



SIWES REPORT

TECHNICAL REPORT ON STUDENT INDUSTRIAL WORK

EXPERIENCE SCHEME (SIWES)

HELD AT

GREEN & WHITE OPTIMUM HOTEL

**NO. 4, TEMIDIRE STREET, OFF JEBBA ROAD, OYUN, ILORIN
KWARA STATE.**

SUBMITTED BY

AJIBOLA ABDULMUHEEZ ADEYEMI

ND/23/HMT/PT/O096

**TO BE SUMITTE TO THE DEPARTMENT OF HOSPITALITY
MANAGEMENT, INSTITUTE OF APPLIED SCIENCE IBAS
KWARA STATE POLYTECHNIC.**

**IN PARTIAL FULFILMENT OF THE AWARD OF NATIONAL
DIPLOMA (ND) IN HOSPITALITY MANAGEMENT.**

AUGUST – DECEMBER 2024.

DEDICATION

I dedicate this Siwes report to Almighty God who give me strength and guide me throughout this journey of work and also dedicate to my amiable parents Person of **MR. AND MRS. AJIBOLA**

ACKNOWLEDGMENT

I wish to register my profound gratitude to Almighty God for the guidance and grace throughout my life.

My appreciation goes to the entire staff of Green & White Optimum making my industrial training interesting educative and worthwhile. My appreciation also goes to my industrial based supervisor whose accessibility. Unitary effort, patient and guidance and suggestion fabulously contributed to the completion of this report, may Almighty God continue to guide and protect them and their family.

My special gratitude goes to the director of administration of Green & White Optimum for accepting me into the organization and supporting. May Almighty God be with you and your household.

TABLE OF CONTENT

Title page

Dedication

Acknowledgement

Table of content

CHAPTER ONE: INTRODUCTION

1.1 Background to the study

1.2 Objective of Siwes

CHAPTER TWO

2.1 Location and brief history of establishment

2.2 Objective and core value of the establishment

2.3 Functions of the establishment

2.4 Organizational structure of establishment organization structure

2.5 The various departments and units

CHAPTER THREE

3.1 Actual Work done and experience gained

CHAPTER FOUR

4.1 Summary of Attachment activities

4.2 Problem Encountered

4.3 Suggestions for Improvement of the scheme

4.4 Conclusion

CHAPTER ONE

INTRODUCTION

The Students' Industrial Work Experience Scheme (SIWES) is a scheme established by the Industrial Training Fund (ITF) in 1973 to help students of tertiary institution in Nigeria acquire technical skills and practical exposure in an industrial environment based on various course of study.

Prior to the Establishment of SIWES, science and technology education in Nigeria was marred with the problem of lack of adequate practical and industrial skills and working experience that will prepare students of tertiary institution in Nigeria for employment opportunities in industries. It was in this view that the scheme was established and students in tertiary institution of Nigeria studying sciences and technology related courses were mandated to participate in the program to enable them have technical knowledge and working experience before graduating from their prospective institution and makes it a smooth transition from the lecture room to the world of work.

1.1 BACKGROUND TO THE STUDY

SIWES was established by industrial training fund to solve the problem of lack of adequate practical skills in preparation for employment in industries by Nigerian graduates of tertiary institutions.

The Students' Industrial Work Experience Scheme (SIWES) was designed, established and implemented by the Industrial Training Fund (ITF) in 1974 to ensure acquisition of field practical knowledge and skills by students before graduation, mainly coordinated by the National University Commission (NUC). The NUC recognizing the importance of job specifications in the scheme did set the necessary machinery in motion

soon after the resolution was taken in 1998. However, from 1989-1993, the drawing up of the minimum academic standards documents (a major statutory of commission) owe resultant accreditation exercise and the movement of the commission secretariat to Abuja did not leave sufficient time to actualize this goal.

It was not until January 1996 at a 3 days national workshop in Jos that specification was drawn for the entire program that had industrial attachment component in the minimum academic standard documents. Participants were drawn from senior academic from universities across the country, SIWES coordinators and officers in all nine panels, each headed by a senior academic officer were constituted for the entire forty-six program. Prior to drawing job specification, however, a one-day meeting was held at which a five-day meeting was presented and the procedure content and format for presentation of the specification documents were decided.

SIWES commenced in 1974 in the aim of making education more relevant to bridge the gap between the theory and the practice of agriculture, engineering, technology and science related discipline in tertiary institutions in Nigeria.

1.2 OBJECTIVES OF SIWES

1. It provides students the opportunity to test their interest in a particular career before permanent commitments are made.
2. It provides an avenue for students in tertiary institutions to acquire industrial skills and work experience in their course of study.
3. Makes the transition from school to the world of work easier and enhances students contacts for later job placement.

4. It helps students to develop skills and techniques directly applicable to their careers.
5. It provides students the opportunity to understand informal organizational interrelationships.
6. It helps students develop skills in the application of theory to practical work situations.
7. It increases a student's sense of responsibilities
8. It prepares students to enter into full time employment in their area of specialization upon graduation.
9. It provides students the opportunity to develop attitudes conducive to effective interpersonal relationships.

