

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

HEID AT

**LINCOLN HEIGHTS HOTEL BEHIND IMMAM
FILLING STATION ESTATE JUNCTION SANGO ILORIN KWARA STATE**

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DEDICATION

This report is dedicated to almighty Allah, Alhamdulillah robilialemin, for the blessings and guidance he has bestowed upon me throughout my academic journey on my Siwes programme

PREFACE

The Essence Of Siwes Programme In Various Universities Polytechnic and colleges is to provide students with the opportunity of acquisition and exposing themselves to the experience required in handling and managing of that are usually not made available in their institution.

Therefore this report is a summary of the experience acquired during my four months student industrial work experience scheme (siwes) held at LINCOLN HEIGHTS HOTEL BEHIND IMMAM FILLING STATION ESTATE JUNCTION SANGO ILORIN KWARA STATE.

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CHAPTER ONE

1:1. Introduction

Student industrial work experience scheme (SIWES) IS A Compulsory skills training programme designed to expose and prepare student for the industrial work situation they are likely to meet after graduation.

SIWES is also known as industrial training found (ITF) is under the supervision of agencies like:

National university commission (NVC) National Board for technical education (NBTE) and National council for college of Education (NCCE).

1:2. BACKGROUD OF SIWES

SIWES was established by ITF (Industrial Training Found) in the year 1973 to solve the problem of lack of adequate proper skills for equipment to tertiary institution graduate by Nigeria institution. This scheme serves as a smooth transition from the classroom to the world of work and further helps in the application of knowledge.

The scheme provided students with the opportunity of acquainting and exposing themselves to the experience required in handling and managing of equipment and machinery that are usually not made available in their institution.

The organization of industrial training found (ITF) made a decision to help all interested Nigeria student and presented by the federal government 1974. The scheme was solely founded by the (ITF) during its formative years but as the financial involvement became unbearable to the found, it withdrew from the scheme in 1978 in 1979, the federal government handed over the management of the scheme to both the national university commission (NUC) and the national board for technical education (NBTE).

1:3. AIMS AND OBJECTIVE OF SIWES

Prepare the students for the industrial work situation they are likely to meet after graduation

Provides the avenue for students in institution of higher learning to acquire industrial skills and experience in their course of study.

To provides students with an opportunity to apply their knowledge in real work situation thereby bridging the gap between theory and practices.

To expose students to work method and techniques in handling equipment and machinery that may not be available in their institutions

Enlist and strengthens employer involvement in the entire educational process and prepare students for employment after graduations

Make the transition from school to the world of work easier and enhance students contact for later job placement.

CHAPTER TWO

2:1. HISTORICAL BACKGROUD OF THE ORGANIZATION

LINCOLN HEIGHTS HOTEL

WHICH IS POPULAR KNOWN AS POLO BAR

BEHIND IMMAM FILLING STATION ESTATE JUNCTION

SANGO ILORI KWARA STATE

This Lincoln heights hotel has a rich and fascinating history that spans over(15) years. The hotel site has been a hub of activity since past fifteen years when it was a popular stopping point for travelers and traders.

In 15 years ago the hotel was founded by MR. JOLAYEMI OLABODE a visionary entrepreneur who recognized the need for comfortable and luxurious accommodation in the area. Over the years, the hotel underwent several transformations with adding their new unique touch to the property. Lincoln height hotel experienced its golden years in Nigeria when it became a favorite haunt of famous and celebrities. During this time, the hotel underwent significant renovation, including the addition of new facilities and amenities.

In recent years, The Lincoln heights hotel has undergone extensive refurbishment to restore its original charm and character. Today, it offers luxurious rooms and suites, as well as amenities and facilities. The Lincoln height hotel remains a beloved landmark and testament to the city's rich history and heritage.

As a hotel, it continues to provide warm hospitality and luxurious accommodation to guests from around the world.

2.2. VISION AND MISSION OF THE ORGANIZATION

At Lincoln height hotel, our vision is to be the leading hotel in GRA, renowned for

our exceptional services, world class amenities and unparalleled guest experience we strive to create warm and welcoming atmosphere that make every guest feel valued, relaxed and inspired

MISSION

Our mission is to provide personalized attentive, genuine hospitality to every guest, every time we are committed to:

Delivery exceptional service that exceeds our guest expectations.

