



**A TECHNICAL REPORT ON  
STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME  
(SIWES)**

*HELD AT:*  
**TURN-UP EVENT AND SUITE  
1 NASFAT CLOSE, COMMAND BUSSTOP,  
LAGOS STATE**

*WRITTEN BY*  
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## DEDICATION

I dedicate this report to the Almighty God, the Incomparable king of kings, Omnipresent, Omnipotent. The Author and the finisher of the Universe, who is the pillar behind the success of this programme.

I also dedicate this to Amiable Mentor, Driver, Advocate, Motivator, and Incomparable loving and Darling Parent **MR/MRS Ogundele** for their Support and encouragement throughout the period.

## **ACKNOWLEDGEMENT**

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## **CHAPTER ONE**

### **1.0 INTRODUCTION TO SIWES**

The Student Industrial Work Experience Scheme (**SIWES**) is an academic support unit designed to provide avenue for student to acquire practical industrial exposure in their study. The **SIWES** serves as an accepted skill training programme which is part of the minimum academic standard in the various institutions.

Expert are of the opinion that, there is a yearning gap between the learning acquired by graduate of Nigerian institution and the skill application required in the work place. Clearly, academic learning and theoretical knowledge alone would not usually prepare an educated person for the world of work. Consequently, the capacity of Nigeria graduate in innovation and creativity determines the extent of their potential contribution to the growing economy and national development. However, the expected contribution cannot be made by graduates who are lacking in practical skills, hence; Student Industrial Work Experience Scheme (**SIWES**) was established. The Student Industrial Work Experience Scheme (**SIWES**) is to let the student to have experience on works of their various field.

### **1.1 HISTORY OF SIWES**

The Student Industrial Work Experience Scheme (**SIWES**) is a skill training programme designed to expose and prepare student of Universities, Polytechnic, Colleges of Technology, Colleges of agriculture and or meet after graduation. The scheme also afford students the opportunity of familiarizing and exposing themselves to the needed experience in handling equipment and machinery that are usually not available in their institutions.

Before the establishment of the scheme, there was a growing concern among industrialists that graduates of tertiary institutions lacked adequate practical background (studies) preparatory for employment in industry.

The ITF solely funded the scheme during its formative years. But as the financial involvement became unbearable to the fund, it withdrew from the scheme in 1978. The Federal Government handed over the scheme in 1979 to both the National Universities Commission (NUC) and the National Board for the Technical Education (NBTE). Later, the Federal Government in November 1978 reverted the management and implementation of the SIWES programme to ITF and it was effectively taken over by the Industrial Training Fund in July 1985 with the funding being solely borne by the Federal Government.

## **1.2 OBJECTIVES OF SIWES**

**The primary objectives of SIWES include:**

- Exposing students to real-life work environments related to their course of study.
- Providing hands-on experience to develop relevant skills in the hospitality industry.
- Enhancing students' employability by familiarizing them with industry standards and operations.
- Bridging the gap between classroom knowledge and practical work experience.
- Encouraging students to develop professionalism and work ethics.

### **1.3     IMPORTANT OF SIWES**

The importance of **SIWES** is broad and complicated but the following are the extracted of some of its importance which are

- Practical soundness of student
- Self-reliance development
- Future employment
- Ability and capability of builder
- Economy growth and development



