

A TECHNICAL REPORT ON
STUDENT INDUSTRIAL WORK EXPERIENCE
SCHEME (S.I.W.E.S)

UNDERTAKEN AT
ACADEMIC STORE,
SAW MILL AREA OYOELEKE
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DEDICATION

This SIWES report is dedicated to the Glory of Almighty God and my parents, Mr. and Mrs. Amuzat.

ACKNOWLEDGEMENT

All praise and adoration to the Almighty God for providing me wisdom, knowledge and understanding in making this SIWES work a successful one and also for making my dreams come to reality.

In the course of putting this report together I am indebted to my school KWARA STATE POLYTECHNIC for the admission and enabling environment to partake in the SIWES programme.

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CHAPTER ONE

INTRODUCTION

1.1 HISTORY OF SIWES

SIWES (Student Industrial Working Experience Scheme) was established by ITF in 1973 to solve the problem of lack of adequate practical skills preparatory for employment in industries by Nigerian graduates of tertiary institutions.

The Scheme exposes students to industry based skills necessary for a smooth transition from the classroom to the world of work. It affords students of tertiary institutions the opportunity of being familiarized and exposed to the needed experience in handling machinery and equipment which are usually not available in the educational institutions. Participation in Industrial Training is a well-known educational strategy. Classroom studies are integrated with learning through hands-on work experiences in a field related to the student's academic major and career goals.

Successful internships foster an experiential learning process that not only promotes career preparation but provides opportunities for learners to develop skills necessary to become leaders in their chosen professions.

One of the primary goals of the SIWES is to help students integrate leadership development into the experiential learning process. Students are expected to learn and develop basic non-profit leadership skills through a mentoring relationship with innovative non-profit leaders.

By integrating leadership development activities into the Industrial Training experience, we hope to encourage students to actively engage in non-profit management as a professional career objective. However, the effectiveness of the SIWES experience will have varying outcomes based upon the individual student, the work assignment, and the supervisor/mentor requirements.

It is vital that each internship position description includes specific, written learning objectives to ensure leadership skill development is incorporated.

Participation in SIWES has become a necessary pre-condition for the award of Diploma and Degree certificates in specific disciplines in most institutions of higher learning in the country, in accordance with the education policy of government.

1.2 OPERATORS OF SIWES

Operators - The ITF, the coordinating agencies (NUC, NCCE, NBTE), employers of labor and the institutions.

Funding - The Federal Government of Nigeria

Beneficiaries - Undergraduate students of the following: Agriculture, Engineering, Technology, Environmental, Science, Education, Medical Science and Pure and Applied Sciences.

Duration - Four months for Polytechnics and Colleges of Education, and Six months for the Universities.

