



**A REPORT ON:  
STUDENTS' INDUSTRIAL WORK EXPERIENCE SCHEME (S  
IWES).**

**HELD AT:**

**MATTEL OIL AND GAS COMPANY NIGERIA LIMITED.**

**BY**

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ND/23/PT/BAM/0435**

**SUBMITTED TO:**

**DEPARTMENT OF BUSINESS ADMINISTRATION  
INSTITUTE OF FINANCE AND MANAGEMENT STUDIES  
IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR  
THE AWARD OF NATIONAL DIPLOMA (ND) IN BUSINESS**

# **ADMINISTRATION.**

## **TABLE OF CONTENTS**

1. Dedication
2. Introduction
3. Job Description and Responsibilities
4. Skills Acquired
5. Challenges Faced
6. Conclusion and Recommendations

## **Dedication**

This is dedicated to God Almighty, The author and finisher of my faith, for his blooming love and protection over my life.

## **INTRODUCTION**

The Students' Industrial Work Experience Scheme (SIWES) is a program designed to provide students with practical experience in their chosen field. Siwes (Students Industrial Work Experience Scheme), is a scheme for the duration of sixteen weeks (4 months). Siwes is done after the first year in Polytechnic (ND1); and done after second year or third year in universities depending on the institution.

The effective management of student industrial work experience scheme (SIWES) has been as a result of the cooperation and well played roles of the federal Government, I.T.F, and supervising agencies. As a Business Administration student at Kwara State Polytechnic, I participated in the SIWES program at MATTEL OIL and GAS COMPANY

## **JOB DESCRIPTION AND RESPONSIBILITIES:**

During my SIWES program, I was assigned to the sales department of Mattel Oil and Gas Company Nigeria Limited. My job responsibilities included learning about the sales of gas and other related products. I was also responsible for observing and assisting the staff in their daily activities.

## **SKILLS AND KNOWLEDGE ACQUIRED**

During the SIWES program, I acquired the following skills and knowledge:

1. Introduction to departments at the oil and gas company
2. Moral lessons on how to relate with customers
3. Learning of how to fill gas
4. How to record sales into a ledger
5. Repair of technical tools in the company
6. How to sort out issues of gas leakage and burner blockage

## **DETAILS:**

### **➤ Introduction to departments at the oil and gas company:**

During my SIWES program at Mattel Oil and Gas Company Nigeria Limited, I had the opportunity to be introduced to the various departments that make up the organization. This introduction was a valuable learning experience for me, as it helped me to understand the different roles and responsibilities of each department.

The departments I was introduced to included the sales department, the marketing department, the operations department, and the maintenance department. Each department had its unique functions and responsibilities, and I was impressed by the level of organization and coordination that existed between the departments.

For instance, the sales department was responsible for selling gas and other related products to customers. The marketing department, on the other hand, was responsible for promoting the company's products and services through various marketing strategies. The operations department was responsible for overseeing the day-to-day activities of the company, including the delivery of products to customers. Finally, the maintenance department was responsible for

or ensuring that the company's equipment and facilities were in good working condition.

Through this introduction, I gained a deeper understanding of the inner workings of an oil and gas company and the various roles that different departments play in ensuring the smooth operation of the organization. This knowledge has been invaluable in helping me to understand the industry better and to appreciate the importance of teamwork and coordination in achieving organizational goals.

### ➤ **Moral lessons on how to relate with customers:**

One of the most valuable skills I acquired during my SIWE S program at Mattel Oil and Gas Company Nigeria Limited was the moral lessons on how to relate with customers. As a sales trainee, I had the opportunity to interact with customers on a daily basis, and I learned the importance of providing excellent customer service.

The staff at Mattel Oil and Gas Company Nigeria Limited were very customer-focused, and they taught me the importance of being friendly, courteous, and respectful when dealing with customers. They also taught me how to listen actively to customers, how to respond to their queries and concerns, and how to resolve conflicts in a professional and courteous manner. Through this training, I learned that



providing excellent customer service is not just about meeting the customer's needs, but also about building trust and loyalty with the customer. I also learned that excellent customer service is essential for building a positive reputation for the company and for attracting repeat business.

