



**A TECHNICAL REPORT**

**ON:**

**STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)**

*HELD AT:*

**FALSEG HOTEL**

**NO 19 TEBU FAGBEMI OFF KOLA ROAD LAGOS STATE**

***PRESENTED BY:***

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**ND/23/HMT/PT/0129**

**SUBMITTED TO**

**DEPARTMENT OF HOSPITALITY MANAGEMENT**

**INSTITUTE OF APPLIED SCIENCE (IAS).**

**IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE**

**AWARD OF NATIONAL DIPLOMA (ND) IN HOSPITALITY**

**MANAGEMENT**

***SEPTEMBER — DECEMBER, 2024***

## **DEDICATION**

This SIWES report is dedicated to Almighty Allah. I also dedicate it to my parent **Mr. and Mrs. Jolayemi** for their support on this programme.

## **ACKNOWLEDGEMENT**

First and foremost, my enormous gratitude goes directly to Almighty Allah who made things possible to whom he will with easy hand. My profound gratitude goes to my lovely parent **MR. & MRS. Jolayemi** may God continue to shower his perpetual blessing upon them.

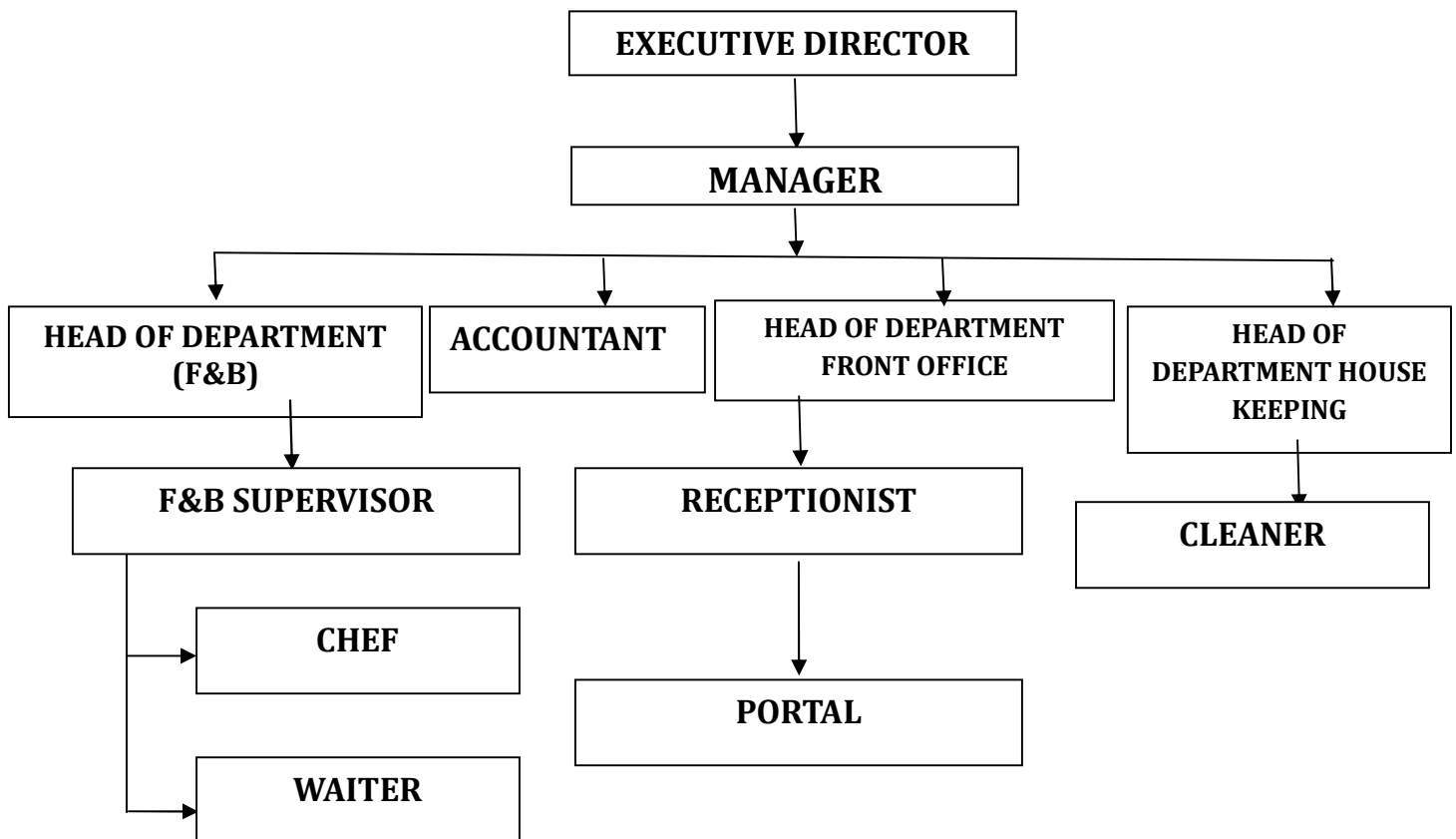
## INTRODUCTION

Student Industrial Work Experience Scheme (SIWES) is a program that is schedule for student whose course of study are practically oriented in order to have more practical or industrial experience.

## GOALS AND OBJECTIVES

1. To expose student to the practical aspect of their course rather than theory learned in school.
2. To expose student to see highly specialized equipment that the school cannot provide and how to operate them.
3. To give experience on how an organization operate and show the relationship between employee and employer.

## ORGANIZATIONAL CHART OF EMIRATES GLOBAL HOTEL AND SUITES



## **BRIEF HISTORY OF THE ESTABLISHMENT**

Falseg hotel located area No 19 tebu fagbemi off kola road lagos state Nigeria The owner had expected that for six months, she would bear the running cost, but here we are today, we pay salaries, fuel our generators, pay electricity bills and others from our sales without having to rely on our boss for financial support.

“I can tell you, the level of our patronage is highly encouraging but we will continue with our strategic marketing which has taken us to Abuja and we also look forward to visiting other major cities in the country