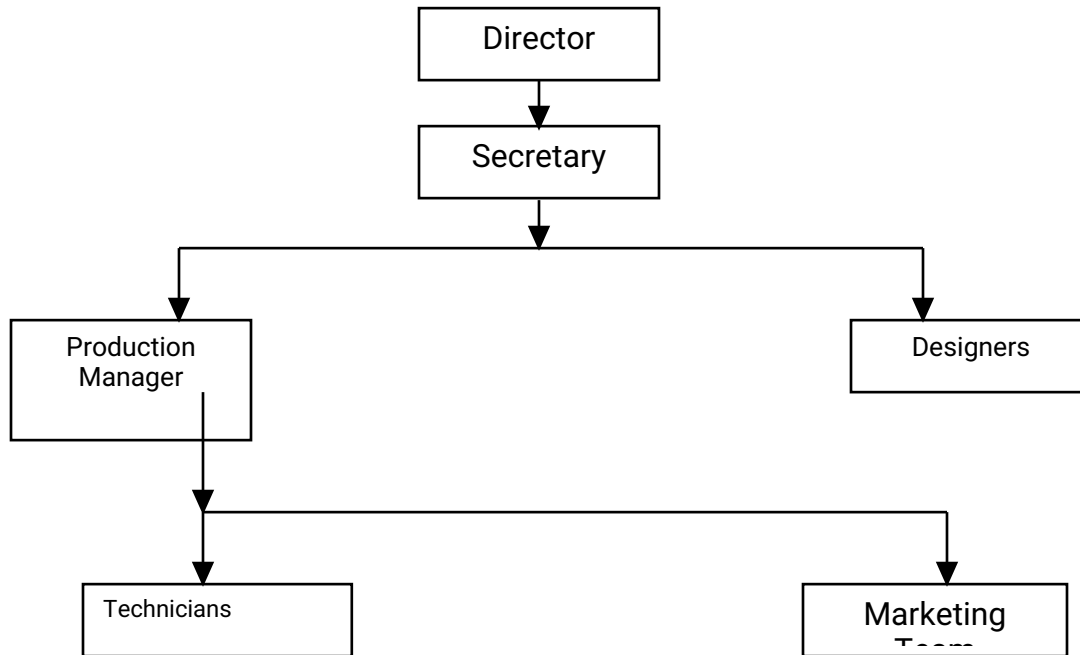
1.3 OBJECTIVES OF SIWES

1. SIWES will provide students the opportunity to test their interest in a particular career before permanent commitments are made.
2. SIWES students will develop skills in the application of theory to practical work situations.
3. SIWES will provide students the opportunity to test their aptitude for a particular career before permanent commitments are made.
4. SIWES students will develop skills and techniques directly applicable to their careers.
5. SIWES will aid students in adjusting from college to full-time employment.

1.4 HISTORICAL BACKGROUND OF THE ORGANIZATION

Happy Printing Enterprises Nigeria Limited was established in 2005 and is located at No 12 Osere Junction off Power Line, Osere, Ilorin, Kwara State. The company specializes in printing services, producing items such as textbooks, exercise books, posters, banners, and jottings for educational institutions, businesses, and individuals. The enterprise has grown over the years to become one of the leading printing firms in Ilorin, known for its commitment to quality and customer satisfaction.

1.5 ORGANISATIONAL CHART



1.6 Major Activities of the Organization

- ❖ Graphic design (using CorelDRAW, Photoshop, and Illustrator)
- ❖ Large format printing (banners, flex, and billboards)
- ❖ T-shirt and cap branding
- ❖ Heat press printing
- ❖ Offset and digital printing

1.7 Section/Unit of the Organization and Their Specific Functions

- ❖ **Design Unit** – Handles the creation of graphic designs.
- ❖ **Printing Unit** – Oversees all printing activities.
- ❖ **Production Unit** – Handles material branding and finishing.
- ❖ **Marketing & Customer Service Unit** – Manages customer inquiries and orders.

CHAPTER TWO

MICROSOFT WORD

2.1 What is Microsoft Word?

Microsoft Word is a widely used word processing software developed by Microsoft Corporation. It allows users to create, edit, format, and save documents in various formats such as .docx and .pdf. Microsoft Word is part of the Microsoft Office Suite and is commonly used in businesses, educational institutions, and personal document creation.

Key Features of Microsoft Word:

- **Text Formatting:** Allows users to change font type, size, color, and apply bold, italics, or underline.
- **Page Layout:** Enables adjustments to margins, page orientation, and spacing.
- **Tables & Graphics:** Users can insert tables, charts, pictures, and shapes into their documents.
- **Spell Check & Grammar Check:** Automatically detects and suggests corrections for spelling and grammar errors.
- **Templates:** Pre-designed templates for different document types such as resumes, reports, and letters.
- **Collaboration Tools:** Enables multiple users to edit a document in real-time using cloud storage.

2.2 How to Open Microsoft Word

Microsoft Word can be opened in several ways depending on the operating system being used.

For Windows Users:

1. Click on the **Start Menu** (Windows icon on the bottom left of the screen).

2. Type **"Microsoft Word"** in the search bar.
3. Click on the **Microsoft Word** application from the search results.
4. A blank document will open, allowing you to start typing.

For macOS Users:

1. Click on the **Finder** icon from the dock.
2. Select **Applications** from the sidebar.
3. Locate **Microsoft Word** and double-click it to open.

Using a Keyboard Shortcut (Windows):

- Press **Win + R** to open the Run dialog box.
- Type **winword** and press **Enter**.

2.3 Understanding Drink Storage and Daily Analysis

At Academic Store, proper inventory management, including drink storage and daily sales analysis, is crucial for ensuring business efficiency.

Drink Storage Guidelines:

1. **Temperature Control:**
 - o Store drinks at the appropriate temperature to maintain quality.
 - o Carbonated drinks should be kept cool, while dairy-based beverages require refrigeration.
2. **Shelf Life Management:**
 - o Check expiration dates regularly to avoid selling expired products.
 - o Implement **First-In-First-Out (FIFO)** inventory rotation to use older stock first.
3. **Hygiene and Cleanliness:**
 - o Maintain a clean storage environment to prevent contamination.
 - o Keep drinks away from direct sunlight and moisture to prevent spoilage.

