



KWARA STATE POLYTECHNIC

P.M.B 1375, ILORIN NIGERIA

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**A TECHNICAL REPORT OF STUDENTS' INDUSTRIAL WORK
EXPERIENCE SCHEME (SIWES) REPORT**

HELD AT:

ROTANA HOTEL NIGERIA LIMITED

(Fate Road, Ilorin Kwara State)

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SUBMITTED TO:

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**IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR
THE AWARD OF NATIONAL DIPLOMA (ND).**

FROM

AUGUST--NOVEMBER, 2024

PREFACE

This contain a written report of the work done by me during the four-month industrial attachment with one of the best Organization in Ilorin, which is Rotana Hotel Nigeria Limited.

This work goes further to share the experience I had in the station.

This summarize all the things I learnt and the problems encountered by me, my recommendation and conclusion of all my work.

DEDICATION

This report is dedicated to Almighty Allah for his mercy and protection on me throughout the program.

ACKNOWLEDGMENT

All glory, honor and adoration goes to the Almighty Allah for mercy received during the course of my study and when undergirding my Industrial Training.

My appreciation also goes to my industrial based lecturer, whose accessibility, untiring effort, patients and guidance and suggestions fabulously contributed to the Completion of this report, may God continue to guide and protect them and their family.

My special thanks also go to my families (THE SPECIAL KAZEEM'S) for their support, both morally and financially, before and during my SIWES program, I shall forever be grateful. May you live long enough to reap the fruit of your labour (Amin)

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CHAPTER ONE

INTRODUCTION TO TRAINING PROGRAMME

1.0 PURPOSE OF TRAINING

The students Industrial Work Experience Scheme (SIWES) was initiated in 1973 by the Industrial Training Fund (ITF). This was to update practical knowledge of students in the Universities, Polytechnics and College of Technology. It was aimed at bridging the gap between the theoretical knowledge acquired in classes and technical knowledge in the industries by providing students with opportunities to apply their educational knowledge in real work situations.

Over the years, SIWES has contributed immensely to building the common pool of technical and allied skills available to the Nigerian economy which are needed for the nation's industrial development.

Furthermore, the place and relevance of SIWES is underscored by the fact that the scheme contributes to improving the quality of technical skills generally available in the pool from which employers' source technical manpower.

It also gives students the opportunity to blend theoretical knowledge acquired in the Classroom with practical hands-on application of knowledge required to perform work in the industry. Also, it prepares students for employment & makes the transition from school to the world of work easier after graduation.

I undertook my SIWES training at Rotana Hotel which is located at Fate Road, Ilorin Kwara State which lasted for (4 months).

1.1 OBJECTIVE OF THE PROGRAMME TO STUDENT

Industrial Training (I.T) provides an avenue for student in an institution higher learning to acquire industrials skills and experience in their course of study.

- It will help student to gain increased maturity and understanding of the workplace
- The program teaches the student on how to interact effectively with other workers and supervisors under various conditions in the organization
- The students will have chance to evaluate companies for which they might wish to work
- It expose students to work methods and techniques in handling equipment and machines that may not be available in educational institution.

CHAPTER TWO

DESCRIPTION OF THE ESTABLISHMENT OF THE ATTACHMENT

2.1 BRIEF HISTORY OF THE ESTABLISHMENT

Rotana Hotel Nigeria Limited is situated on Fate Road in Ilorin, Kwara State. The establishment was founded in 2018 by its managing director, who envisioned a premier hospitality venue in the region. Rotana Hotel offers a variety of well-furnished accommodation options, including guest rooms and suites that cater to the needs of both business and leisure travelers.

The hotel features a restaurant that serves a diverse menu, providing guests with both local and international cuisine. Additionally, Rotana Hotel includes amenities such as a laundry service and recreational facilities, ensuring comfort and convenience for all guests. With its modern design and inviting atmosphere, Rotana Hotel aims to deliver an exceptional experience for visitors to Ilorin.

2.2 OBJECTIVES OF THE ESTABLISHMENT

The Major Areas of Operations undertaking By the Establishment are;

1. To provides a lodging centre for individual and corporate.
2. For invent planning and social function organizing centre.
3. Provides laundry services.

4. Provide gymnastic house for exercises and watch of weight.
5. Its kitchen provides food and other edible substance for human consumption.

