A TECHNICAL REPORT AND PRESENTATION

ON

STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

HELD AT

SULERIOUS LAKESIDE HOTEL

21, ALOF STREET LAGOS ISLAND

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SUBMITTED TO

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DEDICATION

This SIWES report is dedicated to Almighty Allah the most gracious and merciful. May all in all, who alone is the source of inspiration for sparing my life and also for giving me the opportunity to complete my industrial training. Also to my parent **MR.** and **MRS. ADELEKE.**

ACKNOWLEDGEMENT

To Almighty God, I am grateful for the grace and courage He granted me throughout the period of the Industrial Attachment.

Special thanks to my parents **MR**. and **MRS. ADELEKE** for always being there for me especially the trying times when I had challenges with transportation, they encouraged me never to give up.

I also want to express my sincere and profound gratitude to all the staff of Kwara State Sulerious for the good impact they made in my life, both academically and morally throughout the SIWES training. Really appreciate.

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CHAPTER ONE

INTRODUCTION

1.1   BACKGROUND

The student industrial work experience scheme (SIWES) was established in 1973 to solve the problem of lack of adequate practical skills preparatory for employment in industries by Nigerian graduates of tertiary institutions. The scheme exposes students to industry based skills necessary for a smooth transition from the classroom to the world of work. It affords students of tertiary institutions the opportunity of being familiarized and exposed to the needed experience in handling machinery and equipment which are usually not available in the educational institutions.

Participation in SIWES has become a necessary pre-condition for the award of Diploma and Degree certificate in specific disciplines in most institutions of higher learning in the country, in accordance with educational policy of government.

Operators – The ITF, the coordinating agencies (NUC, NCCF, NBTE), employers of labour and the institutions.

Duration – Four months for polytechnic and colleges of education and six months for universities.

Funding – The federal government of Nigeria beneficiaries – undergraduate students of the following. Agriculture Engineering, Technology, Environmental, science, education, medical science and pure and Applied sciences.

1.2   OBJECTIVES

The objectives of SIWES among others include: To provide on avenue for students in institutions of higher learning to acquire industrial skills and experience in their approved course of study.

Prepare students for the industrial works situation which they are likely to meet after graduation.

Expose students to work methods and techniques in handling equipment and machinery in their institutions.

Provide students with an opportunity to apply their knowledge in a real work situation thereby bridging the gap between theory and practices.
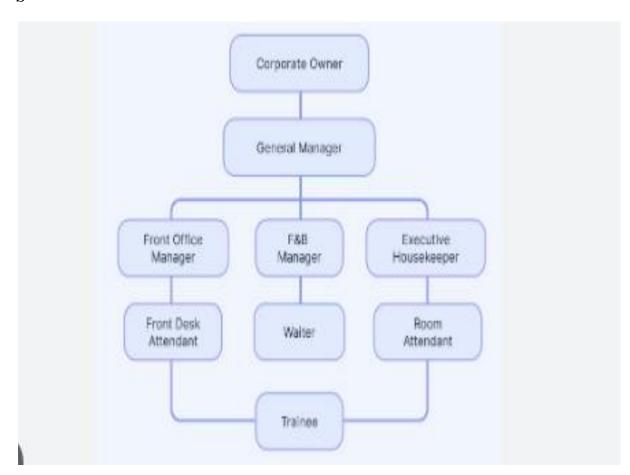
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CHAPTER TWO

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2.1 LOCATION AND BRIEF HISTORY OF THE ESTABLISHMENT

Sulerious lakeside hotel located at 21, Alof Street Lagos Island Lagos State State, Sulerious lakeside hotel was first established in 1992 at Lagos Island, in Lagos State, and later in the year 2000 they have branch in Ogun state

2.2 ORGANIZATIONAL CHART IN THE ESTABLISHMENT

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CHAPTER THREE

3.1   RECORD KEEPING

Record-keeping in the hotel industry is essential for managing operations efficiently, tracking financial performance, ensuring guest satisfaction, and complying with legal requirements. Hotels maintain various records, including **guest records, financial transactions, housekeeping logs, inventory records, employee attendance, and maintenance logs.**

Proper record-keeping helps in decision-making, improves customer service, and prevents financial losses. Below is an extensive explanation of how to take records in different areas of hotel management.

1. Types of Records in the Hotel Industry

A. Guest Records (Front Desk and Reservations)

These records include guest details, reservations, check-ins, check-outs, and preferences.
How to record guest information:

- Use a **hotel management system (HMS) or manual register** to log guest details:
  - Guest Name
  - Contact Information
  - Identification (Passport, Driver's License, etc.)
  - Check-in and Check-out Dates
  - Room Number and Type
  - Payment Details
  - Special Requests
- Keep a record of **booking sources** (walk-in, online, travel agencies).
- Document **customer complaints and feedback** for service improvement.