## **SECTION OF FALSEG HOTEL AND THEIR FUNCTION**

1. Front office/Reception
2. Kitchen/Restaurant/Bar
3. Laundry
4. Gymnastic House
5. Club Hall
6. House Keeping

## **FUNCTION OF FRONT OFFICE**

1. It acts as the link between the hotel and the guest and creates the first impression of the hotel to the guest.
2. The main function of the front office is marketing and relation with the guest.
3. It is the main sales outlet, selling rooms and the main revenue generating department.
4. It supplies information to the other departments and maintain liaison with them.
5. It contributes to the coordinating of other departments

## **ITEMS USED ON THE RECEPTION DESK**

1. Guest Registration Form
2. Tariff
3. Daily Guest form
4. Daily guest register
5. Check-out book
6. Guest reservation book
7. Expected guest book
8. Monthly and daily file
9. Telephone intercom
10. Receipt docket

## **ACCOMODATION**

The guest have 65 tastefully furnished rooms with stunning world class facilities, ranging from 12 Executive Suites, 12 twin double, 12 Executive room and 29 Standard rooms which are designed to give maximum comfort, and security to the guest.

## **GUEST SERVICE**

- Swimming pool
- 24 hours room service
- Laundry service
- Spa service
- Free wifi
- Car wash

## **FRONT OFFICE**

Front office is the name given to all offices that are located in the front of all hotel because they are the first office the guest will first get contact with, it is the first impression.

## **THE THREE SECTIONS**

- Reception
- Control room
- Bill section

## **KITCHEN**

Kitchen is a room or place where cooking is done, or where meal are prepared. In they run out two shift which are from 8:30am-5:00pm for morning and afternoon from 4:30pm-8:00am in the morning.

Their kitchen attached to the pastry room including the cold store, dry store and the perishable.

## **EQUIPMENT USED IN THE KITCHEN**

- Grinding machine
- Grilling machine
- Electric frying machine
- Insect killer
- Cooking pot and spoon
- Apron and cap
- Microwave machine