CHAPTER TWO

DESCRIPTION OF ESTABLISHMENT OF ATTACHMENT

2.1 LOCATION AND BRIEF HISTORY OF ESTABLISHMENT

Green & White Optimum is one of the well-recognized indigenous Hotel Our services includes accommodation, a well spaced and ventilated event hall, well trained security, packing lot, kitchen and lot more.

It was registered in April 2018 and was founded by Mr. Ranmilowo Dickson Akinsulire

It's located at No. 4, Temidire Street off Old Jebba Road Behind School for Special need Ilorin Kwara State. The Hotel over the years of existence has improved at a very good range with customer relationship and reputable service.

2.2 OBJECTIVES AND CORE VALUES OF THE ESTABLISHMENT

The core value of this Hospitality Establishments, is to provide guests with an unforgettable experience.

The objectives and core values of Green & White Optimum is as follows:

- To provide guests with outstanding services.
- To ensure that both guests and their properties such as vehicles are safe within the environment. This action is taken by their high definition CCTV camera at every point of the hotel.
- To give every guest is unbeatable kitchen experience this is done by well-trained chefs and cooks.
- Credibility is the greatest asset of any Apprentice, and impartiality is the greatest source of credibility.

- To enable every customer have an undiluted trust on the organization names

2.3 MISSION

To provide all our customers the best service and very comfortable and neat environment

VISION

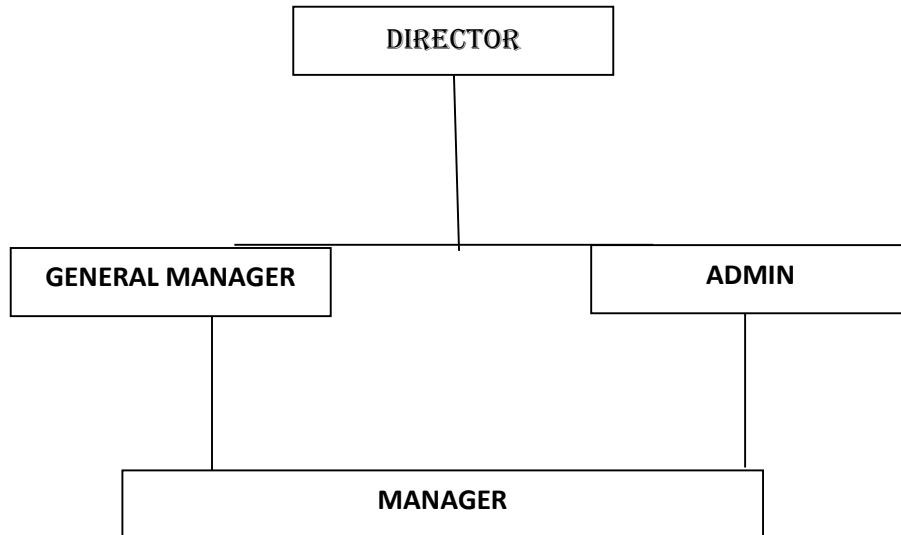
To be the best hospitality establishment (Hotel) in the city of Ilorin and to stand out among others

CORES VALUES

- Prompt Service delivery
- Client valued relationship
- Integrity
- Topnotch expertise
- Fall-safe
- Exponential services delivery growth

2.4 ORGANIZATIONAL STRUCTURE OF ESTABLISHMENT

ORGANIZATION STRUCTRE



CHAPTER THREE

3.1 ACTUAL WORKDONE WITH EXPERIENCE GAINED

During my Students Industrial Working Experience Scheme (SIWES) at the Green & White Optimum, we were able to learn and gain a lot of industrial and organizational experience as goes:

THE PURPOSE AND FUNCTION OF THE FRONT DESK

The front desk is the heart of any hotel, serving as both the welcoming face and operational hub. It's the primary point of contact for guests, managing check-ins, check-outs, inquiries, and various other guest services. The desk is strategically located in the hotel lobby, ensuring easy accessibility.

PHYSICAL LAYOUT AND DESIGN

Typically, the front desk is an elongated counter equipped with multiple workstations to accommodate check-ins, reservations, concierge services, and guest inquiries. The design is often ergonomic, with the intent of optimizing guest interactions while maintaining a professional and inviting atmosphere. Illuminated signage, digital displays, and branding elements enhance its visual appeal.

STAFF ROLES AND RESPONSIBILITIES

A team of front desk personnel manages various responsibilities:

Front Desk Agents: They handle guest check-ins and check-outs, provide information on hotel amenities, handle reservations, and manage room assignments.

Concierge: Often part of the front desk team, they assist guests with recommendations, bookings, and arrangements for local attractions, dining, transportation, and other services.