2.3 ORGANIZATIONAL STRUCTURE OF THE ESTABLISHMENT

The Various Departments/Group/Sections in the Establishment and their

Function:

1. **Managing Director (MD):** The Managing Director is the decision maker, he says what happen in the establishment and other staff takes order from him. He is the one that finances the company and assign payment for staffs.
2. **General Manager:** The General Manager is the second in command. She is the most senior employee in the company. The manager reports directly to the Managing Director, he is responsible for the overall strategy, planning coordination and management of business affairs of an organization.
3. **Supervisor:** The supervisor supervises the work been done in the various sections, he tries to find out where wrongs are been done and does correction where necessary, and penalizes when necessary.
4. **Accountant:** The Accountant is in charge of keeping records of all the expenditure and income earned in a company and responsible for payment of workers.

5. **Point of Sales:** The Point of Sale is the people giving information to the kitchen on what to prepare and serve by customers.
6. **Chef:** The Chef is the most senior cook in the hotel, she gives directives to the other cooks, and he is in charge of the activity that takes place in the kitchen.
7. **Head of Reception:** The Head of Reception is in charge of the activities that is been run in the reception.
8. **Head of House Keeping:** The Head of House Keeping is in charge of the activities in the rooms, he makes sure that things are the way they should be in the various rooms.
9. **Cook:** The cook specialize in various duties like producing, manufacturing, preparing different dishes to the hotel.
10. **Assistance head of Reception:** The Assistant Head of Reception; takes charge when the head of receptionist is absent.
11. **Cleaners:** The Cleaner keeps the environment tidy, they clean the rooms and other places, they cut grasses, sweep and wash the places.
12. **Dry Cleaner:** The Dry Cleaner, washes, dry and irons the clothes of quests, they also wash the towels and bed spreads used in the rooms.
13. **Chief Security:** The Chief Security makes sure that there is enough security, he directs the security people on how to be on alert.

- 14.**Security Men:** The Security Men guards the environment and makes sure that there is enough security.
- 15.**Electrician:** The Electrician repairs all the electrical appliances, and services the worn-out ones.
- 16.**Plumber:** The Plumber's repairs and fix things such as water pipes, toilet, sinks etc.
- 17.**Barman:** The Barman serves the drinks to customers.

CHAPTER THREE AND FOUR

**REPORT CLEARLY ON WORK ACTUALLY CARRIED OUT
WITH CLEAR
STATEMENT ON EXPERIENCED GAINED**

My having the true facts about the practice carried out at Rotana Hotel Nigeria Limited has exposed me to a lot of great experience after participating majorly as a source of assistance in various section e.g in the point of sale section by using the software named as Omega R.M.S (Point of Sale) which designed for hotel and hospitality industry to helps manage and run your business whatever the type of restaurant you have.

I acquired practical knowledge on how to install Omega POS, how to setup menu, how to punch order on the screen, how to void order and backup end of day.

Finally I can use Omega Point of Sale to make an order, setup menu, void order and print receipt for a customer, fix price, transfer table, and back up end of day etc.

3.1 DEFINITION OF OMEGA R.M.S (POINT OF SALE)

Omega R.M.S (Point of Sales) is an advanced solution for the hotel and hospitality industry, is also a tool that helps you take the right decision to increase your sales figures and reduce your operations cost.

The Point Of Sale gives you the flexibility you need to perform your day to day operations and help you manage and run your business whatever the type of restaurant you have.

Any transactions made at the point of sale will automatically update your stock.

3.1.1 ICONS AND MEANINGS

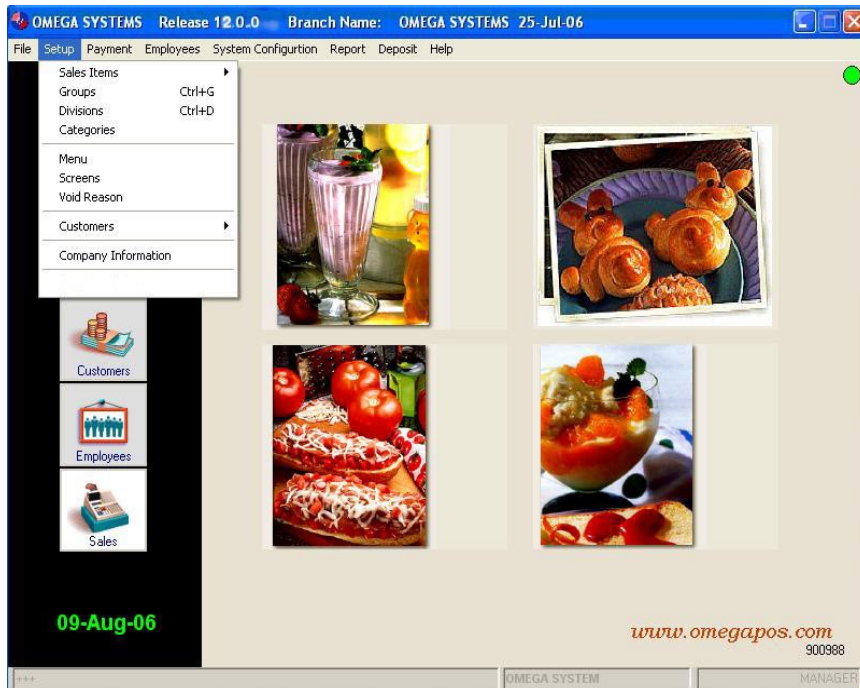
You will find below a set of function keys located on the toolbar of Omega R.M.S (Point of Sale) screen