B. Financial Records (Billing and Accounting)

Hotels must maintain accurate financial records for revenue tracking, expense management, and tax compliance.
How to take financial records:

- Use **accounting software** like QuickBooks, Opera, or Excel spreadsheets.
- Maintain records of:
  - **Guest payments:** Cash, credit cards, bank transfers.
  - **Invoices and receipts:** For rooms, food, and additional services.
  - **Daily revenue reports:** Summarizing total earnings.
  - **Expense logs:** Including purchases, salaries, and maintenance costs.
  - **Tax and compliance documents:** VAT, service tax, and payroll deductions.

C. Housekeeping and Maintenance Records

These records help in **tracking room status, cleanliness, and repairs.
How to take housekeeping records:**

- Use a **housekeeping logbook** or **hotel management system** to record:
  - Room cleaning schedules.
  - Linen and toiletries usage.
  - Reports on damaged items or repairs needed.
  - Guest requests for additional services (laundry, extra towels, etc.).

D. Inventory Records

Hotels must keep track of stock levels for food, beverages, cleaning supplies, and room amenities.
How to manage inventory records:

- Use **inventory management software** (e.g., Stocky, Zoho Inventory) or maintain **manual stock registers**.
- Record:
  - Items received from suppliers.
  - Items used per day.
  - Re-order levels and stock shortages.

E. Employee Records (HR and Payroll Management)

Tracking employee attendance, payroll, and performance is essential for smooth operations.
How to record employee data:

- Maintain **staff attendance logs** (biometric system, timesheets, or manual records).
- Keep records of **salaries, bonuses, and deductions** in payroll software.
- Document **training sessions and employee performance evaluations.**

F. Security and Incident Reports

For guest safety and legal compliance, hotels must record security-related issues.
How to take security records:

- Maintain a **visitor and staff logbook** at entry points.
- Document **any incidents** (theft, accidents, disputes) in an **incident report register**.
- Keep **CCTV footage logs** for future reference.

2. Tools for Record-Keeping in Hotels

Hotels use a combination of manual and digital methods to maintain records.

A. Manual Record-Keeping

- **Registers and Logbooks:** Used for guest check-ins, housekeeping, security logs.
- **Paper receipts and invoices:** For financial transactions.

B. Digital Record-Keeping

- **Hotel Management Software (HMS):** Opera, Cloudbeds, eZee Frontdesk.
- **Accounting Software:** QuickBooks, Xero, SAP.
- **Payroll Software:** ADP, Paychex.

3.2 MONITOR ROOMS IN A HOTEL

Monitoring hotel rooms is crucial for ensuring **guest comfort, security, cleanliness, and operational efficiency.** Effective room monitoring helps in tracking **occupancy, housekeeping status, maintenance needs, and security incidents.**

1. Methods of Room Monitoring in a Hotel

A. Hotel Management System (HMS)

Most modern hotels use **Hotel Management Software (HMS)** to monitor room status in real time. These systems track:

- **Room availability and occupancy** (checked-in or vacant).
- **Housekeeping status** (clean, dirty, or in-progress).
- **Guest requests** (extra towels, room service, etc.).
- **Maintenance alerts** (air conditioning, plumbing issues). Popular HMS software includes **Opera, Cloudbeds, eZee Frontdesk, and Hotelogix.**

B. Housekeeping and Maintenance Monitoring

Housekeeping and maintenance teams play a key role in keeping rooms in top condition. **How to monitor housekeeping and maintenance:**

- Use a **daily checklist** for room inspections.
- Implement **RFID keycards** to track when staff enters and leaves rooms.
- Equip staff with **mobile apps** to update room cleaning status in real time.
- Conduct **routine inspections** to ensure rooms meet hotel standards.

C. Security and Surveillance Monitoring

Security monitoring ensures guest safety and prevents unauthorized access. **How to monitor security in hotel rooms:**

- Install **CCTV cameras in hallways and entry points** (not inside rooms).
- Use **keycard access systems** to track room entry logs.
- Implement **guest verification at the front desk** to prevent unauthorized room access.

- Train security staff to handle **emergencies, suspicious activity, and guest complaints.**

D. Smart Room Monitoring (IoT & AI)

Some modern hotels use **smart technology** to enhance monitoring.

- **Smart thermostats and sensors** adjust room temperature based on occupancy.
- **IoT devices** send alerts if appliances (AC, TV) malfunction.
- **AI-based chatbots** handle guest requests for room service or complaints.