Creating a warm, inviting, and luxurious culture and heritage.

Providing world-class amenities and facilities that enhance our guest stay.

Building lasting relationships with our guests, partners, and community.

Continuously improving and innovating to stay **ahead of the curve.**

BUDGETING AND FORECASTING

- Ensure financial compliance and internal controls.
- Financial reporting and analysis
- Accounts payable and receivable management.

SALE AND MARKETING DEPARTMENT

- ✈ Responsible for promoting the hotel and generating revenue
- ✈ Manage sales, marketing and public relations efforts
- ✈ Marketing and advertising
- ✈ Event planning and management.

FOOD AND BEVERAGE DEPARTMENT

- o Responsible for providing food and beverage service to guests.
- o Manage restaurants, bars, room service, and banquet operation .

SECURITY DEPARTMENT

- Responsible for Ensuring the safety and security of guest, staff, and hotel property.
- Manage security operation, including access control CCTV and emergency respond
- Security training and awareness.

CHAPTER THREE

S.I EXPERIENCE GAINED

SIWES has helped me tremendously to face challenges and the demanding of the hospitality carried out without any undue anxiety had the privilege to work in the hotel industry.

This are the experience gained

How to welcome guest

How to lay a perfect table

How to answer intercom call

How to deal with guest

How to monitor the equipment

Developing confidence in interacting with guest colleagues, and supervisor

Understanding hotel policies, procedures, and standards,

How to handling guest check. In and check-out, room assignment and key card management.

How to clean and maintain guest room.

How to handling guest complaints.

2. VARIOUS DEPARTMENT AND THEIR FUNCTION IN ORGANIZATION .

In Lincoln heights hotel all department work together in other to achieve a common goals .

FRONT OFFICE DEPARTMENT

HOUSE KEEPING DEPARTMENT

KITCHEN DEPARTMENT

ACCOUNTING AND FINDANCE DEPARTMENT

SALES AND MARKETING DEPARTEMT

FOOD AND BEVAGE DEPARTMENT

SECURITY DEPARTEMT

FRONT OFFICE DEPARTMENT

- Responsible for a guest registration, check in. and check out
- Handles room assignment key cards and guest inquires
- Manage front desk operation, including reception, concierge, and bell services.

HOUSE KEEPING DEPARTMENT

- ✧ Responsible for maintain cleanness and organization of room, public areas, and back of house areas.
- ✧ Ensure linen laundry services are provided

KITCHEN DEPARTMENT

- Responsible for food preparation and presentation
- Manage kitchen operation, including menu planning, food storage and sanitation.
- Food storage and handling
- Kitchen sanitation and safety

ACCOUNTING AND FINANCE DEPARTMENT

- Responsible for managing hotel finances, including accounting.

CHAPTER FOUR

CHALLENGE

On my resumption for my siwes programme, it was at first a little bit stressful because

se it was my first time doing this, because I don't know anything about it before.

Another challenge I faced it is my first time of doing 24 hours shift it and also little bit stressful but I later cope.

The last challenge I faced was the financial challenge because most of the time I use to pay about transport fees.

WORK DONE

- Participated in a team and collaboration work
- Assisted guest with check-in and check-out procedure.
- Managed room assignment and key card distribution.
- Maintained accurate records of guest information and preference.

CHAPTER FIVE

RECOMMENDATION

I appreciate to government for introducing the siwes programme the SIWES program me help to motivate and enlighten student in the course of study. It also helps students to know the difference between practical and theoretical aspect of hospitality and also increase knowledge and understanding of student in future.

I recommend the next participant to pro of them self as a good ambassador of kwar a state poly technic in any organization or firms they found them sieves and protect the image of the institution.

As a matter of responsibilities the federal government contributes to uplift of this program by compensating indent for this programme and time devoled programme.

CONCLUSION.

SIWES program help student to develop news skill the federal government of Nigeria should therefore not relent on their effect in reinforce the body that control and monitor the program. As adding more knowledge to student specially those were not taught in their class rooms also ways to improve the program should be sought so that student would better at the end of the program.

