



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

DONE AT

**TEES RESORTS AND BAR
OKE-ORO, IDI OGUN AREA, SAKI, OYO STATE**

BY

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ND/23/HMT/FT/0014**

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

SUBMITTED TO:

**DEPARTMENT OF HOSPITALITY MANAGEMENT
INSTITUTE OF APPLIED SCIENCES, KWARA STATE
POLYTECHNIC, ILORIN.**

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AUGUST – DECEMBER, 2024

DEDICATION

I dedicate this industrial attachment work to God Almighty who begin this programme with me and made the success of it to an end.

I dedicate this programme to my beloved parents **Mr. and Mrs. Salisu** who finance and support me academically to achieve my aim.

ACKNOWLEDGEMENTS

I wish to acknowledge the management of Tees Resort and Bar for giving me the privilege to serve in their reputable Resort which gave me more knowledge, may God continue strengthen and perfect your ways.

I thank my parent **MR. & MRS. SALISU** for their kindness and financial support.
I pray God will spare your life so that you can eat the fruit of your labour (Amen).

ABSTRACT

The aim and purpose of the report by the authority of Kwara State Polytechnic, Ilorin is to be aware of student achievement during their four month of the attachment in the industry. This programme affects all Tertiary Institution like universities, polytechnics and college of education either owned by the state or federal government must undergo at least two month (12 weeks) to acquire more practical knowledge in their relevant field or their chosen profession.

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CHAPTER ONE

1.0 INTRODUCTION

The Student Industrial Work Experience Scheme (SIWES) is a skill training programme designed to expose and prepare students of universities and other tertiary institutions for the industrial work situation they are likely to meet after graduation. It is also a planned and structured programme based on stated and specific career objectives which are geared towards developing the occupational competencies of participants.

Sequel to the instruction relayed by the school authority and as allotted in the academic school calendar that every student should proceed on industrial training scheme at any organization of choice rendering service(s) related to course of their study, Kwara State Hospitality and Tourism Board under the supervision of the Ministry of Communication in Ilorin Kwara State was chosen as my place of attachment of which I had my four months internship as part of the requirements towards the award of National Diploma in Hospitality Management.

1.1 DEFINITION AND CONCEPT OF SIWES

Student industrial work experience is a training program established by I.T.F (Industrial Training Fund) in 1976 to bridge the gap between theory and practical aspect of learning in a tertiary institution in Nigeria and also to alleviate the challenges faced by young graduates in Nigeria labour market and beyond.

SIWES was established in Nigeria to help student develop on their practical aspect of learning expose them to various techniques in the industry and also aid their cohabitation with industrial staff, equipment and machineries.

The program was established with various coordinating agencies respect to each tertiary institution in the country. These agencies are:

1. NBTE (National Broad for Technical Education)
2. NUC (National University Commission) for University
3. NCCE (National Commission of College of Education) for colleges of education.

1.2 ORIGIN OF SIWES PROGRAMME

Student Industrial Work Experience Scheme (SIWES) is a four month industrial training programme organized for theoretical knowledge of student through practical works in different field of pure science, field like medical management, agricultural engineering, technical and other professional educational programme.

It is aimed in exposing student to machines and equipment and the way to blend with industrial activities and the safety guarding and effective work in a particular working area.

The scheme is a tripartite programme, involving the students, the polytechnics and the industrial

1.3 OBJECTIVES OF SIWES

Specifically, the objectives of the student industrial work experience scheme are to:

- i) Provide an avenue for students in the Nigerian universities to acquire industrial skills and experience in their course of study;
- ii) Prepare students for the work situation they are likely to meet after graduation;

- iii) Expose students to work methods and techniques in handling equipment and machineries that may not be available in the universities;
- iv) Make the transition from the university to the world of work easier, and thus enhances students contacts for latter job placement;
- v) Provide students with an opportunity to apply their theoretical knowledge in real work situation, thereby bridging the gap between university work and actual practice; and
- vi) Enlists and strengthen employer's involvement in the entire educational process of preparing university graduates for employment in industry.

CHAPTER TWO

DESCRIPTION OF THE ESTABLISHMENT OF THE ATTACHMENT

2.1 BRIEF HISTORY OF THE ESTABLISHMENT

The establishments named Tees Resort and Bar is located in the heart of Oyo, this hotel exudes elegance and sophistication. Positioned close to key attractions, it boasts spacious, well-appointed rooms, top-notch amenities, and exceptional dining experiences.