2. Tools for Monitoring Rooms in a Hotel

Tool	Purpose
Hotel Management Software (HMS)	Tracks occupancy, housekeeping, and guest requests
CCTV & Keycard Access System	Ensures security and tracks room entry logs
Housekeeping & Maintenance Apps	Updates room cleaning and maintenance status
Smart Room Technology (IoT)	Adjusts room settings and detects issues automatically

3.3 CUSTOMER SERVICE

Customer service focuses on assisting customers before, during, and after a purchase to enhance their experience and resolve issues.

Key Aspects of Customer Service:

- **Support & Assistance:** Answering inquiries and resolving complaints.
- **After-Sales Service:** Providing warranty support, troubleshooting, and maintenance.
- **Customer Retention:** Building long-term relationships through excellent service.
- **Feedback Collection:** Using customer feedback to improve services/products.

Types of Customer Service:

- **In-Person Support:** Assistance in physical stores or offices.
- **Call Center Support:** Phone-based customer service.
- **Live Chat & Email Support:** Digital assistance via website or email.
- **Self-Service Support:** FAQs, knowledge bases, or AI chatbots.

Relationship Between Sales and Customer Service

- **Sales attracts customers, while customer service retains them.**
- **Good customer service leads to repeat business and referrals, driving sales growth.**
- **Effective communication and problem-solving in customer service increase brand loyalty.**

Sales report : helping sales teams with tasks such as data entry report generation, and customer follow up.

Order processing: assisting bin processing customer orders, verifying quantities, and ensuring timely delivery

Sales support: helping sales teams with tasks such as data entry report generation, and customer follow ups.

CHAPTER FOUR

4.1   EXPERIENCE GAINED DURING SIWES PROGRAMME

I   was able to maintain record keeping accurate guest information updating room availability and managing paper work of file enter. Also collaborating with other hotel department communicating quest needs to house keeping maintenance department.

My experience also include the following:

Clean public areas: leather cleaning supplies dust surfaces, clean window and mirror.

Housekeeping control desk: monitor room status manage communication. Handle quest reinvests, take records of them come in and out of office maintain documentation.

Check valancy room inform the front desk the available rooms for sale manage performance stay updated.

Greeting and welcoming guests: my primary role was to greet visitor, client or customers as they arrive at the office. A wanted visit friendly welcome sets a positive.

I took quest orders, served them and collected the payment I calculated my sale for the day.

I learnt how to make the hotels standard popcorn and also snacks are sold at the bar. Also learnt how to take inventory of the items in the bar. It helps to know the hotel numbers of items in the bar.

I got to know the types of cock tails mad in the hotel. Examples are milk shake, pussy foot banana palamiri, free kilks smooth

I also got to know the main components that makes up a cocktail, which are sodas, oviles herbs, surups, fresh fruit, cream, spices.

I learnt to confirm stocks and requisite for items that are out of stocks. Also learnt how to chose my stock at close of work before handling over.

I also learnt how to serve customer and collected the payment, also learnt how to make milk sahke mocktail.

I learnt about different types of plate used in the restaurant. Examples; dinner plate, side plate soucer, soup bowl, dessert plate, soup plate salad plate e.t.c.

CHAPTER FIVE

5.0 SUMMARY OF ATTACHMENT ACTIVITIES

This report covers all the activities I partook in during my six months industrial training at Sulerious Lakeside hotel, No 21, Alof Street Lagos Island, Lagos state . I started it on 24rd April and ended it 24rd September 2018. It was a wonderful experience.

This report has taken to encompass a comprehensive report of the training across the several units.

In conclusion, the SIWES programme has proved invaluable as I know that I am not going back to the classroom the same.

5.1   PROBLEMS ENCOUNTERED DURING THE PROGRAMME

The following are the problems encountered during six months industrial training:

1. The main problem encountered during the programme was problem of transportation. It is difficult for students who live in far places to get the organization every working day.

2. No allowance or financial benefit was provided for IT students.

3. Restriction to some department/offices in the organization.

4. Heavy rainfall during wet season which slows down the project works.

5.2   **SUGGESTIONS AND RECOMMENDATIONS**

1. The organization should not just acquire but make use of modern equipment for their operations.

2. All institutions or bodies involve in the scheme should make sure that those organizations that have the means to give students allowance or remuneration should do so DURING the programme.

3. I would suggest the organization should give more room for potential Surveyors to acquired knowledge and showcase them when the need arises

5.3   **CONCLUSION**

Student Industrial Work Experience Scheme (SIWES) is a very essential program that must be made compulsory on all students, because it enable students to gain practical experience and more knowledge about what has been taught in school, as their acquired experiences would speak for them in the nearer future.