- **FIRST:** Takes you to the first recorded entry.
- **PREVIOUS:** Takes you to the entry previous to the selected one.
- **NEXT:** Takes you to the entry next to the selected one.
- **LAST:** Takes you to the last recorded entry.
- **NEW:** Records a new entry.
- **SAVE:** Saves the recorded entry.
- **DELETE:** Deletes the selected entry.
- **EXIT:** Exits from the screen.

3.2 HOW TO SETUP MENU

To begin the setup, click on the Setup Menu.

By clicking on the Setup menu, the following functions display:



The first part of the Setup menu is dedicated to define all categories, divisions, groups and sales items that can form a menu in a restaurant.

The second part of the Setup menu is dedicated to define menus, screens and void reasons in the restaurant.

The third part of the Setup menu is dedicated to define the Customers of the restaurant.

The Fourth part of the Setup menu is dedicated to define the Company information with all details.

3.2.1 CATEGORIES

Menus are divided into categories. For example: Beverages, Food and Tobacco are common categories used by restaurants.

To create a category:

1. Choose the “Categories” option from the Back office Setup menu. A sub-screen will display:



2. Click New then Enter the Description of the category (Ex: Food) then press Save to record the newly entered category.

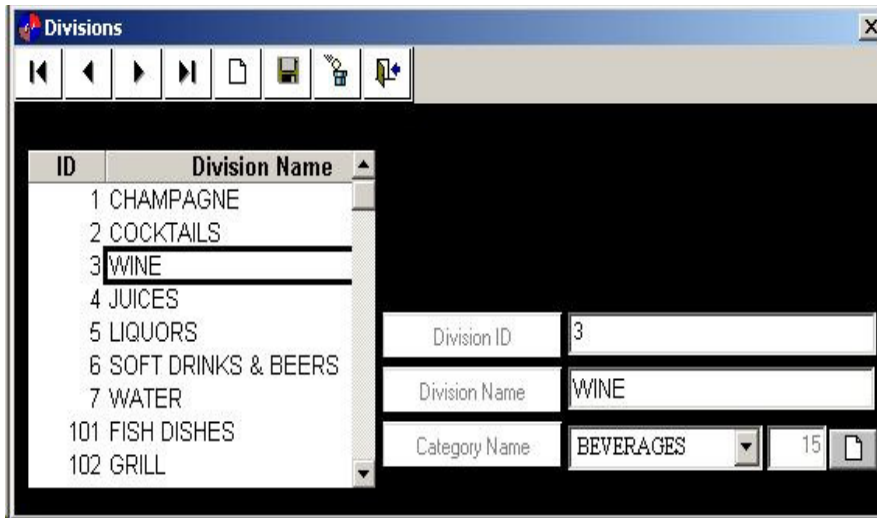
To update the description of an existing category, simply choose this category from the “Find” drop down menu then enter the new description and click “Save”.

3.2.2 DIVISIONS

The “Divisions” option from the Back Office Setup menu allows you to group items into divisions. For example: Soft drinks, Main course and Desserts are common division types used by restaurants.

To create, modify or delete divisions follow this Step:

1. Choose the “Divisions” option from the Setup menu. The Divisions screen displays:



On the left side of the screen, you find a scroll-down menu displaying a list of all divisions previously recorded next to their correspondent I.D numbers.

2. Click on any division from the scroll-down menu, the correspondent division I.D, name and related category appear simultaneously in the three boxes at the right side of the screen. You can then modify the existing division.
3. If you are creating a new division, click on New, fill in a new Division I.D, choose a division name which corresponds to your menu and select the corresponding Category Name from the drop down menu next to “Category Name” field. Clicking the small icon next to Category Name drop down menu reopens the “Categories” sub-screen allowing you to create a new category.
4. Click the “Save” button.

