

Students' Industrial Work Experience Scheme (SIWES) Report

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Title: SIWES REPORT

This report presents my experience during the Students' Industrial Work Experience Scheme (SIWES) program, which I undertook at Lincoln Heights Hotel, from August 5th to November 5th (4 months). During this period, I gained practical

experience in the hospitality industry, working in various departments such as front desk, housekeeping, and food and beverage. This report highlights my job responsibilities, achievements, challenges, and recommendations for future improvements.

INTRODUCTION

The Students' Industrial Work Experience Scheme (SIWES) is a program designed to provide students with practical work experience in their chosen field. As a student of hospitality management at Kwara State Polytechnic, I was required to participate in this program. I chose to undertake my SIWES at Lincoln Heights Hotel, where I worked for 4 months.

ORGANIZATION BACKGROUND

Lincoln Heights Hotel is a hotel located at Sango, along Marvellous Estate Junction, Ilorin, Kwara State. The hotel offers various amenities such as a restaurant, bar, gym, and conference facilities. During my SIWES, I worked in various departments, including front desk, housekeeping, and food and beverage, store, kitchen.

JOB DESCRIPTION AND RESPONSIBILITIES

During my SIWES, I held the position of an intern. My job responsibilities included:

- Front Desk: Checking in and out guests, handling room assignments, and responding to guest inquiries.
- Housekeeping: Maintaining the cleanliness and organization of guest rooms, public areas, and back-of-house

areas.

- Food and Beverage: Assisting with food and beverage service, taking orders, and serving guests.

ACHIEVEMENTS AND CONTRIBUTIONS

During my SIWES, I achieved the following:

- Developed strong communication and interpersonal skills, interacting with guests, colleagues, and management.
- Improved my problem-solving skills, handling guest complaints, and resolving issues efficiently.
- Gained knowledge of hotel operations, including front desk, housekeeping, and food and beverage procedures.

CHALLENGES AND SOLUTIONS

During my SIWES, I encountered the following challenges:

- Adapting to the fast-paced and dynamic hotel environment.
- Managing multiple tasks and responsibilities simultaneously.
- Overcoming language barriers when interacting with international guests.

CONCLUSION AND RECOMMENDATIONS

In conclusion, my SIWES experience at Lincoln Heights Hotel was valuable and enriching. I gained practical experience in the hospitality industry and developed my skills in communication, problem-solving, and teamwork. I recommend that future SIWES students:

- Be flexible and adaptable in a fast-paced

environment.

- Develop strong communication and interpersonal skills.
- Take initiative and seek opportunities to learn and grow.