee benefits and compensation.
 - Handling employee relations issues.
 - Ensuring compliance with labor laws and regulations.

- **Security Department:** The Security Department is responsible for ensuring the safety and security of guests, employees, and the property. Its functions include:
 - Patrolling the hotel premises.
 - Monitoring security cameras and alarm systems.
 - Responding to security incidents.
 - Enforcing hotel policies and procedures.
 - Providing security escorts for guests.
- **Maintenance Department:** The Maintenance Department is responsible for maintaining the physical infrastructure of the hotel. Its functions include:
 - Performing routine maintenance and repairs on equipment and systems.
 - Responding to maintenance requests from guests and staff.
 - Managing the hotel's landscaping and grounds.
 - Overseeing renovation and construction projects.

CHAPTER THREE

INDUSTRIAL EXPERIENCE

3.1 WORK DONE

During my 14-week Students Industrial Work Experience Scheme (SIWES) at Down Stream Hotel & Suites, I was assigned to the Finance Department. This placement provided me with invaluable hands-on experience in the financial operations of a hospitality establishment, offering practical insights into accounting principles, financial management, and the day-to-day challenges of maintaining financial stability in a dynamic business environment. My role was designed to expose me to a wide range of tasks, contributing to the overall efficiency and accuracy of the department's functions.

My daily responsibilities included a diverse set of tasks aimed at providing a holistic understanding of the financial operations within the hotel. These included:

- **Assisting with Daily Revenue Audits:** I was actively involved in auditing the daily revenue generated by various departments, including the Front Office, Restaurant, Bar, and Room Service. This entailed verifying cash register totals, reconciling credit card transactions, and ensuring accuracy in all revenue postings. My responsibilities extended to identifying discrepancies, investigating the causes, and reporting findings to the Senior Accountant. This task instilled in me a deep understanding of revenue recognition principles and the importance of meticulous attention to detail in financial record-keeping.
- **Processing Accounts Payable:** I played a crucial role in the accounts payable process, handling invoices from various suppliers, including food vendors, beverage distributors, laundry services, and utility companies. My responsibilities included verifying the accuracy of invoices, matching them with purchase orders and delivery receipts, and entering the invoices into the accounting system for payment processing.

This task provided me with a comprehensive understanding of procurement processes, vendor management, and the importance of maintaining strong relationships with suppliers.

- **Managing Petty Cash Transactions:** I was entrusted with the responsibility of managing the petty cash fund, which was used for minor expenses such as office supplies, transportation costs, and small repairs. My duties included disbursing funds according to established procedures, maintaining a detailed record of all transactions, and reconciling the cash balance on a regular basis. This task enhanced my understanding of internal controls and the importance of safeguarding company assets.
- **Assisting with Payroll Preparation:** I supported the Finance team in preparing the monthly payroll for all hotel employees. This involved gathering employee time sheets, calculating wages, deductions, and taxes, and entering the data into the payroll system. I also assisted in preparing payroll reports and distributing paychecks to employees. This task provided me with valuable insights into payroll regulations, tax compliance, and the importance of maintaining confidentiality.
- **Reconciling Bank Statements:** I was involved in the process of reconciling the hotel's bank statements with the accounting records. This entailed comparing the bank statement to the cash book, identifying any outstanding checks or deposits, and investigating any discrepancies. This task required meticulous attention to detail and strong analytical skills, reinforcing the importance of accurate record-keeping and financial control.
- **Preparing Financial Reports:** I assisted in the preparation of various financial reports, including income statements, balance sheets, and cash flow statements. This involved gathering financial data from various sources, analyzing the data, and

presenting it in a clear and concise format. This task provided me with a deeper understanding of financial reporting standards and the importance of financial analysis in decision-making.