- Deep freezer
- Chopping board
- Gas cooker

### **MEAL PREPARED IN THE KITCHEN**

- Ogbona and Semovita
- Yam Pottage
- Jollof Rice
- Goat Meat Pepper Soup

### **RECEIPE YAM POTTAGE**

Yam

Fresh pepper

Onions

Seasoning

Salt

Meat

### **METHOD:**

Bon the yam for about 30 minutes

Add salt

Seasoning

Onion and fresh pepper

Leave to steam together

Cover for about 10 minutes

Pound it to turn to pottage

Ready to serve

### **EQUIPMENT USED IN THE BAR**

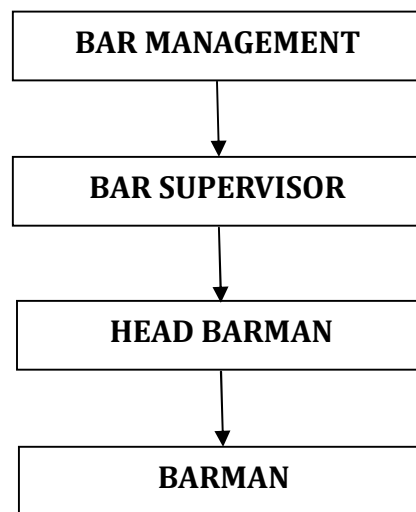
- i. Wine Opener
- ii. Opener

- iii. Water Jug
- iv. Serviette Paper
- v. Refrigerator
- vi. Showcase For Snacks
- vii. Drinking Glasses

## **BAR**

A bar is a place where both alcoholic and non-alcoholic drink are serve to guest. Bar also sells pepper soup and varieties of snacks which can be taken with the drinks.

### **ORGNIZATIONAL STRUCTURE OF THE BAR**



### **DRINKS AVAILABLE IN THE BAR**

#### **BAR**

S/N	BAR	PRICE
1	Small Stout	400
2	Medium Stout	500
3	Big Stout	600
4	Malta Guinness	300
5	Sminoff Ice	500
6	Snap	500
7	Gulder	500
8	Goldberg	50
9	Balley	3,000
10	Heineken	600
11	Star	500

#### **CLUB**

S/N	CLUB	PRICE
1	Belarie Rose	45,000
2	Don P	160,000
3	Hennessy YSOP	60,000
4	Moet Brut	45,000
5	White Bottle	13,000
6	Red Label	12,000
7	Famous	11,000
8	Absolute	11,000
9	Coke	500
10	Water	500
11	Red Wine	6,000



12	Budweiser	500		12	Andre Rose	12,000
13	33 Export	500		13	Moet Rose	50,000
14	Bottle water	250		14		

## **OPERATION OF THE BAR AND CLUB**

Nexus Event Hospitality Bar Operates peacefully and there is good store, spaces, safety and hygiene, enough space area, good layout of equipment of good furniture and electronic system, and there is good lightening style so that true colour of drinks is revealed.

## **HOUSE-KEEPING**

House-keeping department is the department that is responsible for the cleanliness and neatness of the hotel rooms and its surroundings. It is an essentials parts of the hotel organization. They operate 65 fully air condition rooms.

### **Books And Equipments Used In House Keeping Department**

1. Requisition Book
2. Room Occupancy List
3. House Keeping Room Report
4. Missing Article Report
5. Boom Checking Book
6. Vacuum Cleaner
7. Broom
8. Brush
9. Window Cleaner
10. Toilet Cleaner
11. Duster
12. Packer

## **ROOMS AVAILABLE AT FALSEG HOTEL**

- Standard Room
- Executive Room
- Executive suite
- Twin Double

## **GENERAL EXPERIENCE ACQUIRED**

My general experiences are as follows:

### **Front office**

I was given a thorough tour of the Hotel layout, and shown the room categories

I was taught how to check in the guest with proper conduct

I was taught how to relate with the guest

I was taught how to monitor the guest when checking out of the room

Third day activities were based on charging the guest into room through the system

I was taught how to make use of intercom line and how to answer the calls

### **Bar**

I was told to resume to food and Bar department, showing me the prices of drinks

The teaching was based on stocking taken

I was taught how to relate with customers and handing of their bills

They show me the prices of drinks for normal bar and prices of VIP Bar respectively

They taught me how to hand over the stock to the next staff and duty

Closing of stock and closing of account for daily sales

## **MAKING OF DISHES**

BOILED YAM EGG SAUCE RECIPES:

4 slices of yam, 2 fresh eggs, 5 seeds of fresh tomatoes, 2 seeds of pepper, ¼ teaspoonful of salt, a cube of maggi, ½ onions, carrots, green beans, groundnut oil, some quantity of water.

### **METHODS OF PREPARATION**

Peel the slices of yam, wash and boil. Slice the tomatoes, onions, and pepper. Cut the carrot and green beans. Then put the groundnut oil on fire, allow to heat, add the salt, put the onion and allow to fry a bit then pour the tomatoes, and allow to fry, then put the carrot and green beans and allow to fry then pour the beated egg into it and stir, then add the maggi and allow to fry for 2 minutes, then remove from the heat dish into a flat plate with the boiled yam.

