



## **A TECHNICAL REPORT**

**ON:**

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

*HELD AT:*

**DOHELA HOTEL**

**NO 43 LAWANSON ROAD SURULERE LAGOS STATE**

***PRESENTED BY:***

**MUHAMMED FATHIA DAMILOLA**

**ND/23/HMT/PT/0073**

**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**

***2024/2025***

## **DEDICATION**

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

## ACKNOWLEDGEMENT

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

## **TABLE OF CONTENT**

**Title page**

**Dedication**

**Acknowledgement**

**Table of content**

### **CHAPTER ONE**

- Introduction
- Goals and objectives
- Organization chart

### **CHAPTER TWO**

- Description of establishment of the attachment
- Various department and their function
- Bakery
- Oven
- Mixing
- Equipment for bread
- Restaurant
- Recipe for baking bread

### **CHAPTER THREE**

- Specific involvement at various section of front office as a receptionist dealing with guest
- Kitchen as an apprentice
- Housekeeping as a safeguard

### **CHAPTER FOUR**

- Discussion

### **CHAPTER FIVE**

- Conclusion and recommendation

## CHAPTER ONE

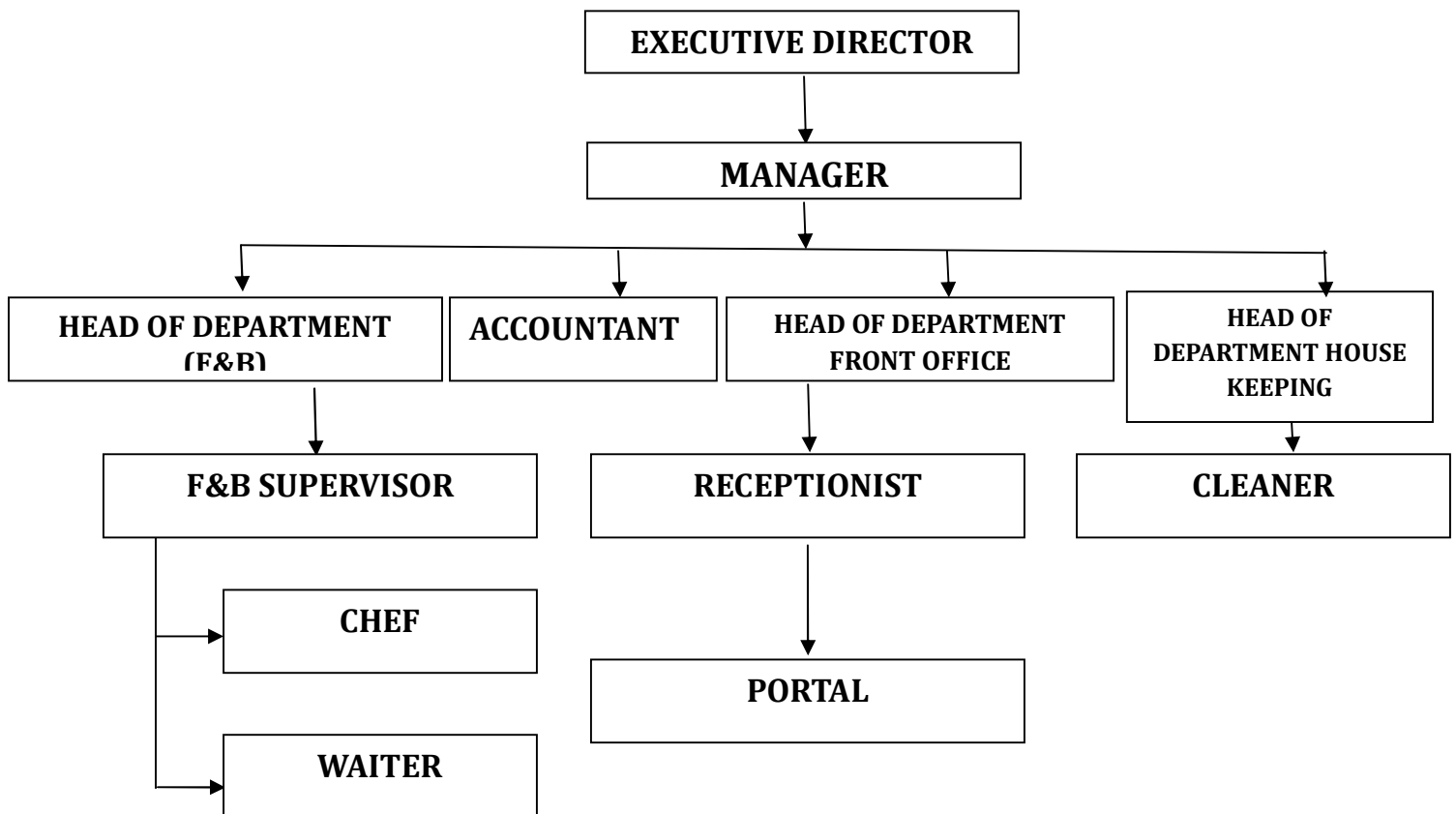
### Introduction Definition Of SIWES And Its Goals And Objectives

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 DOHELA HOTEL



## **CHAPTER TWO**

### **Description of the establishment of the attachment**

#### **SECTION OF EATRY AND PASTRY AND THEIR FUNCTION**

1. Front office/Reception
2. Kitchen/Restaurant
3. Laundry
4. Gymnastic House
5. 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

#### **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

### **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 essential part of the hotel organization. They operate 65 fully air conditioned 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

**BAKERY:** How to make bread

**RESTURANT:** How to price foods and drink



**RECIPIE FOR BAKING BREAD:** Major and minor

Recipe without it product cannot come out well

minor recipe: are one that taste of a product from another

bread major recipe: flour yeast, improval, sugar and salt

**MIXING:** if a mixer will be the one to mix apply all the major ingredient and minor ingredient given by the and mix it periodically until the executive

**EQUIPMENT FOR BREAD:** mixer baff moler spiral mixer, shaper

**OVEN**

Mode oven

Deck oven

Gas oven

Rotary oven

Element oven

Scaler cutter

## **CHAPTER THREE**

### **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 portal 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 baits, dusting of furniture as well as taking some linen to the laundry.

## **CHAPTER FOUR**

### **DISCUSSION**

My field of study in the Hospitality Management and I was able to do or perform my SIWES programme in Danjuman Eatery and Pastry, 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.
- 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.

## CHAPTER FIVE

### 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**”