Night Auditor: Responsible for reconciling the day's transactions, ensuring accuracy in billing, and performing various accounting tasks during overnight shifts.

Front Desk Manager: Oversees the team, handles escalated guest concerns, ensures smooth operations, and manages administrative tasks like scheduling and training.

TECHNOLOGY AND TOOLS

Modern front desks are equipped with technology to streamline operations and enhance guest experience:

1. **Property Management System (PMS):** A software used for managing reservations, room assignments, guest information, billing, and more.



Diagram of Property Management System (PMS)

2. **Point-of-Sale (POS) Systems:** Used for processing payments at the front desk, restaurants, and other hotel facilities.



Diagram of Point-of-Sale (POS) Systems

3. **Key Card Systems:** Automated systems that provide secure access to guest rooms using electronically encoded key cards.



Diagram of Key Card Systems

4. **Telephone Systems and Communication Tools:** Used for handling guest inquiries, internal communication, and coordinating with other hotel departments.



Diagram of Telephone Systems and Communication Tools

GUEST INTERACTION AND SERVICE

Providing exceptional customer service is a cornerstone of the front desk:

Check-In and Check-Out: Front desk agents greet guests warmly, collect necessary information, process payments, and provide room keys during

check-in. During check-out, they settle any outstanding charges and ensure a smooth departure.

Information and Assistance: Guests often approach the front desk for information on nearby attractions, transportation, dining recommendations, or any issues they may encounter during their stay.

Problem Resolution: The front desk handles guest complaints or issues promptly and professionally, aiming to resolve them to the guest's satisfaction.

Safety and Security: Front desk personnel are often trained in emergency procedures and serve as a point of contact during emergencies.

THE FRONT DESK EXPERIENCE

The efficiency and friendliness of the front desk staff significantly impact a guest's perception of the hotel. A smooth check-in process, personalized service, and proactive assistance contribute to a positive experience, fostering guest loyalty and positive reviews.

In essence, the front desk is not merely a transactional space but a crucial component in shaping a guest's overall experience at a hotel. It represents the hotel's commitment to hospitality and serves as a pivotal point where guest needs are met with efficiency and warmth.

KITCHEN

A kitchen is a room or part of a room used for cooking and food preparation in a dwelling or in a commercial establishment. A modern middle-class residential kitchen is typically equipped with a stove, a sink with hot and cold running water, a refrigerator, and worktops and kitchen cabinets arranged according to a modular design. Many households have a microwave oven, a dishwasher, and other electric appliances. The main functions of a kitchen are to store, prepare and cook food (and to complete related tasks such as dishwashing). The room or area may also be used for dining (or small meals such as

breakfast), entertaining and laundry. The design and construction of kitchens is a huge market all over the world.

TOOLS IN KITCHEN

1. Kettle



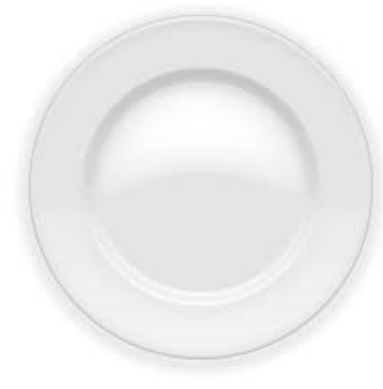
3 Chopping Boards



2. Spoon



4. Plate



CHAPTER FOUR

SUMMARY AND CONCLUSION

4.1 SUMMARY OF ATTACHMENT ACTIVITIES

This is a complete report of an industrial training program carried out during my SIWES (2024/2025) at Green & White Optimum, at No. 4, Temidire Street off Old Jebba Road Behind School for Special need Ilorin Kwara State. Activities including field work such as Receiving Guest, Introducing them to room types and rates.

The experience gained has given me a sound knowledge on the importance of good customer relationship.

4.2 PROBLEMS ENCOUNTERED

The success of my training is undisputed, but it was not devoid of rough edges. I experienced some challenges, among these are:

- The issue of expensive transportation: I have to pay an average of ₦1000 naira every day for transport without remuneration.
- Every member of staff was now depending on me to carry out assignments when there were other hands. This made me work overtime sometimes & it was favorable coming back late to my hostel.

4.3 SUGGESTIONS FOR IMPROVEMENT OF THE SCHEME

- Visiting of students during the program should be ensured by the ITF
- Students should be paid their allowance on time to ensure motivation
- Selection of placement should not be left to students. Universities should make a means of allocating students to related companies

- Government should participate fully in the provision of equipment in the placement centers

4.4 CONCLUSION

The period has contributed immensely to my academic experience. Students Industrial Working Experience Scheme (SIWES) is an important program for all students. It helps in tackling the issue of unemployment amongst youth as it teaches us way to be independent. The exercise made me understood part of what is expected of an Hospitality Students, the practice. The problems, if not tackled, will make it lose its usefulness and vitality notwithstanding the benefits of it.

Finally, I do hope the program will be improved so as to enhance manpower development and student's skill in their respective field of study