To delete a division:

1. *Make sure you have opened the right division to delete.*

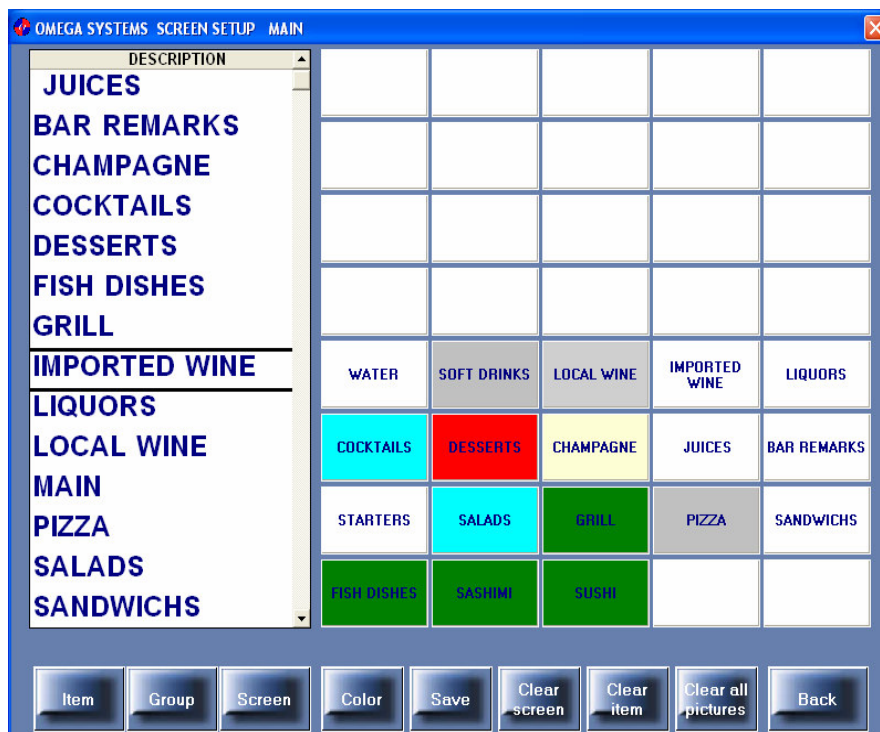
2. Click the “Delete” button

3.2.3 GROUPS

The “Groups” option from the Back Office Setup menu allows you to create groups of sales items. For Example: White Wine, Red Wine, Soft drinks, Fish Dishes, Desserts are common group types used by Restaurants.

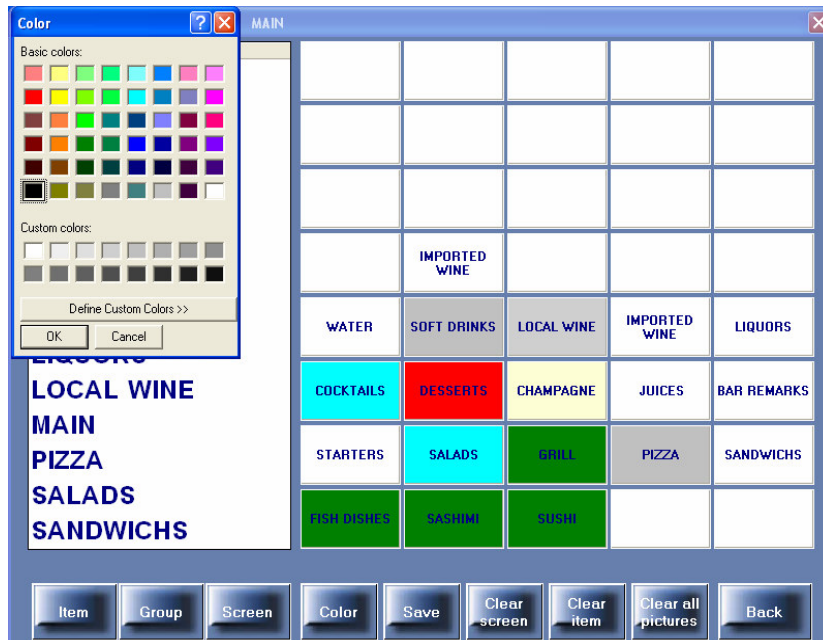
To add a group

1. Click the Group button at the bottom of the screen, a list appears available for groups selection.



2. Click on the empty box you wish the group to fit in on the right portion of the screen.

3. Select the group you wish to add from the list of available groups at the left portion of the screen.
4. A color form displays for you to choose the corresponding color.



5. You can repeat these steps until all your groups are in places.
6. 6- Click the “Save” button at the bottom of the screen.

To delete a group:

1. Make sure you have opened the right group to delete.
2. Click the “Delete” button located on the toolbar.

3.3 SALES ITEMS

Creating your sales items. The “Sales Items” option from Omega Back Office, Setup menu allows you to gain access to

the sales items that form a menu. You must configure separate sales items for each menu and assign all sales items and sales item modifiers to a group.

