



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

**HELD AT  
CHIPOPO HOTEL AND LOUNGE BAR  
NO. 7 AKINPELU STREET OFF BABA ODE ROAD,  
ONIBUKUN BUSTOP ATA OTA, IDIROKO ROAD.**

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## **TABLE OF CONTENT**

Title page

Table of content

Dedication

Acknowledgements

### **TABLE OF CONTENTS**

#### **CHAPTER ONE**

1.0 Introduction

1.1 History of SIWES

1.2 Aims and Objectives of SIWES

1.3 Relevance and Justification of SIWES

#### **CHAPTER TWO**

2.1 Description of Organization

2.2 Location of organization

2.3 Objective of Organization

2.4 Organizational Structure of Organization

2.5 Departments and Functions

#### **CHAPTER THREE**

3.1 Work Carried out during SIWES

#### **CHAPTER FOUR**

4.1 Work Done and Experience Gained

#### **CHAPTER FIVE**

5.1 Summary

5.2 Conclusion

5.3 Recommendations

## **DEDICATION**

I dedicate this technical report to the Almighty Allah, the giver of knowledge, wisdom and who is rich in mercy.

## **ACKNOWLEDGEMENT**

I use this opportunity to express my profound gratitude and deep regards to the creator of heaven and earth, the one who knows the beginning and the end, the alpha and the omega, the Almighty Allah. Thank You for seeing me through this SIWES programme.

Also, to my parents **MR. and MRS. ODU** for their blessings, help and guidance given by them, time to time has carry me so far and shall carry on the journey of life on which I am about to embark. I, also take this opportunity to express a deep sense of gratitude to compliment my mentor for his cordial support valuable information and guidance which helped me in completing my SIWES through various stages.

## **CHAPTER ONE**

### **1.0 INTRODUCTION**

SIWES stands for Students Industrial Work Experience Scheme. It is the accepted skills training program, which forms part of the approved minimum Academic standards in the various degree program for all Nigerian tertiary Universities (N.U.C 1996). SIWES goes a long way inputting to test the level of knowledge a student has acquired during the industrial training program.

The student industrial work experience scheme {SIWES} is an appreciable skills/training which is included as part of the minimum academic standard in Nigeria tertiary institution. The scheme is a participatory program involving universities, polytechnics and technical colleges for student of various institutions in Nigeria. It is run jointly by the Industrial Training Fund (I.T.F). The SIWES was established as a result of realization by the Federal Government in 1971, of the need to introduce a new dimension to the quality and standard of education obtained in the country in order to achieve the much-needed technology advancement, because it has been shown that a correlation exist a country level of economic, technological development and its level of investment in manpower (oniyide; 2000).

SIWES goes a long way inputting to test the level of knowledge a student has acquired during the industrial training program. It is an effort to bridge the gap existing between theory and other practice of architecture, engineering and technology, sciences, agriculture and other professional educational programs in the Nigerian tertiary institutions. It is aimed at exposing students to machines and equipment and professional work methods in industries and other organizations. The scheme is a tripartite program, involving the students, the universities and the industries (employers of labor). It affords students the opportunity to familiarize and expose themselves to the knowledge and experience needed in handling equipment that is not readily available in their various institutions. Before the establishment of this scheme, employers believed that the theoretical education in tertiary institutions were not adequate enough to meet most of the needs of employers of labor.

## **1.1 HISTORY AND BACKGROUND OF SIWES**

In the early stages of education development in Nigeria, there was a problem with the gap between students' theory and practical skills. Therefore, there was a need to allow students to get real work experience. The program was created to give students experience in addition to theoretical learning. The industrial training policy was introduced by the Federal Government of Nigeria in 1973. Therefore, this project was necessary to improve the practical skills of students.

SIWES was established by ITF (Industrial Training Funds) in the year 1973 to solve the problem of lack of adequate proper skills for employment of tertiary institution graduates by Nigerian Industries. The Students' Industrial Work Experience Scheme (SIWES) was founded to be a skill training programme to help expose and prepare students of universities, polytechnics and colleges of education for the industrial work situation to be met after graduation. This scheme serves as a smooth transition from the classroom to the world of work and further helps in the application of knowledge. The scheme provides students with the opportunity of acquainting and exposing themselves to the experience required in handling and managing of equipment and machinery that are usually not made available in their institutions. Before this scheme was established, there was a growing concern and trend noticed by industrialists that graduates of higher institutions lacked sufficient practical background for employment. It used to be that students who got into Nigerian institutions to study science and technology were not trained in the practical know-how of their various fields of study. As a result, they could not easily find jobs due to the lack of working experience.