Whether you're exploring Ibadan's rich cultural heritage or seeking a luxurious escape, the hotel promises an unforgettable stay infused with the city's lively charm. Operation was commenced in the year 2014. It is a private owned established by the managing director, Samuel Adewole Adejuwon. The establishment is in corporate with 3 offices such as Reception, Operation and Marketing Department.

2.2 OBJECTIVES OF THE ESTABLISHMENT

The Major Areas of Operations undertaking By the Establishment are;

Customer Satisfaction: One of the primary objectives is to ensure high levels of customer satisfaction. This can be achieved by providing excellent service, personalized travel experiences, and addressing customer feedback effectively. Satisfied customers are more likely to return and recommend the service to others.

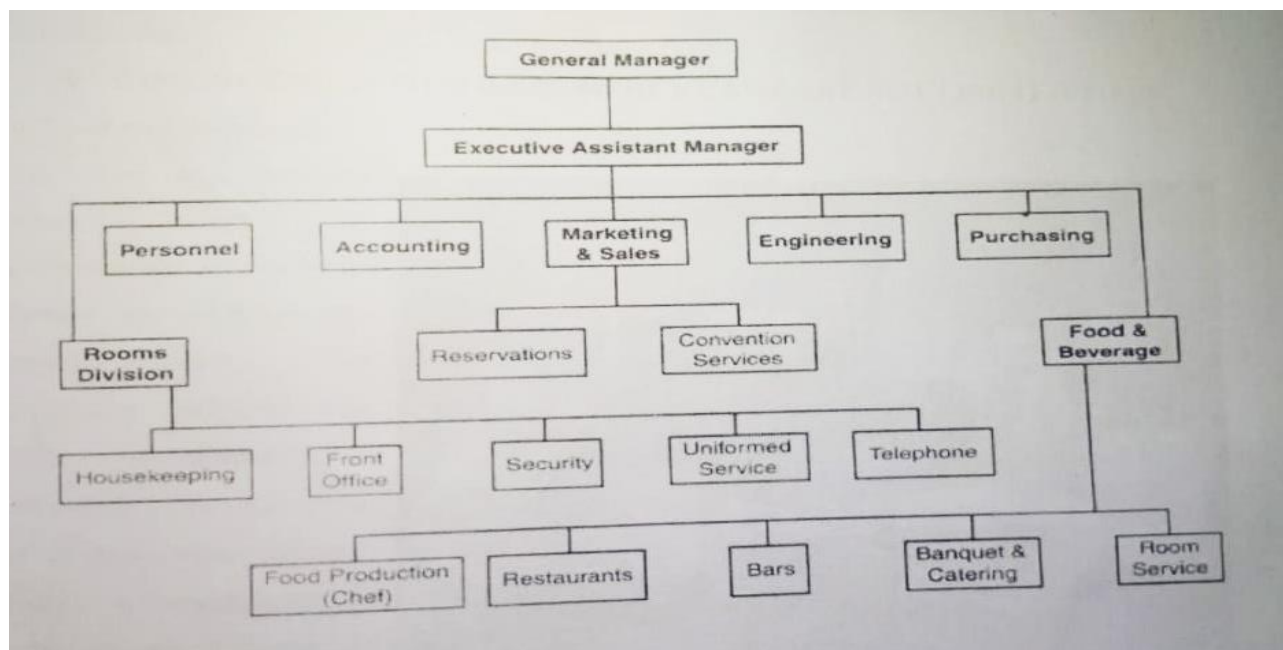
Market Expansion: Companies aim to expand their market presence by reaching new customer segments and geographical areas. This may involve developing new travel packages, collaborating with local businesses, or leveraging digital marketing strategies to attract a broader audience.

Revenue Growth: Increasing revenue is a fundamental objective for any travel and tour company. This can be accomplished through various means, such as upselling travel packages, offering exclusive deals, and enhancing the overall value of services provided to customers.

Operational Efficiency: Improving operational processes is crucial for maximizing profitability. This includes streamlining booking systems, enhancing customer service protocols, and training staff to work more efficiently. Operational improvements can lead to reduced costs and improved service delivery.

Sustainability and Responsible Tourism: Many travel companies are increasingly focusing on sustainability as a core objective. This involves promoting eco-friendly travel options, supporting local communities, and minimizing the environmental impact of tourism activities. Emphasizing responsible tourism can enhance the company's reputation and attract environmentally conscious travelers.