To add sales items; follows this step:

1. Click on the Item button at the bottom of the screen.

A list of all available groups is displayed. Click on the corresponding group, a list of all related items is displayed.

2. Click on the box you wish the item to fit in on the right portion of the screen.
3. Select the item you wish to add from the left portion of the screen.
4. A color form displays for you to choose the corresponding color.
5. You can repeat these steps until all your items are in places.
6. Click the “Save” button at the bottom of the screen.

3.3.1 MENU SCREENS

After creating your sales items, you need to create the screens to appear on the P.O.S ordering screens. By clicking on “Screens” from Omega Back Office, Setup menu, the following form appears:



This option allows you to create screens for your Point of Sale use. Type a name for the screen that you want to display on the workstation and then click on the “Save” Button. Begin by creating the Main screen and then enter all the other screen names that you want to display on the main screen. If you choose the “Auto Generate” option located on the toolbar, the system will automatically create the screens and the screen setup for you. The key for this option is OMEGA. You can use the “Picture” button located at the bottom of the screen to select a bitmap picture for your screen. This picture will appear on the P.O.S ordering screens as a background to the screen button.

To delete the selected picture, click the “**Del picture**” button.

To add a screen

1. Click the Screen button at the bottom of the screen, a list of all available screens is displayed.
2. Click on the box you wish the screen to fit in on the right portion of the screen.
3. Select the screen you wish to add from the left portion of the screen.
4. A color form displays for you to choose the corresponding color.
5. You can repeat these steps until all your screens are in places.
6. Click the “Save” button at the bottom of the screen.

Note: The screens that show when you click the Screen button are the same screens that appear in the Screen list Selection window.

On the ordering stage when choosing a screen, the list of items related to this screen will appear on the screen.

- To delete a group, item or screen, click on the corresponding box then click the “Clear item” button at the bottom of the screen.
- To delete all the contents of a menu or screen, access the corresponding menu or screen then click the “Clear screen” button at the bottom of the screen.

- To delete the background picture of a group, item or screen, click the “Clear All Pictures” button.
- To change the color of a group, item or screen, click on the corresponding box then click the “Color” button at the bottom of the screen. The system will display a window containing all different colors. Click on the color you wish the box to display, then click the OK button.
- To save the modifications done, click the “Save” button at the bottom of the screen.
- To exit the menu or screen you have accessed, click the “Back” button at the bottom.

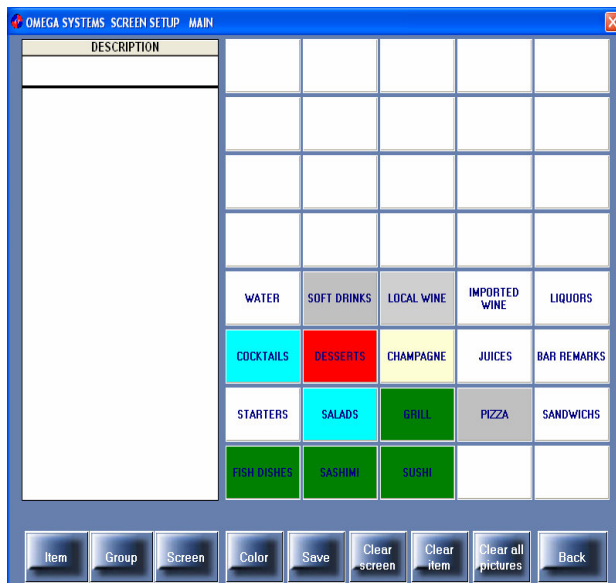
3.3.2 SCREEN SETUP

The “Screen Setup” function allows you to setup the menu portion of the Order Entry screen. Using the Screen Setup function, you may add or modify the menus layout on the order entry screen. When you click the Screen Setup button, the Screen list Selection window is displayed containing the Menus or screens available for selection.