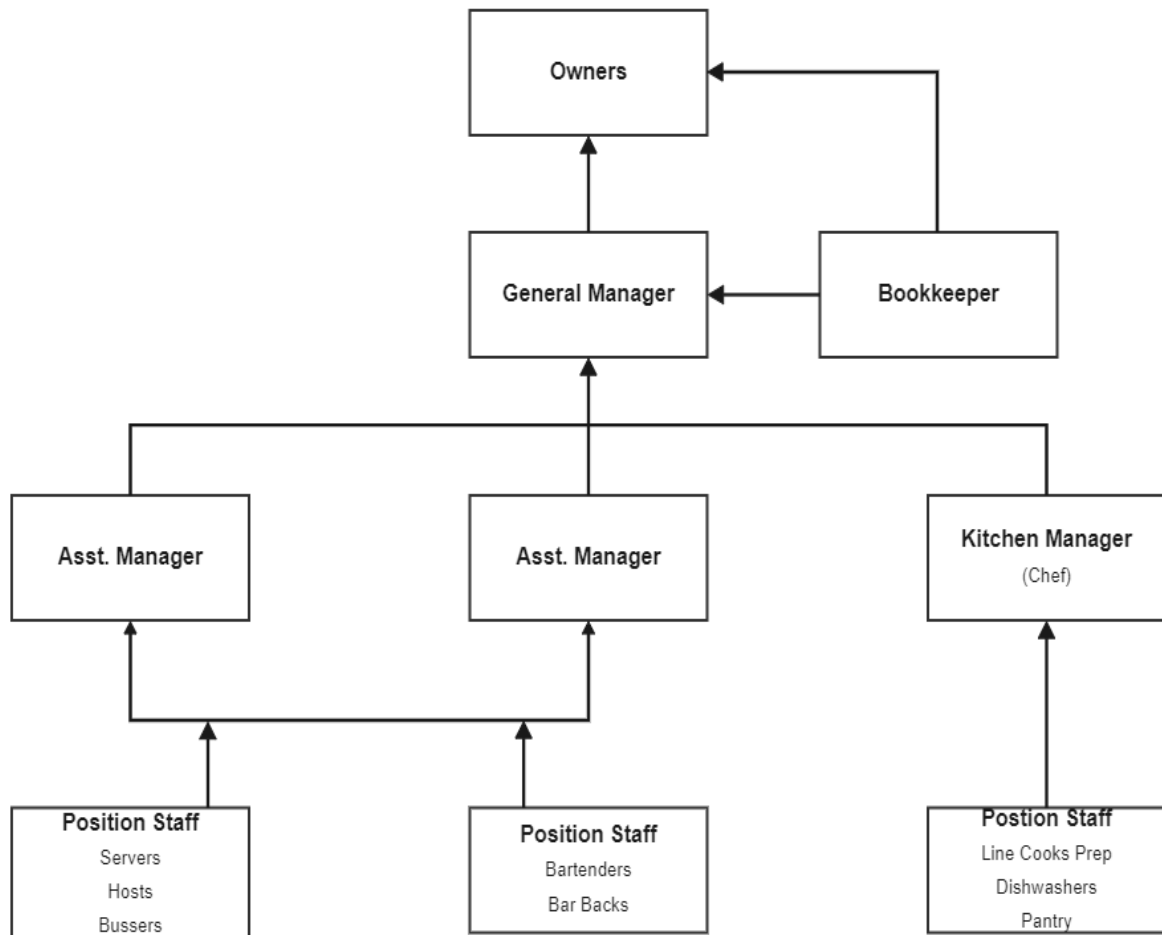


## CHAPTER TWO

### 2.1 Description of Turn-up Event and Suite

Turn-up Event and Suite is a hospitality and event management company located at 1, Nasfat Close, Command Bus Stop, Lagos State. The establishment offers various services, including event planning, hotel lodging, catering, and recreational facilities. It caters to individuals and corporate clients, providing premium hospitality experiences with well-furnished rooms, banquet halls, and catering services.

### 2.2 ORGANIZATION CHART



## **2.3 Organizational Structure**

**The establishment operates with a structured hierarchy, including:**

- General Manager – Oversees all operations.
- Front Office Manager – Manages reception and customer service.
- Housekeeping Manager – Ensures cleanliness and maintenance.
- Food and Beverage Manager – Supervises catering and restaurant services.
- Event Coordinator – Handles event planning and execution.
- Finance and Admin Personnel – Manages accounting and human resources.

## **CHAPTER THREE**

### **3.1 Duties and Responsibilities Assigned**

During my internship at Turn-up Event and Suite, I was assigned to various departments, performing tasks such as:

- Assisting in front office operations, including guest check-ins and check-outs.
- Cleaning and organizing rooms under the housekeeping unit.
- Setting up event halls and coordinating logistics.
- Serving food and beverages at events and in the restaurant.
- Handling customer inquiries and providing assistance.

