



**A REPORT ON STUDENT INDUSTRIAL WORK
EXPERIENCE (SIWES) UNDER THE STUDENTS'
INDUSTRIAL WORK EXPERIENCE SCHEME**

UNDERTAKEN @

**SHOPCITY SUPERMARKET
LOCATED AT LAGOS STATE, NIGERIA**

BY

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SUBMITTED TO

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PREFACE

The writing of this SIWES report is manufacture by the school authority that before attaining the certificate of National Diploma (ND) in Procurement And Supply Chain Management. Each student must undergo the Four (4) months SIWES programme.

The SIWES record therefore contains the work done within the four months.

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CHAPTER ONE

1.1 INTRODUCTION

Student Industrial Work Experience (SIWES) is a four months programme setup by the federal government for professional student in Mass Communication and other elected courses which is controlled, in which the headquarter is in Kaduna State in affiliation with Industrial Training Fund (ITF) at Jos.

However, the government introduced the programme in other to assist students to be familiar with the practical aspect of their profession i.e. Mass Communication.

Student Industrial Work Experience (SIWES) is a programme setup by National Board of Technical Board (NABTEB) for its practical improvement of mass communication. The programme is setup during the period of three months which is corresponding with a body known as Industrial Training Fund (ITF).

1.2 BRIEF HISTORY OF SIWES

Prior to the establishment of the scheme, there was growing concern among our industrialists that graduates of our institutions of higher learning lacked adequate practical background studies preparatory for employment in industries. Thus, the employers were of the opinion that theoretical education going on in higher institutions was not responsive to the need of the employers of labour.

It is upon this background that the rationale for initiating and designing the

scheme by the Industrial Training Fund, during its formative years- 1973/1974- was introduced to acquaint students with the skills of handling employers' equipment and machinery.

The ITF solely funded the scheme 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 the scheme over to both the National University Commission (NUC) and the National Board for Technical Education (NBTE). Later the Federal Government in November 1984, reverted the management and implementation of the SIWES programme to ITF and it was effectively taken over by the Industrial Training Fund in July 1985 with the funding being solely borne by the Federal Government.

1.3 AIMS AND OBJECTIVES OF THE PROGRAMME

The aims and objectives are as follows:

1. To provide wide practical experience of the industrial Student in Various Studies.
2. To give inspiration, commitment and dedication to the student
3. To enlighten the student about various aspect of their course of study
4. To hasten the level of understanding and studying since they had been exposed to practical aspect of their course.

CHAPTER TWO

2.1 BRIEF HISTORY OF THE ORGANIZATION

Shopcity Supermarket was established to provide a one-stop shopping experience for customers seeking quality groceries, household items, and daily essentials. Since its inception, the supermarket has built a reputation for affordability, convenience, and excellent customer service.

Founded with the vision of modernizing retail shopping, Shopcity Supermarket quickly became a trusted name in the community, offering a wide variety of products, including fresh produce, packaged foods, beverages, personal care items, and household supplies. The store's commitment to maintaining hygiene, product quality, and customer satisfaction has made it a preferred shopping destination for individuals and families.

Over the years, Shopcity Supermarket has expanded its operations, embracing technological advancements in retail management, such as point-of-sale (POS) systems, digital inventory tracking, and customer loyalty programs. This commitment to innovation ensures that the supermarket remains competitive in the ever-evolving retail industry.