- **Assisting with Budget Preparation:** I supported the Finance Manager in preparing the annual budget for the hotel. This involved gathering historical financial data, researching industry trends, and analyzing departmental budget requests. This provided me with insight into the budgeting process and the factors that influence financial planning.
- **Maintaining Financial Records and Filing Systems:** I was responsible for organizing and maintaining the hotel's financial records, ensuring that they were properly filed and easily accessible. This involved creating and maintaining filing systems, archiving old records, and ensuring compliance with record retention policies. This task emphasized the importance of data management and the need for attention to detail in maintaining organized and accessible records.

Overall, my SIWES experience in the Finance Department at Down Stream Hotel & Suites was an exceptional opportunity to apply my academic knowledge to real-world situations, develop valuable professional skills, and gain a deeper understanding of the financial operations of a hospitality establishment.

3.2 TOOLS AND EQUIPMENT USED

During my SIWES program, I had the opportunity to work with a variety of tools and equipment commonly used in a finance department. These included:

- **Computers:** I used desktop and laptop computers daily for various tasks such as data entry, report writing, email communication, and accessing online resources. I became proficient in using Microsoft Office Suite (Word, Excel, PowerPoint), particularly Excel for data analysis and financial modeling.
- **Accounting Software (QuickBooks):** I gained hands-on experience using QuickBooks accounting software to record financial transactions, generate reports, and manage accounts. I learned how to navigate the software, input data accurately, and troubleshoot common issues.
- **Point of Sale (POS) Systems:** I worked with the hotel's Point of Sale (POS) systems to track sales and revenue generated by the Front Office, Restaurant, and Bar. This involved learning how to use the system to record transactions, generate reports, and reconcile cash drawers.
- **Printers and Scanners:** I utilized printers for printing financial reports, payment vouchers, and other documents. I also used scanners to digitize invoices, receipts, and other supporting documentation.
- **Photocopying Machines:** I used photocopying machines for reproducing financial documents, creating multiple copies of reports, and assisting with administrative tasks.
- **Calculators:** I used calculators for performing various calculations related to financial transactions, such as calculating interest, depreciation, and tax liabilities.
- **Shredders:** I used shredders to destroy confidential financial documents, ensuring compliance with data protection regulations.

3.3 SAFETY PRECAUTIONS

While the Finance Department at Down Stream Hotel & Suites offered a generally safe working environment, it was essential to adhere to safety precautions to prevent accidents and ensure a healthy workspace. I observed and practiced the following safety measures:

- **Ergonomics:** I maintained proper posture while working at the computer to prevent musculoskeletal problems. I ensured that my chair was adjusted to the correct height, my monitor was at eye level, and my keyboard and mouse were positioned comfortably. I took regular breaks to stretch and move around to avoid stiffness and fatigue.
- **Electrical Safety:** I avoided overloading electrical sockets and ensured that all electrical equipment was properly grounded. I reported any faulty wiring or damaged equipment to the appropriate personnel. I made sure to unplug electrical devices when not in use to conserve energy and prevent electrical hazards.
- **Fire Safety:** I familiarized myself with the location of fire extinguishers and emergency exits. I understood the procedures for evacuating the building in case of a fire and participated in fire drills when conducted. I also made sure to keep flammable materials away from electrical equipment and heat sources.
- **Data Security:** I adhered to strict data security protocols to protect confidential financial information. I used strong passwords, logged out of my computer when not in use, and avoided sharing sensitive information via email or other unsecured channels. I also followed the organization's policies on data storage and disposal to prevent unauthorized access or disclosure.
- **Confidentiality:** I maintained the confidentiality of all financial information and avoided discussing sensitive matters with unauthorized individuals. I understood the

importance of protecting the organization's financial interests and adhering to ethical standards.

- **COVID-19 Precautions:** I adhered to all COVID-19 safety protocols, including wearing a face mask, washing my hands frequently, and maintaining social distancing. I also followed the organization's guidelines on hygiene and sanitation to prevent the spread of the virus.
- **Secure Handling of Cash:** When handling cash, I followed established procedures to prevent theft or loss. This included counting cash in a secure location, using a cash drawer with a locking mechanism, and making frequent deposits to the bank.