Therefore, the employers thought that theoretical education going on in higher institutions was not responsive to the needs of the employers of labour. This was a huge problem for thousands of Nigerians until 1973. It is against this background that the fundamental reason for initiating and designing the scheme by the fund in 1973/74 was introduced.

The ITF organization (Industrial Training Fund) made a decision to help all interested Nigerian students and established the SIWES program. It was officially approved and

presented by the Federal Government in 1974. The scheme was solely funded by the ITF during its formative years but as the financial involvement became unbearable to the fund, it withdrew from the scheme in 1978. In 1979, the federal government handed over the management of the scheme to both the National Universities Commission (NUC) and the National Board for Technical Education (NBTE). Later, in November 1984, the federal government reverted the management and implementation of the scheme to ITF. In July 1985, it was taken over by the Industrial Training Fund (ITF) while the funding was solely borne by the federal government. (Culled from Job Specifications on Students Industrial Work Experience Scheme).

## **1.2 AIMS AND OBJECTIVES OF SIWES**

In the early stages of education development in Nigeria, there was a problem with the gap between students' theory and practical skills. Therefore, there was a need to allow students to get real work experience. The program was created to give students experience in addition to theoretical learning. The industrial training policy was introduced by the Federal Government of Nigeria in 1973. Therefore, this project was necessary to improve the practical skills of students.

1. To provide an avenue for students in the Nigerian Universities to acquire industrial skills and experience in their various field of study.
2. To prepare students for the work situation they are likely to meet after graduation.
3. To expose students to work methods and techniques in handling equipment and machinery that may not be readily available in the universities.
4. To make transition from the university to the world of work and thus enhance student's contacts for future job placements.
5. To provide students with the opportunity to apply the theoretical knowledge they had gain in school to real-life work situation, thereby bridging the gap between university work and actual practice.

6. To enlist and strengthen employers involvement in the entire education process of preparing university undergraduate for employment in the industry.
7. To provide students with an opportunity to apply their theoretical knowledge in real work situation, thereby bridging the gap between University work and actual practice.
8. To serve as opportunity for self- actualization for students thus making positive and commendable contribution within the scope of his/her knowledge.

### **1.3 RELEVANCE AND JUSTIFICATION OF SIWES**

One of the significant features of advanced industrial societies is the degree to which they have achieved progress in the field of science and technology. This had enabled the citizens to enjoy a good standard of living, which exceeds that of the developing Countries. Thus, formal education comprising of field or industrial work is vital for the production of graduates with increasingly specialized skill.

Therefore, Students Industrial Work Experience Scheme (SIWES) is relevant for;

1. Improvement of science and technological education
2. Skilled manpower development
3. Creation of a community with increased standard of living
4. Development of critical and scientific approach to problems and their solutions.

New innovations in the field of science and technology. As a matter of fact, the student industrial work experience scheme (SIWES) is a promotion for the growth of science and technology, Engineering, Agriculture, Medical, Management, and other professional program in the Nigerian tertiary Institution.



## **CHAPTER TWO**

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

The CHIPOPO HOTEL AND LOUNGE BAR was founded by Mr. Chuks in 2011 to give the residence and visitors of Ogun State at large a hotel that provides a pleasurable experience and an above average amenities to boost the hospitality of her guest which is suitable for families, couples, business class, single, special dignitaries, royalties, VIPs, corporate executive and many more. The hotel provides the full time and extended stay to her esteemed guest with a complimentary of the following:



### **2.2 AREA OF SPECILIZATION**

The four months working experience was carried out and completed in one of the top most hotel in Ogun State (CHIPOPO HOTEL AND LOUNGE BAR) a hotel that offers a state of the art hospitable experience to her esteemed guest, VIPs, special dignitaries, royalties, corporate bodies and individuals within the metropolis. The hotel is situated amidst the government residential area, ministries, banks and other corporate organization which offers a serene private and confidential atmosphere to her guest.

Comment from its social networking site on the standard of the hotel as quoted “Dubai was built in the middle of nowhere, in the desert. I was only looking for a fair place to lodge, only to find a very clean Nigeria hotel with an America standard. The room were so neat and their mode of services were great. The management was also ready to attend to guest’s need. Keep it up!”