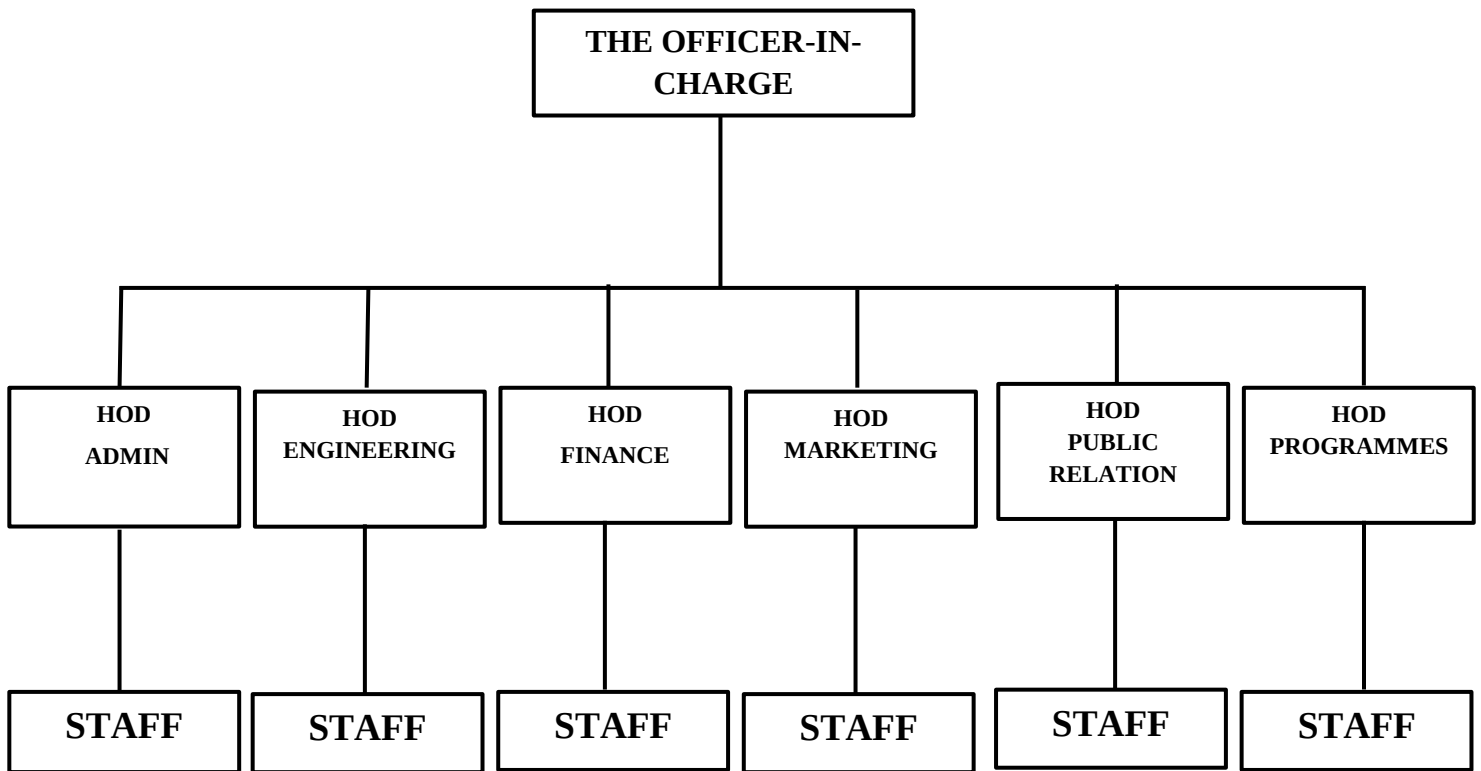
With a strong focus on community engagement, Shopcity Supermarket also supports local farmers and suppliers by stocking locally sourced goods, thereby promoting economic growth and sustainability. Today, Shopcity Supermarket continues to grow

and evolve, maintaining its core values of quality, affordability, and customer satisfaction, ensuring a seamless shopping experience for all its customers.

2.2 VARIOUS DEPARTMENTS AND THEIR FUNCTIONS IN THE ORGANIZATION

1. Engineering Department: It's the department that deals with transmission and all other machineries in the transmitter room.
2. Marketing Department: This department deals with advertisement and programme show in the organization.
3. Accounting Department: This department deals with incoming and outgoing of money in the firm.
4. Administration Office: This unit performs the executive duties in the organization, like memorandum, meeting notice and other management activities.

2.3 ORGANOGRAM OF THE ORGANIZATION



2.4 VISION AND MISSION OF THE ORGANIZATION

VISION STATEMENT

- Protect the civil rights of all individuals.
- Increase voter education and registration and participation among all votes.
- Fight discrimination in housing, accommodation/services, or employment, education, and other areas.
- Encourage academic, scientific, and artistic excellence among minority students specifically minority & low income students in education.

- Create a criminal justice and judicial system that is fair and equal for all people.

MISSION STATEMENT

“To build and sustain a printing media that promotes stakeholders relationship through professionalism and innovative quality programming”.