I have found this training to be very useful in my interactions with customers, and I believe that it will continue to be valuable in my future career as a business administrator.

### ➤ **Learning of how to fill gas:**

During my SIWES program at Mattel Oil and Gas Company Nigeria Limited, I had the opportunity to learn how to fill gas cylinders safely and efficiently. This training was provided by the company's staff, who were experienced in the handling and filling of gas cylinders.

The training covered the procedures for filling gas cylinders, including the importance of checking the cylinder for any signs of damage or wear before filling, the correct way to connect the filling hose to the cylinder, and the procedures for filling the cylinder with gas.

I also learned about the safety precautions that need to be taken when filling gas cylinders, including the importance of wearing protective clothing and eyewear, and the need to ensure that the filling area is well-ventilated and free from

m any sources of ignition.

Through this training, I gained a deeper understanding of the procedures and safety precautions involved in filling gas cylinders, and I am confident that I can apply this knowledge in a practical setting.

### ➤ **How to record sales into a ledger:**

During my SIWES program at Mattel Oil and Gas Company Nigeria Limited, I had the opportunity to learn how to record sales into a ledger. This training was provided by the company's accountant, who was experienced in financial record-keeping.

The training covered the procedures for recording sales into a ledger, including the importance of accurately recording the date, time, and amount of each sale, and the need to ensure that the ledger is balanced and up-to-date.

I also learned about the different types of ledgers that are used in accounting, including the sales ledger, the purchases ledger, and the general ledger. I also learned about the importance of reconciling the ledger with the company's bank statements and other financial records.

Through this training, I gained a deeper understanding of the procedures and importance of recording sales into a ledger.

dger, and I am confident that I can apply this knowledge in a practical setting.

### ➤ **Repair of technical tools in the company:**

During my SIWES program at Mattel Oil and Gas Company Nigeria Limited, I had the opportunity to learn about the repair of technical tools in the company. This training was provided by the company's maintenance staff, who were experienced in the repair and maintenance of technical equipment.

The training covered the procedures for repairing and maintaining technical tools, including the importance of identifying the problem, diagnosing the cause, and applying the appropriate solution. I also learned about the different types of technical tools used in the company, including pumps, compressors, and generators. I also learned about the importance of regular maintenance and servicing of technical tools to prevent breakdowns and ensure optimal performance.

Through this training, I gained a deeper understanding of the procedures and importance of repairing and maintaining technical tools, and I am confident that I can apply this knowledge in a practical setting.

### ➤ **How to sort out issues of gas leakage and burner b**

## **lockage:**

During my SIWES program at Mattel Oil and Gas Company Nigeria Limited, I had the opportunity to learn about how to sort out issues of gas leakage and burner blockage. This training was provided by the company's technical staff, who were experienced in handling gas-related issues.

The training covered the procedures for identifying and resolving gas leakage and burner blockage issues, including the importance of using safety equipment, such as gloves and safety glasses, and the need to follow established protocols for handling gas-related emergencies. I also learned about the different types of gas leakage and burner blockage issues that can occur, including leaks caused by worn-out seals or damaged pipes, and blockages caused by debris or sediment buildup. Through this training, I gained a deeper understanding of the procedures and importance of sorting out issues of gas leakage and burner blockage, and I am confident that I can apply this knowledge in a practical setting.

## **CHALLENGES AND SOLUTIONS**

During the SIWES program, I did not face any significant challenges. However, as a trainee, it was initially challenging to get along with customers. But after receiving training on how to relate with customers, everything became easy.

## **CONCLUSION**

In conclusion, the SIWES program has provided me with valuable practical experience and skills that have enhanced my understanding of the oil and gas industry. I recommend that students should take the SIWES program seriously and be proactive in seeking opportunities to learn and develop their skills.

## **RECOMMENDATION**

To improve future SIWES placement, I recommend:

- Providing more comprehensive training programs for students.
- Encouraging feedback and evaluation from students.
- Developing mentorship programs for students.