### **WHITE RICE WITH STEW**

Recipes:

3 cups of Rice, a tin of tomatoes, 8 seeds of fresh tomatoes, 4 seeds of pepper, 1 onion, groundnut oil, 1½ teaspoonful of salt, ½ kilogram of meat, curry leave, curry powder, thyme, 2 cubes of maggi, some quantity of water.

### **METHODS OF PREPARATION:**

Wash the rice and parboil it, the boil finally put the groundnut oil on fire and add salt, onions and allow to fry, then put the grinded tomatoes and pepper and allow to fry, then add the tin tomatoes and allow to fry, then spice the stew with curry and thyme, after that you add the stewed meat, and add the curry leave and allow to boil, dish into a plate with white rice.

### **JELLOF RICE**

Recipes:

3 cups of rice, a tin of tomatoes, 4 seeds of fresh tomatoes, 2 seeds of pepper, 1 onions, groundnut oil, 1 teaspoonful of salt, ¼ kilogram of meat, curry powder, thyme, 2 cubes of maggi cube, carrot, green beans, and some quantities of water.

### **METHODS OF PREPARATION:**

Wash the rice and parboil it, then heat the groundnut oil and add salt, onion and allow to fry put the grinded tomatoes and pepper and allow to fry, then add the tin tomatoes and allow to fry, spice the stew with curry and thyme, maggi cube after pour the stew and rice with the stock (meat water) and stir, then allow it to boil, then fry the stewed meat, dish the rice with meat.

### **FRIED RICE**

Recipes:

3 cups of rice, carrot, green beans, green pepper, 1 onions,  $\frac{1}{4}$  nutmeg grinded, groundnut oil, butter, 2 cubes of maggi cube, thyme, ginger, curry,  $\frac{1}{2}$  kg of meat, and 1 teaspoonful of salt, some quantity of water, green peas, cabbage.

### **METHODS OF PREPARATION**

Wash and parboil rice, wash and cut the carrots, green beans, green pepper, cabbage, ginger, onions, stewed the meat, with the liver. Then pour the parboiled rice into the stock (meat water) and allow to boiled, then heat the butter and groundnut oil add the carrot, green beans, green peas, green pepper, onion, ginger and allow to fry, then add maggi cube, curry and thyme, pure the cooked rice and stir then add the liver and cabbage and stir, dish in a plate.

### **YAM AND PLANTAIN CHIPS**

Recipes:

2 slices of yam, 2 plantain, groundnut oil,  $\frac{1}{4}$  onion,  $\frac{1}{4}$  teaspoonful of salt, some quantity of water

### **METHODS OF PREPARATION:**

Peel the sliced yam and plantain, cut the yam in a small rectangular shape and cut the plantain in cylindrical shape, salt the plantain and yam the heat the groundnut oil and pour the onions allow to fry and pour the yam after frying

the yam, then fry the plantain, then dish in a plate and serve with Egg sauce.

### **YAM PORTAGE:**

Recipes:

5 slices of yam, pumpkin leave, 1 onion, 1 dry fish, a seed of fresh tomatoes, 2 seeds of flesh pepper, red oil, small quantity of Cray fish, 1 teaspoonful of salt, a cube of maggi, some quantity of water, ½ cut of ripe plantain.

### **METHODS OF PREPARATION:**

Peel the sliced yam and put in a pot and put on fire, then add water onions, fresh tomatoes, salt, Cray fish, pepper and allow to boil, then cut the ripe plantain and add to the boiling yam after 20 minutes cut the pumpkin leaves and add to the yam, then remove from heat and dish.

### **UNRIPE PLANTAIN PORTAGE:**

Recipes:

4 unripe plantain, pumpkin leave, 1 onion, 1 dry fish, a seed of fresh tomatoes, 2 seeds of fresh pepper, red oil, small quantity of Crayfish, 1 teaspoonful of salt, a cube of maggi, some quantity of water.

### **METHODS OF PREPARATION:**

Peel the plantain, put in a pot and add heat to it, then add water onions, tomatoes pepper, red oil, maggi, salt, Crayfish, dry fish, and allow to boil for 30 minutes then cut the pumpkin leave and add to the boiling plantain, then remove from heat and dish in a plate.