Daily Sales and Inventory Analysis:

1. Recording Sales Transactions:

- Keep track of the number of drinks sold daily using Microsoft Excel or inventory management software.
- Ensure all sales data is documented for future reference.

2. Stock Level Monitoring:

- Conduct daily checks to determine which products are selling fast.
- Identify slow-moving items and adjust pricing or promotional strategies.

3. Customer Preference Analysis:

- Observe customer buying patterns to stock popular drink brands accordingly.
- Use customer feedback to decide on new stock additions.

CHAPTER THREE

INVENTORY MANAGEMENT AND SALES DOCUMENTATION

3.1 How to Open a Computer and Use a Mouse to Open PowerPoint

Proper understanding of computer operations is essential for inventory management and sales documentation at Academic Store.

How to Open a Computer

1. Turning on a Desktop Computer:

- o Ensure the power cable is properly connected.
- o Press the **power button** on the CPU.
- o Wait for the system to boot and load the operating system.

2. Turning on a Laptop:

- o Press the **power button** located on the laptop keyboard.
- o If the battery is low, connect the charger to a power source.

Using a Mouse to Open PowerPoint

1. Move the cursor to the **Start Menu** and click on it.
2. Type "**PowerPoint**" in the search bar and select the application.
3. Click on "**Blank Presentation**" or open an existing file.
4. Use the mouse to navigate, select slides, and edit content.

Relevance of PowerPoint in Inventory Management:

- PowerPoint presentations can be used to showcase product catalogs.

- Helps in preparing training materials for staff on inventory control.
- Can be used for sales performance analysis presentations.

3.2 Skills Acquired on Drink Sales and Transactions

During the SIWES program at Academic Store, various skills were acquired in handling drink sales and transactions.

Essential Skills Learned:

1. Customer Service:

- Engaging with customers in a friendly and professional manner.
- Handling customer inquiries and complaints effectively.

2. Cash Handling and Sales Transactions:

- Using a **Point of Sale (POS) machine** for processing payments.
- Managing cash transactions and issuing receipts.
- Understanding mobile payment methods such as bank transfers and USSD codes.

3. Stock Replenishment Techniques:

- Monitoring stock levels and restocking based on demand.
- Noting fast-moving and slow-moving products.

4. Pricing and Discount Strategies:

- Adjusting prices based on market trends and competitor pricing.
- Applying discounts and promotions to increase sales.

3.3 Documenting Sales of Popular Drinks

At Academic Store, proper documentation of drinks is essential to track sales and manage inventory efficiently. Some of the popular drinks documented include:

Commonly Sold Drinks:

1. **Orijin Bitter** – A herbal alcoholic beverage popular among adults.
2. **Seaman Schnapps** – Frequently used for traditional ceremonies.
3. **Egele** – A soft drink brand in high demand.
4. **Jiju Milk** – A dairy-based beverage stored under refrigeration.
5. **Big Tropical and Lacoco Drinks** – Fruit-flavored drinks preferred by customers.

Methods of Documenting Sales:

1. **Manual Sales Record:**
 - Maintaining a sales ledger where daily sales are recorded.
 - Writing down product names, quantities sold, and prices.
2. **Microsoft Excel for Sales Documentation:**
 - Creating an Excel spreadsheet to record stock inflows and outflows.
 - Using formulas to calculate total sales revenue and profit margins.
3. **Use of Inventory Management Software:**
 - Tracking product availability and stock movement digitally.
 - Generating sales reports for analysis.

CHAPTER FOUR

CHALLENGES, CONCLUSION AND RECOMMENDATION

4.1 CHALLENGES ENCOUNTERED DURING MY SIWES PROGRAMME

1. Distance from my home to my place of attachment.
2. Lack of payment from the ITF.
3. Lack of Transport Fare.
4. Traffic Congestion
5. Discrimination between Polytechnic Students and University.

4.2 CONCLUSION

The SIWES program at Happy Printing Enterprises Nigeria Limited has been an enriching experience, allowing me to apply the theoretical knowledge gained in school to real-world printing operations. I acquired essential skills in Microsoft Word, PowerPoint, and printing technology that will be beneficial in my future career.

4.3 RECOMMENDATIONS

- The company should consider upgrading its printing machines to keep up with technological advancements in the printing industry.
- A better power backup system could be implemented to reduce the impact of power outages on production.
- Training programs for interns and staff on emerging printing technologies would help improve efficiency and productivity.