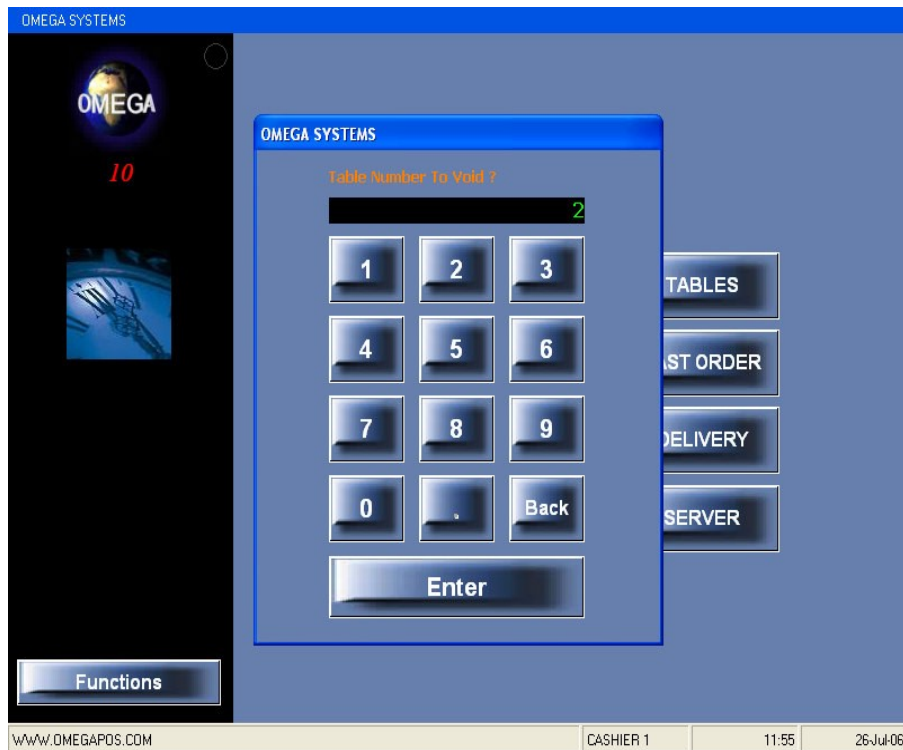
To Exit this window, click the Exit button.

To access a menu or screen, click on its name. The system displays the menu or screen, like the menu on the order entry screen.



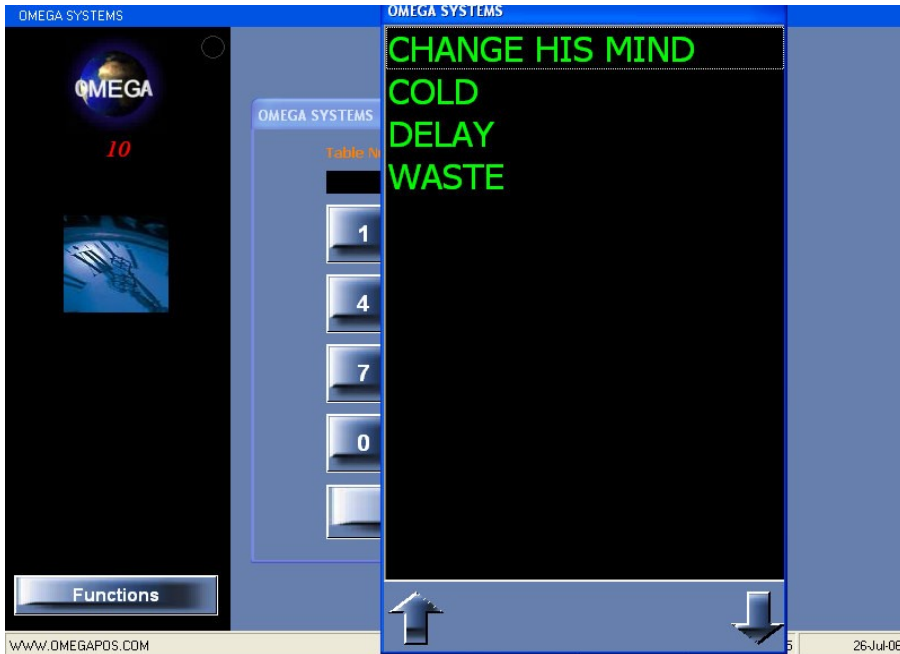
3.3.3 VOID TABLE

The “Void Table” function allows you to cancel an entire opened table or delivery order. When you click this option, a form displays for you to enter the number of the opened table or pending delivery order that you wish to void.



Enter the corresponding number then press “Enter”.

A window displays with a list of available void reasons:



Select the corresponding reason and a message box will pop up to confirm the void: “Table Deleted”. Click OK to finish the void



Note: If the number you entered refers to a table or delivery order that does not exist, the following message will display: “Table does not exist”. When a table is voided, the system generates a Cancellation Receipt with a serial number that begins with 20,000,000. If you want the system to print this Cancellation Receipt, you need to activate the “Void Receipt” option from Omega back Office, System Configuration,

Configuration, “Printers”. You can create the Void Reasons from Omega Back Office, Setup, “Void Reason”.

4.1 MAIN READING

The Main Reading Report is used to compile the sales of all servers. Once you open the Main Reading from the P.O.S, Functions, a message appears informing you how many tables and delivery orders are still opened.

