



KWARA STATE POLYTECHNIC, ILORIN

STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

A TECHNICAL REPORT ON SIWES

DONE AT

GIGABYTE COMPUTER SOLUTION

BY

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DEPARTMENT

PUBLIC ADMINISTRATION

DURATION OF TRAINING

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CHAPTER ONE: INTRODUCTION

1.1 Background of SIWES

The Student Industrial Work Experience Scheme (SIWES) is a program designed to expose students to practical applications of their academic knowledge in real-world industries. It bridges the gap between theory and practice, ensuring that students acquire hands-on experience in their chosen fields.

1.2 Objectives of SIWES

To gain practical experience in customer service, sales, and technical support.

To understand the sales process in a computer solutions business.

To learn basic computer maintenance, formatting, and repair.

To develop problem-solving and teamwork skills in a professional environment.

CHAPTER TWO: DESCRIPTION OF THE COMPANY

2.1 About Gigabyte Computer Solution

Gigabyte Computer Solution is a technology-based company specializing in the sale, repair, and maintenance of computer systems, accessories, and software solutions. The company provides a wide range of services, including hardware and software troubleshooting, system upgrades, and customer support.

2.2 Organizational Structure

Sales Department

Technical/Repair Department

Customer Service

Accounting/Finance

CHAPTER THREE: WORK EXPERIENCE AND ACTIVITIES PERFORMED

3.1 Customer Service Experience

Attended to customers by answering inquiries about products and services.

Provided recommendations based on customers' needs and budgets.

Assisted customers in making informed purchasing decisions.

Handled complaints and ensured customer satisfaction.

3.2 Sales Department Duties

Sold computers, accessories, and software solutions.

Arranged and displayed products for easy customer access.

Recorded daily sales transactions and maintained inventory.

Learned about different specifications and functionalities of computer systems.

3.3 Cleaning and Arranging Systems

Regularly cleaned computers, accessories, and display shelves.

Organized systems based on brand, specifications, and usage.

Ensured a neat and professional work environment to attract customers.

3.4 System Formatting and Repair

Assisted in formatting laptops and desktops to improve performance.

Installed necessary drivers and software after formatting.

Diagnosed and fixed minor hardware and software issues.

Learned how to troubleshoot common computer problems.

3.5 Accounting and Record-Keeping

Recorded daily sales transactions and customer purchases.

Assisted in maintaining financial records and balancing accounts.

Processed invoices and receipts for customers.

Gained insight into financial management within a small business.

CHAPTER FOUR: SKILLS ACQUIRED AND CHALLENGES FACED

4.1 Skills Acquired

Improved communication and interpersonal skills through customer interactions.

Gained sales and marketing experience in the technology industry.

Developed technical skills in computer formatting and minor repairs.

Learned the basics of inventory and financial management.

4.2 Challenges Faced

Handling difficult customers and resolving complaints.

Managing multiple tasks during busy periods.

Adapting to new software and troubleshooting methods.

Keeping track of inventory and sales transactions accurately.

CHAPTER FIVE: CONCLUSION AND RECOMMENDATIONS

5.1 Conclusion

The SIWES experience at Gigabyte Computer Solution provided valuable insights into customer service, sales, computer maintenance, and accounting. It helped bridge the gap between theoretical

knowledge and practical application, preparing me for future professional opportunities.

5.2 Recommendations

Future interns should focus on developing both technical and customer service skills.

The company should provide additional training sessions for interns to improve their troubleshooting abilities.

More structured documentation of sales and inventory should be implemented for better efficiency.