### **GARNISHED INDOMIE WITH PLAIN OMELETTE**

Recipe:

2 Sachet of indomie, 1 fresh tomato, 1 fresh pepper, ¼ onion, groundnut oil, 2 Eggs, carrot, green beans, water.

### **METHODS OF PREPARATION:**

Add water to the pot and apply heat, then allow it to heat very well, then add the indomie and allow to boil, then sieve it and put the empty pot on fire and add groundnut oil, onions, tomatoes, pepper, carrot, green beans, then the spices off the indomie and allow to fry then add the parboiled indomie and stir, then fry the Egg and remove from heat dish the garnished indomie with the plain omelette in a plate.

### **COSLOW SALAD**

Recipes:

Cabbage, carrot, fresh tomatoes, green pepper, mayonnaise.

### **METHOD OF PREPARATION**

Wash the cabbage, carrot, fresh tomatoes, green pepper in salty water. Then cut the cabbage, the carrot will not be cut in cubes but will be grated (sliced with grater), the fresh tomatoes will be sliced and the green pepper cut in cubes. Then the cabbage, carrot, fresh tomatoes, green pepper will be mixed together with the margarine and stir, then serve with either, Jellof rice or Fried rice

### **VEGETABLE SALAD**

Recipes:

Mayonnaise, sweet corn, carrot, cabbage, cucumber, baked beans peas, green pepper, tomatoes.

### **METHODS OF PREPARATION**

Wash your vegetable with little salt and slice into small sizes then after slicing arrange it finely by putting green peas, sweet corn, cabbage, green beans, green pepper, tomatoes, cucumber and mayonnaise and mix it properly so that it will be together.

### **SPECIFIC INVOLVEMENT AT VARIOUS SECTION FRONT OFFICE AS A RECEPTIONIST DEALING WITH A GUEST**

When a guest arrives at the reception, the receptionist stand up and welcomes the guest

in a respective way and ask if he can help him or her. If the guest need accommodation then the receptionist shows the tariff of the room he wants, and then the copy of registration from his handed to the guest to fill, the reception check whether the room is vacant and if it is then offered to the guest and a porter helps to carry the guest luggage to the room.

### **KITCHEN AS AN APPRENTICE**

I moved from one part to other to gain knowledge from all the sections in the kitchen

### **HOUSE-KEEPING: AS A STEWARD**

Tiding of rooms such as relaying of beds, sweeping of the floor, washing of toilet and baths, dusting of furniture as well as taking some linen to the laundry.

### **BAR: AS A WAITRESS**

Checking of stock, taking of order from the guest and serving of alcoholic and non-alcoholic drinks.

## **DISCUSSION**

My field of study in the Hospitality Management and I was able to do or perform my SIWES programme in Emirates global hotel and suites, the department I was able to touch deals with almost all the things I learnt in school and I was able to see how it is done and even put the knowledge into practice, I gained a lot of experience which will help me to study of field.

The following are the various departments of the hotel and their function as it relate to hospitality management.

- Front office deals with welcoming and allocation of rooms to the guest.
- House-Keeping deals with previous clean and comfortable linen and environment to the guest.
- Bar deals with the selling of alcoholic and non-alcoholic drinks and snacks.
- Kitchen and restaurant deals with the preparation and serving of food, drinks and snacks to the guest.
- Store department deals with the keeping of items needed by various departments for further uses. Hence the store allows the hotel to be involved in bulk purchasing.
- The account department deals with the monetary aspect of the hotel, the income and expenditure of the industry.



## CONCLUSION AND RECOMMENDATION

In conclusion, SIWES has really affected my life positively in my area of study, It has enlightened me more and also gave me impression of becoming a professional registered of Hospitality and Hotel Management. With this impression, I recommend that SIWES programme should

1. Continue throughout the federation
2. Be given more attention because it is the practical aspect of the theoretical part been taught in the institution.
3. Most importantly, the industrial training fund (I.T.F) should try and compensate students who involve in the SIWES programme on time, as this will help to boost the moral of the students to concentrate more during the programme.

Suggestion/Recommendation To The Organisation And The Polytechnic Concerning SIWES Program

1. The organization should try and make lecturing during SIWES programme more standardize so as to meet the 21<sup>st</sup> Century scheme because learners of today are leaders of tomorrow.
2. The organization should tangibly compensate SIWES student are mention during the programme.

## TO THE POLYTECHNIC

1. The polytechnic should make sure the SIWES students are monitored during the programme.
2. They should also make sure that student observed this programme so a registered of Hospitality and Hotel Management so that student can be more enlightened about their course of study “**HOSPITALITY MANAGEMENT**”