The Main Reading shows the “First order” and “Last order” date and time, the “First and Last invoice numbers”, the “number of customers”, the “Grand Total”, the “Tax”, the “Service”, the “Discount”, the “Paid in” and “Paid out” amounts, the “Net Total + Paid in – Paid out”= (Grand Total - Discount + Paid in – Paid out), the “No Sales” number = How many times the cash drawer was opened without any sales transaction, the “Subtotal”=(Grand Total – Service – tax), the “Average Check”= Average sales per customer , the “Net Sales”=(Grand Total-Discount), the “Summary of payment”, the “Summary of Paid in and Paid out”, the “Total Payment” (where the Credit sales are omitted), “Summary of Sales by category, divisions, groups and items”, “Summary of voids”, “Item transfer”, “Open tables” at the time you generate this report, “Check list”, “Credit list”, “Total tips”.

You can choose to view the exact physical amount of each payment type in the “Summary of Payment” by activating the option “Show Summary of Payment as is in Main Reading” from Omega Back Office, System Configuration, Configuration, “Configuration #2”.

This is important when you collect a tip through “Checks” or “Credit Cards” and you take out cash money instead from the cash drawer to add them to your tip money. This Cash amount of money will be deducted from the payment type selected in the “Main Cash Key” field located inside Omega Back Office, System Configuration , Configuration , “Configuration#2”, which the system will consider as the default cash payment type.

The main reading shows also the Cumulative Grand Total; this option will display the year to day sales in the main reading. This option can be activated from the Back Office, System Configuration, Configuration, “More” by checking the option “Show cumulative Grand total at the main reading”.

Printing this report depends on the level of authority of the user. When you click the Main Reading button, the system will display the reading on screen.

Note: You must generate this report before you perform the End of Day procedure. The generated report appears as follows:

The image displays three screenshots of the Omega Systems Reports interface, each showing a different report view. The interface has a blue header bar with the text "OMEGA SYSTEMS Reports".

Left Screenshot: Main Reading

OMEGA SYSTEM
Main Reading
13-11-2006 11:03:41
By: MANAGER
First Order: 13-11-2006 11:01:58
Last order: 13-11-2006 11:03:06
First Invoice: 100028
Last Invoice: 100030
Number of Customers: 4
Grand Total: 440
VAT 10 %: 40
Service: 0
Discount: 0
Paid In: 5
Paid Out: -3
Net Total + P.In - P.Out: 442
No Sales #: 0
Sub Total: 400
Average Check: 110

Buttons on the right: S. By Workstation, S. By Menu, S. By Server, More reports, Main Reading, History, Previous Reading, By Server, Print, Back.

Bottom: Net Sales 440

Middle Screenshot: SUMMARY OF PAYMENT

SUMMARY OF PAYMENT

CASH	220
CHECK	110
CREDIT	-110

Paid In / Out

CASH	5
CASH	-3

Total Payment: 222

SUMMARY BY CATEGORY

FOOD	400
Total:	400

SUMMARY BY DIVISIONS

FISH DISHES	400
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Summary of Sales by Groups

FISH DISHES	400
-------------	-----

SUMMARY BY ITEMS

Buttons on the right: S. By Workstation, S. By Menu, S. By Server, More reports, Main Reading, History, Previous Reading, By Server, Print, Back.

Right Screenshot: SUMMARY BY ITEMS

SUMMARY BY ITEMS

BRANZINO ALLA GRIG	5.00
SALMONE ALLA GRIGL	1.00

SUMMARY OF VOIDS

BRANZINO ALLA GRIG	-1.00
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ITEM TRANSFER

From Table: 9 To Table: 3

On Table :

100028 On Table : 3	220
100029 On Table : 6	110
100030 On Table : 3	110
100031 On Table : 3	110
100032 On Table : 9	110

CHECK LIST:

100029 TROJA ALLEN	110
--------------------	-----

Buttons on the right: S. By Workstation, S. By Menu, S. By Server, More reports, Main Reading, History, Previous Reading, By Server, Print, Back.

At the right side of the report, you find successive buttons:

Sales by Menu: If you click this button, you will add the sales grouped by each menu to the main reading report.

Menu: TABLES	
Number of Customers:	36
Grand Total:	10929
VAT 10 %	994
	0
	0
Service:	0
Discount:	0
NET TOTAL: 10929	
Menu: TAKE AWAY	
Number of Customers:	8
Grand Total:	2950
VAT 10 %	268
	0
	0
Service:	0
Discount:	0
NET TOTAL: 2950	
Menu: DELIVERY	

4.1.1 SERVER REPORT

The Server Report button from the P.O.S, Functions, gives you access to the reports that only concern a specific server. It is similar to the main reading but displayed by server. It shows the sales figures related to the server who is logged in to the system.