- **24 hrs Room Service**



- **Full air conditioned rooms**
- **Full Service Restaurant**
- **Internet and wifi services**
- **Large parking space**
- **Bar and Conference Rooms**

Their service ranges from the following:

- ⇒ **Bed and breakfast services**
- ⇒ **Laundry and housekeeping**
- ⇒ **Outdoor Garden bar**

To trill their guest to an open splendor and a taste of hospitality.

## **2.3 STAFF ROLES AND SERVICE METHOD**

**Executive Director:** The execute director, the major pioneer and founder of the hotel oversees the functions of both the management and other unit of the hotel and also set policies to govern the affairs of the organization.

**General Manager:** A prominent figure of authority in hotel that governs the affairs of the activities of staff in different sectors of the hotel. Below are some of the functions carried out by the general manager:

- ❖ Relays issues and matters arising to the top executive of the hotel.
- ❖ Signs and endorses inventories, document and deliveries of daily activities.
- ❖ Assigns duties and oversees the effectiveness of each section in the establishment.

**Morning Supervisor :** The major person in the management team that owns the supervision of duties directly among workers below are some of the roles and functions performed by the morning supervisor:

- (A) Confirmation of stock in various department
- (B) Confirmation and monitors the cleanliness of the rooms
- (C) Ensures quick delivery of demand by service staffs
- (D) Assigns duties and work to staffs in the hotel.

**Night Supervisor :** The night supervisor continues duty from the morning supervisor and also disseminate activities for working staff at night. Below are some of the functions of night supervisor:

- (A) Rotate and relief duty for morning supervisor

(B) Assign duty and affirms sales stock and account in different point of sales in the hotel

(C) Position staff to meet different customers need such as the inflow of guest in the bar during night out and the accommodation department.

**House Keeper:** Caters for maintenance of rooms in the accommodation department, such as: Everyday Sweeping, Dusting and Mobbing. The activities carried out are as follows:

(A) Relaying of room status to the F/O department

(B) Meeting guests needs at various times

(C) Changing of room linen and replacement

(D) Emptying waste bin and ash tray

(E) Laying beds and checking out bed room equipment.

**Kitchen Staffs/Food Service Waiter:** Ensures a hygienic quality food production or services to the guests. Functions carried out by the department are;

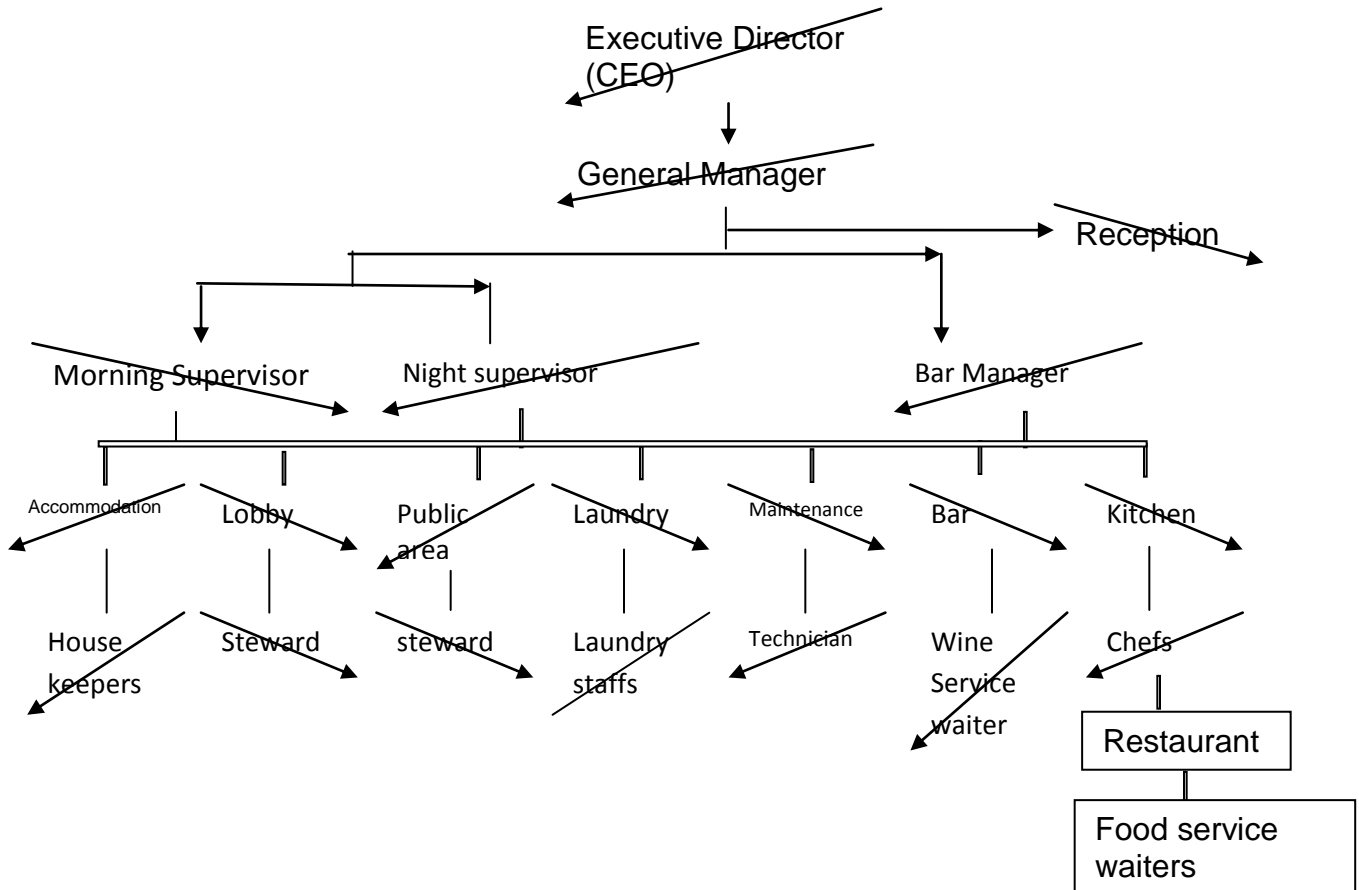
(A) They are vast in different food and dish production