3.4 CHALLENGES FACED DURING MY SIWES PROGRAMME

During my SIWES program, I encountered several challenges that tested my adaptability and problem-solving skills. These included:

- **Limited Initial Knowledge of QuickBooks Accounting Software:** Initially, I had limited experience with QuickBooks accounting software, which is the primary tool used by the Finance Department. This made it challenging to complete tasks efficiently and accurately. To overcome this, I sought assistance from my supervisor and colleagues, utilized online tutorials, and practiced using the software during my free time. I also attended training sessions offered by the hotel to enhance my skills.
- **Dealing with a High Volume of Financial Transactions:** During peak periods, such as month-end closing and during busy tourist seasons, I found it challenging to handle the large number of financial transactions efficiently and accurately. The pressure to meet deadlines and ensure data integrity was significant. To address this, I improved my time management skills, prioritized tasks effectively, and sought clarification from my supervisor when unsure of how to process specific transactions. I also learned to use keyboard shortcuts and other efficiency tips to streamline the data entry process.

- **Understanding Complex Accounting Concepts Specific to the Hospitality**

Industry: Some of the accounting concepts used by the Finance Department, such as revenue recognition for hotel rooms and food and beverage sales, depreciation of hotel assets, and allocation of overhead costs, were initially difficult for me to grasp. To gain a better understanding, I researched these concepts online, consulted with my supervisor and colleagues, and reviewed relevant textbooks and accounting standards specific to the hospitality industry.

- **Reconciling Discrepancies in Financial Records:** I encountered several instances where there were discrepancies between the accounting records and supporting documentation, such as invoices and bank statements. Resolving these discrepancies required meticulous attention to detail, analytical skills, and the ability to trace transactions through multiple systems, including the POS system and the accounting software. To improve my skills in this area, I sought guidance from my supervisor and colleagues and practiced reconciling different types of financial records.

- **Maintaining Confidentiality of Sensitive Financial Information in a High-Traffic Environment:** As a member of the Finance Department, I had access to highly sensitive financial information, such as guest credit card details, employee salaries, and the hotel's financial performance data. Maintaining the confidentiality of this information was a critical responsibility, especially in a busy hotel environment where there was a constant flow of people. To ensure compliance, I adhered to strict data security protocols, avoided discussing sensitive matters with unauthorized individuals, and followed the organization's policies on data storage and disposal.

CHAPTER FOUR

SUMMARY, CONCLUSION AND RECOMMENDATIONS

4.1 SUMMARY

This Students Industrial Work Experience Scheme (SIWES) report summarizes my 14-week industrial training at Down Stream Hotel & Suites, specifically within the Finance Department. The primary goal of this SIWES program was to provide me with practical, hands-on experience in the financial operations of a hospitality establishment, bridging the gap between theoretical knowledge acquired in the classroom and the real-world application of accounting principles and financial management.

During my attachment, I actively participated in a diverse range of tasks that contributed to the daily operations of the Finance Department. These tasks included assisting with daily revenue audits, processing accounts payable, managing petty cash transactions, assisting with payroll preparation, reconciling bank statements, preparing financial reports, assisting with budget preparation, and maintaining financial records and filing systems. I utilized a variety of tools and equipment, including computers, QuickBooks accounting software, Point of Sale (POS) systems, printers, scanners, calculators, and shredders.

I also learned about the importance of adhering to safety precautions to prevent accidents and ensure a healthy and secure working environment. These included ergonomics, electrical safety, fire safety, data security, confidentiality, secure handling of cash, and COVID-19 precautions.

I encountered several challenges during my SIWES program, including limited initial knowledge of QuickBooks accounting software, dealing with a high volume of financial transactions, understanding complex accounting concepts specific to the hospitality industry, reconciling discrepancies in financial records, and maintaining confidentiality of sensitive

financial information in a high-traffic environment. However, I viewed these challenges as valuable learning opportunities and actively sought ways to overcome them.