CASHIER	
Number of Customers:	34
Grand Total:	9919
VAT 10 %	902
	0
	0
Service:	0
Discount	0
NET TOTAL: 9919	
MANAGER	
Number of Customers:	20
Grand Total:	13930
VAT 10 %	1266
	0
	0
Service:	0
Discount	0
NET TOTAL: 13930	

4.1.2 END OF DAY

The “End of Day” is a daily task, which resets your daily sales, and transfers the sales to the sales history database. This procedure could only be performed once every 24 hours.

The End of Day operation summarizes all information about the restaurant’s activity for the day and transfers the sales of the day to the sales history, so that these sales are added to the reports generated in the Back Office System. All tables and delivery orders must be closed before the End of Day may be run.

Note: you must perform this operation on a daily basis.

4.1.2 GENERATE THE MAIN READING REPORT BEFORE EXECUTING HIS OPERATION.

To run the End of Day, click the End of Day button. If there are opened tables or delivery orders in the restaurant, a warning message will display: “Close all open checks and try again”.

When you click OK, the system will display the opened tables or delivery orders numbers.

The End of Day procedure can also be executed without accessing the Back Office Module. To do so, follow these steps:

Go to Back Office, System Configuration, Configuration and enter, in the E.O.D. Code field, a code to be used in the End of Day procedure (for example: 1) and click the Save button located on the toolbar. Now, every time you want to execute the End of Day procedure, run the Back Office without entering your user name and password, instead you have to type the E.O.D Code (which is 1) in the password field and click on the Enter button as follows:



When clicking the Enter button, the system will run the End of Day

Backup Data. This option allows the user to backup his data and send it automatically to a file located in a Backup. This function is very important and must be performed on a daily basis.

CHAPTER FIVE

5.1 PROBLEMS ENCOUNTERED DURING SIWES

There are numerous problems I encountered during my Industrial Training Programme at Rotana Hotel Nigeria Limited.

The Major Problems Are:

- 1. Problem of Securing a Place of Attachment:-** I had most of problem searching for a place of attachment for my Industrial Training because most of the companies rejected my request giving one reason or the other that they don't want IT student.
- 2. Finance:-** The company did not make provision to pay IT student nor do they draft any allowance, packages so as to lease the expenses for the six months programme.
- 3. Inaccessible Machine:-** The IT students were not giving the opportunity to operate most of their machine they will rather ask you to watching them and learn.
- 4. Problems of Light:-** Light is the major thing an establishment needs for proper running, and also for comfort of the guest and functioning of the facilities and equipment in an establishment but the absent of light bring about discomfort of the guest and poor management of the establishment.
- 5. Inadequate facilities:-** the establishment didn't provide any accommodation for the I.T student

5.2 RECOMMENDATION

1. The Industrial Training Fund should compile list of employer's available training places for industrial attachment and forward the list to the coordinating agencies.
2. The company should be willing to accept and encourage student that are seeking for S.I.W.E.S placement in their company.
3. The company or establishment should also grant access to student to make use of their machine to know how to operate and make use of their machineries
4. The company should pity student by providing small allowance package to help them finance themselves during their Industrial Training programme.
5. The establishment should provide adequate facilities to make the programme enjoyable for student.
6. The company or the establishment should do something about their light so that it will not disappoint them when they are making use of it.

5.3 CONCLUSION

In conclusion I am saying that S.I.W.E.S programme should be lasted to a period of eight months in order to learn, acquire more practical experiences that will help me as a student and also in life. My Industrial Training was very educative and enjoyable because the programme exposed me to

learn many things and to be self reliance without depending on anybody.

5.4 SUMMARY

Student Industrial Training Scheme (SIWES) provide student with appreciable skills designed to expose or equip them with real life working experience. Student gain increased maturity and understanding of the workplace and a better understanding of your own career goals and for the progress of the nation.

This report contains and gives a detailed explanation of all the activities carried out by me; Kazeem Shukurah Abiona at Rotana Hotel Nigeria Limited company in Fate Road, Ilorin Kwara State.

The report explains briefly the details of all the activities with each project been involved and outlined under each chapter. **Chapter one** started with introduction to training programme, objectives of the programme to student. **Chapter two** talks about the establishment, different sections and their functions. **Chapter three and four** explains the activities been carried out during the programme, finally **chapter five** being the last chapter highlighted problems, recommendation, conclusion, then the report was concluded with summary.

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