(B) Knowledgeable in different continental dishes

(C) Well groomed, Courteous and good interpersonal skill.

(D) They are prompt as regards services and request

**A DIAGRAM SHOWING THE ORGANISATION STRUCTURE OF THE  
HOTEL (CHIPOPO HOTEL AND LOUNGE BAR)**



## CHAPTER THREE

### 3.1 SECTORS AND THEIR OPERATIONS

The hotel runs a full functioning branch of all the department in the establishment but although, merges certain unit with each other exclusively to get a balanced professional working flow and an experience customer service and management function. The section of all the department in a hotel are as follows:

❖ **Accommodation Department:** The department comprises of a twenty two rooms apartment, which is made up Amentis, Diamond, Shaphia, Castle suites, Emerald, Rubby, just to mention a few of other exquisite abode.

❖ **Front Office Department:** (Reception)...which encompasses various functions and other area of the front office in a reception and it is managed by the receptionist which merges other duties of the F/O like Bookings, Reservations, Enquiries, Telephone Operations, Registrations and many more.

❖ **Kitchen Department:** The kitchen department is a major section where foods and beverages such as tea and other little menu accomplishments are prepared. The food production area in the hotel is set up in a standard way to allows easy working operations.

❖ **Bar:** The hotel is well known to have two functioning bars the VIPs Bar and Garden Bar, a public bar that dispenses wine and other drinks to customers.

❖ **Laundry Department:** The Laundry Department of the hotel caters for the washing up and maintenance of clothings for both guest and the hotel with functioning staff and equipment of optimal service standard.

❖ **Security Department:** The security department ensures top security activities in running the hotel premises; and its a contracted agency with a reputable standard to protect the hotel.

❖ **Maintenance:** Also a contracted agencies that caters for the function of equipment and items in a hotel which includes repairs, servicing and many more.