2.3 ORGANIZATIONAL STRUCTURE OF THE ESTABLISHMENT



The Various Departments/Group/Sections in the Establishment and their

Function:

1. **Managing Director (MD):** The Managing Director is the decision maker, he says what happen in the establishment and other staff takes order from him. He is the one that finances the company and assign payment for staffs.
2. **General Manager:** The General Manager is the second in command. She is the most senior employee in the company. The manager reports directly to the Managing Director, he is responsible for the overall strategy, planning coordination and management of business affairs of an organization.
3. **Supervisor:** The supervisor supervises the work been done in the various sections, he tries to find out where wrongs are been done and does correction where necessary, and penalizes when necessary.
4. **Accountant:** The Accountant is in charge of keeping records of all the expenditure and income earned in a company and responsible for payment of workers.
5. **Point of Sales:** The Point of Sale is the people giving information to the kitchen on what to prepare and serve by customers.
6. **Chef:** The Chef is the most senior cook in the hotel, she gives directives to the other cooks, and he is in charge of the activity that takes place in the kitchen.
7. **Head of House Keeping:** The Head of House Keeping is in charge of the activities in the rooms, he makes sure that things are the way they should be in the various rooms.

8. **Assistance head of Reception:** The Assistant Head of Reception; takes charge when the head of receptionist is absent.
9. **Cleaners:** The Cleaner keeps the environment tidy, they clean the rooms and other places, they cut grasses, sweep and wash the places.
10. **Security Men:** The Security Men guards the environment and makes sure that there is enough security.

CHAPTER THREE

3.1 STATEMENT ON EXPERIENCED GAINED

Practical Application of Theoretical Knowledge: SIWES provides an opportunity to apply the theoretical concepts learned in the classroom to real-world situations. This hands-on experience helps solidify your understanding of your field of study.

Skill Development: During your time in the industry, you will acquire practical skills that are essential for your career. This includes technical skills related to your specific discipline, as well as soft skills such as communication, teamwork, and problem-solving.

Exposure to Industry Practices: SIWES allows you to observe and participate in the daily operations of a professional environment. You will learn about industry standards, best practices, and the tools and technologies used in your field.

Networking Opportunities: Engaging with professionals in your industry during SIWES can help you build a network of contacts. These connections can be valuable for future job opportunities and professional growth.

Understanding Workplace Dynamics: Working in a professional setting helps you understand workplace culture, dynamics, and expectations. This experience is crucial for adapting to future work environments and enhancing your employability.

Overall, the experiences gained during SIWES are instrumental in preparing students for successful careers by bridging the gap between academic learning and practical application.

CHAPTER FOUR

4.1 REPORT CLEARLY ON WORK ACTUALLY CARRIED OUT

1. Introduction

We were given a warm welcome on my first day at Tees Resort and Bar. This was followed by my introduction to other staffs and orientation on the activities/ functions of the organization. In sequel to that, I was also introduced to other departments i.e Food and beverages department, Frontline department, and Kitchen. I was taught how to take stock and all kinds of drinks available were shown to me. I also focused on how to welcome guest, handle complaints of guest.

The important aspect is when they showed me the cashbook and the price lists of rooms, drinks, foods and check-in, check-out of guests. Also, I was taught how to enhance communication with other departments. Later on, I was posted to housekeeping department where I was taught to write requisition books and how to receive items and likewise to know the room numbers

CHAPTER FIVE

5.1 SUMMARY

Student industrial work experience scheme programme has exposed me to the basic knowledge of the activities carried out in TEES RESORTS AND BAR such as welcoming of guests as well as creating a serene, accommodating and preparation of getting rooms, staff satisfaction, good staffs and customer relationship while maximizing profit and maintaining an establishment goals and objective and also maintaining standard and these has gone a long way to give me relevant knowledge of hospitality and tourism as a course of study.

5.2 RECOMMENDATION

The effort of the industrial training fund (ITF) was recommended for bringing up this programme known as student industrial work scheme (siwes). This has paved way for self practice of the theoretical works that have been taught during lectures.

5.3 CONCLUSION

Any literate who read this student industrial work experience scheme (siwes) report will understand the concept behind carrying out medical test. However, carrying out caution and procedures can deduce that one can make effective and successive test.

To the siwes units, I express my gratitude to you for organizing such interesting training.