CHAPTER THREE

3.1 EXPERIENCE ACQUIRED/ WORK DONE

My SIWES Program at Shopcity Supermarket, Lagos, has been a successful one as I was exposed to some experiences. There I became skilled;

1. Stocking and Shelving Products

- Arranging and organizing products on shelves according to category, brand, and expiry date.
- Ensuring proper labeling and pricing of items.

2. Assisting Customers

- Helping customers locate products within the supermarket.
- Providing product recommendations based on customer needs.

3. Inventory Management

- Monitoring stock levels and reporting low-stock items for restocking.
- Checking for expired or damaged goods and removing them from shelves.

4. Operating the Cash Register (Point of Sale - POS)

- Processing customer purchases and handling cash or electronic payments.
- Issuing receipts and handling returns or exchanges.

5. Ensuring Store Cleanliness and Hygiene

- Cleaning and arranging aisles, shelves, and checkout counters.
- Ensuring adherence to hygiene and safety standards in food sections.

6. Receiving and Inspecting New Stock

- Checking delivered goods for accuracy, quantity, and quality.
- Verifying invoices and updating stock records.

7. Price Tagging and Promotions

- Attaching price tags to items and updating prices as needed.
- Setting up promotional displays and arranging special offer sections.

8. Customer Complaint Handling

- Addressing minor customer complaints or forwarding them to the appropriate supervisor.
- Assisting in resolving disputes regarding pricing, promotions, or faulty products.

9. Recording Daily Sales and Transactions

- Keeping a record of sales transactions for financial documentation.
- Assisting in daily sales reconciliation and reporting discrepancies.

10. Assisting in Warehouse/Storage Management

- Organizing storage rooms to facilitate easy retrieval of goods.
- Keeping track of perishable and non-perishable goods in storage.

11. Assisting in Security Monitoring

- Observing customers to prevent shoplifting or loss of goods.
- Reporting suspicious activities to security personnel.

12.Learning Basic Retail Management Skills

- Gaining knowledge about supermarket business operations and supply chain management.
- Understanding customer service principles and retail marketing strategies.

CHAPTER FOUR

4.1 EXECUTIVE SUMMARY

SIWES means Student Industrial Work Experience. Students are out annually to professional organization relevant to their course of study with the help of the institution based. Coordinator and the scheme take up while students are promoting to ND 2 during the National Diploma programme for science oriented courses studied in institutions. The scheme was established by the ITF (Industrial Training Fund) to solve the problem of lack of adequate practical skills. During this programme, students are expected to get technical assistance and acquire more experience scheme in their chosen field of study.

CHAPTER FIVE

5.1 PROBLEMS ENCOUNTERED DURING THE ATTACHMENT AND SOLUTION

I didn't face or encounter any difficulty or problem during my attachment except that my place of attachment is far away from my house.

But the general problems that students encounter before and during the attachment are as follow:

- Lack of available industry in the location of some students
- High cost of transport fare from the students resident to the attachment
- Laziness of some students during the attachment

SOLUTION

- Government should increase their investment on establishing companies for science oriented students.
- There should be a certain amount to be paid to the students during the attachment
- There should be monthly check on the students during the attachment

5.2 CONCLUSION

Student Industrial Work Experience (SIWES) is a scheme that improves the technical knowledge of students in the Nigeria institutions. The scheme exposes students to working method and techniques in handling equipment's and machinery that may not

be available in their institutions. It is a good process that every science oriented courses must undergo.

Lastly, big thanks to the Industrial Training Fund (ITF) for the establishment of SIWES which now serves as an opportunity for we students of the Nigeria institution.

5.3 RECOMMENDATIONS

Federal government, as a matter of responsibilities has to contribute immensely to the uplifts of this programme by putting in place a considerable compensation for the students who embarked on this kind of stressful and deadly programme. The federal government has a lot of role to play in building up a brighter future for us in order to maintain the peace and stability of the state.

Secondly, a lot of task also lies on the school authority to orientate and enlighten their students on the expected things they are going to face or encounter pleasantly or in the other hand when they get to their various placements of works before the commencement of the programme.

Thirdly, there should be rigorous inspection and supervision as some students count and envisage this programme as a mere task and they should as well enhance their strength and bestow and hefty mark on it.

Lastly, students need money for their upbringing and sponsorship, so I will urge the federal government to make the allowance more attractive to boost the students' morale.