Overall, my SIWES experience in the Finance Department at Down Stream Hotel & Suites was an exceptional opportunity to apply my academic knowledge to real-world situations, develop valuable professional skills, and gain a deeper understanding of the financial operations of a hospitality establishment. The program provided me with practical insights into accounting principles, financial management, and the challenges of maintaining financial stability in a dynamic business environment.

4.2 CONCLUSION

Based on my experiences during the SIWES program at Down Stream Hotel & Suites, I can confidently conclude that the program is an invaluable component of the academic curriculum for students in Banking and Finance, particularly those interested in pursuing careers in the hospitality industry. The SIWES program effectively provides students with the opportunity to gain practical experience, develop essential skills, and enhance their understanding of the professional world.

My time in the Finance Department at Down Stream Hotel & Suites allowed me to witness firsthand the application of accounting principles in a real-world setting, the importance of financial control in a dynamic business environment, and the role of the finance department in supporting the overall mission of the hotel. I developed a stronger understanding of accounting software, improved my analytical skills, and gained valuable experience in working as part of a team.

The challenges I encountered during my SIWES program provided me with opportunities for personal and professional growth. I learned how to overcome obstacles, adapt to new situations, and seek guidance from experienced professionals. The skills and knowledge I

gained during this program have significantly enhanced my confidence and prepared me for a future career in the field of finance, particularly within the hospitality sector.

4.3 RECOMMENDATIONS

Based on my observations and experiences during the SIWES program at Down Stream Hotel & Suites, I would like to offer the following recommendations to improve the program for future participants and enhance the effectiveness of the Finance Department:

- **Provide More Comprehensive Training on QuickBooks Accounting Software and Hospitality-Specific Financial Practices:** Recognizing that many students may have limited prior experience with specific accounting software used in the workplace, providing more comprehensive training on QuickBooks accounting software, with a specific focus on hospitality-related financial practices, would better prepare students for their tasks and enhance their productivity. This training could include hands-on workshops, online tutorials, and access to experienced trainers who are familiar with the software and the specific financial challenges of the hospitality industry.
- **Implement a Structured Mentorship Program with Clearly Defined Goals:** While I received valuable support from my supervisor and colleagues, a more structured mentorship program with clearly defined goals could further enhance the learning experience for SIWES students. Assigning a dedicated mentor to each student would provide them with a consistent source of guidance, support, and feedback. Mentors could provide advice on career development, help students navigate challenges, and provide opportunities for networking within the hospitality industry.
- **Enhance Exposure to Advanced Financial Analysis and Decision-Making:** While I was involved in various tasks, I believe that increasing exposure to advanced financial analysis and decision-making would further enhance the learning

experience. This could include tasks such as participating in financial forecasting, conducting variance analysis, and assisting with investment decisions. Providing students with opportunities to work on more complex tasks would allow them to develop higher-level skills and gain a deeper understanding of the strategic role of finance in the hospitality industry.

- **Strengthen Data Security and Confidentiality Training, with a Focus on PCI Compliance:** Given the sensitive nature of financial information and the increasing threat of cybercrime, it is essential to provide students with comprehensive training on data security and confidentiality, with a specific focus on Payment Card Industry (PCI) compliance standards. This training should cover topics such as password security, data encryption, phishing awareness, and compliance with relevant regulations.
- **Promote Closer Collaboration between Down Stream Hotel & Suites and Participating Academic Institutions:** To ensure that the SIWES program is aligned with the curriculum and learning objectives of participating institutions, it is essential to promote closer collaboration between Down Stream Hotel & Suites and these institutions. This could include regular meetings between hotel staff and faculty members to discuss program requirements, student performance, and areas for improvement.
- **Develop a Formal Feedback Mechanism for SIWES Students to Provide Input on Their Experiences and the Hotel's Operations:** Implementing a formal feedback mechanism would allow SIWES students to provide input on their experiences and offer suggestions for improving the hotel's operations. This feedback could be collected through surveys, interviews, or focus groups, and should be used to identify areas for improvement and to recognize and reward outstanding performance.