## CHAPTER FOUR

### 4.1 Challenges and Solutions Relevant to the Training

In a successful venture establishment company or an organization, its personnel and staff should be committed to a positive goal in improving and building up their product and service delivery, their customer service and staff relationship in the company and not to lower the standard so as to maximize the productivity. The experience observed during training impacted much in handling responsibilities effectively, gaining more personal development and management in hospitality, as it has been observed leadership is getting when effective competence, trust and professionalism is seen when handling responsibilities. Some of the challenges observed during the experience are as follows in the section below:

### 4.2 Deduction from Various Department Sections

#### ❖ Inadequate professional working ethics among staff

These deficiencies affect the productivity of the hotel establishment in a very great way and turn customers off due to inadequate service delivery and in-corporeality among staff which happens due to lack of screening of applicants before employment which leads to the following problems:

- ⇒ Increasing complaints on staff service
- ⇒ Increasing accidents from service staff
- ⇒ Mistakes by service staff in customer order
- ⇒ Poor staff morale

#### ❖ Lack of staff welfare in the establishment

This affects the efficiency of working staffs and leads to lack of interest in the output from staffs since there are incentives and measures put in place to motivate them such as:

- ⇒ Staff catering and provision of meals at subsidized rate
- ⇒ No form of allowance of any sort for the staff

#### ❖ Weak Organisation Structure in various sectors of the establishment



This give right to deficiencies and voids in different area of position needed to be held in the department, most especially in top class hotels establishment as such is necessary to balance effectively due positions to be occupied.

❖ Low Publicity and Merchandize

A major marketing strategies that promotes the name, product and standard of the hotel. The hotel has little or no advert placement coupons and bill boards put in place in numerous point within the metropolis that could project the image and product of the hotel so as to boost patronage.

**Relevance and Solution to the Training**

The training gives us a mindset competence and self reliance in every area. As a matter of concern for every establishment profit and financial stability are the major concern which will be gotten by channeling our contribution towards improving the standard and mode of operation in order to reach higher horizon.

## **CHAPTER FIVE**

### **5.0 SUMMARY, CONCLUSION AND RECOMMENDATIONS**

The Student's Industrial Work Experience Scheme (SIWES) is a crucial program designed to equip students with the necessary industrial skills and experience to succeed in their chosen profession. The program, which was established in 1973, aims to bridge the gap between theoretical knowledge and practical skills, preparing students for the workforce after graduation. In this report, I had the opportunity to undergo the SIWES program at Chipopo Hotel and Lounge Bar, Ogun State, where I gained valuable experience and insights into the hospitality industry.

Throughout my stay at the hotel, I was exposed to various departments, including the Front Office, Housekeeping, Food and Beverage, Maintenance, and Security. I observed and participated in the daily activities of each department, gaining a deeper understanding of the roles and responsibilities of each team member. The experience was both challenging and rewarding, as I had to adapt to a new work environment and learn new skills quickly. However, with the guidance and support of my supervisors and colleagues, I was able to overcome the challenges and achieve my goals.

One of the key objectives of SIWES is to provide students with industrial skills and experience that are relevant to their field of study. In my case, the experience gained at Royal Victoria Hotel was invaluable, as it gave me a practical understanding of the hospitality industry and the skills required to succeed in it. I learned about the importance of customer service, teamwork, and communication in a fast-paced work environment. I also gained insight into the operational aspects of the hotel, including room management, food and beverage service, and maintenance.

The SIWES program is not only beneficial to students but also to the organizations that participate in it. By hosting students, organizations can gain fresh perspectives and new ideas, as well as develop a pipeline of talented and skilled employees. Additionally, the program provides organizations with an opportunity to give back to the community and contribute to the development of the next generation of professionals.

## **5.2 CONCLUSION**

The SIWES program is a vital component of a student's education, providing them with the practical skills and experience needed to succeed in their chosen profession. My experience at Chipopo Hotel and Lounge Bar, Ogun State, was a testament to the effectiveness of the program, as it gave me a deeper understanding of the hospitality industry and the skills required to succeed in it.

## **5.3 RECOMMENDATIONS**

- I strongly recommend that students take advantage of the SIWES program to gain practical experience and develop their skills, and that organizations continue to support the program by providing opportunities for students to gain work experience.
- Based on my experience, I recommend that the SIWES program be continued and expanded to provide more opportunities for students to gain practical experience.
- I also recommend that organizations provide more support and guidance to students during their work experience, including mentorship programs and regular feedback sessions.
- Additionally, I recommend that the program be monitored and evaluated regularly to ensure that it is meeting its objectives and providing students with the skills and experience they need to succeed.
- Finally, I recommend that students approach the SIWES program with an open mind and a willingness to learn. The program is a unique opportunity to gain practical experience and develop new skills, and students should be prepared to take on new challenges and responsibilities. By doing so, students can gain the most from the program and set themselves up for success in their future careers. Overall, the SIWES program is a valuable resource for students, organizations, and the community, and I strongly recommend that it be continued and supported.