### **3.2 THE FRONT OFFICE**

At the reception I carried out the following task.

1. Welcoming of guests.
2. Selling of accommodation
3. Directing guest on how to fill their registration forms
4. Checking in of guest
5. Checking out of guests and dealing with settlement of bill.
6. Handling enquiries and providing information when needed.
7. Allocation of rooms.
8. Preparation of guest lodger



### **3.3 THE BAR**

1. Checking of stock at resumption of duty.
2. Stock confirmation and placing of order for item not available or those that are less.
3. Welcoming of guest into the bar
4. Taking order from guests and serving them.
5. Cleaning of the bar after service
6. Recording every sales made in relation to what is on the stock book.



### **3.4 THE FOOD AND BEVERAGE SECTION**

This comprises of the restaurant and bar and I carried out the following task while serving there;

#### **AT THE RESTAURANT**

1. Confirmation of menu each day from the chef
2. Welcoming guest into the restaurant.
3. Introduction of the menu to the guests and taking order the use of docket.
4. Serving of guest accordingly
5. Presentation of guests bills once they are done with their meals.
6. Receive payment and record all payment made.
7. Cleaning of the restaurant at the end of service each day
8. Cleaning of tables after service



### **3.5 HOUSE KEEPING**

At the house keeping section I carried out the following task;

1. Receives key from the reception for rooms that the guests have checking.
2. Dusts all items available in the rooms.
3. Checking that all appliance are in good working condition and any fault notice is then reported to the reception.
4. Change the bed layings and lay new beddings properly.
5. Dusts, sweep and mop the rooms and toilet properly.
6. Sweeping and cleaning of all passages.
7. Checking for forgotten items and retuning such items to the receptions for identification and claims.

8. Leaving cleaned rooms open for 15 minute for ventilation and for the rooms to dry properly.
9. Handling over all used bed sheet and blanket to the laundry.
10. Handling over keys of cleaned rooms over to the reception.
11. Rooms still are cleaned only when permission is being granted by the guest occupying the rooms.

### **3.6 Practical Knowledge Gained**

- Improved communication and customer service skills.
- Knowledge of hotel reservation systems.
- Experience in food presentation and catering service.
- Exposure to event planning and coordination.
- Understanding of workplace ethics and teamwork.

### **3.7 Challenges Encountered and Solutions**

- Long Working Hours – Adapted by improving time management and endurance.
- Difficult Customers – Learned patience and conflict resolution skills.
- Multitasking Demands – Developed efficiency in handling multiple responsibilities.



## **CHAPTER FOUR**

### **4.1 KNOWLEDGE ACQUIRED**

During the four (4) month period i used in my Student Industrial Work Experience Scheme (SIWES), they taught me on how to carry a large number of tasks in the organization and also satisfying customers is their major concern, some of their major concern include

1. Ensuring that the organization environment is serene and of high hygienic standard to ensure customers comfort.
2. Ensuring customers safety and security during their stay in the Restaurant
3. The need and importance of good hygiene and how best to attend to customers.
4. The importance of serving meal corporately.

### **4.2 SECTION/DEPARTMENT I WAS PRIVILEGED TO WORK**

**There are various departments in the Restaurant but I was privileged to work in the following departments which are**

- A. Front Office Department
- B. House Keeping Department

### **4.3 FRONT OFFICE DEPARTMENT**

The front office specifically refers to the area where customers first arrive at the Restaurant. The function of front office is to directly get in touch with customers, The front office can discover more information about the customer by asking them questions, also helping the customers out. This area is also called the reception area.

### **WORKS EXPERIENCE IN FRONT OFFICE DEPARTMENT**

1. I was taught how to welcome and attend to guest

2. I was taught how to pick calls on the telecoms
3. I learn how to relate with nagging guest as a front office staff
4. I was taught how to check-in guest on the system and taking quest to rooms
5. I was taught how to check-out guest
6. Making sure guest is satisfied through the first impression
7. I was taught how to do bookings/ reservation for guest
8. I was taught how to activate different room keys to guest
9. I was taught how to write receipt on the system and on receipt slip
- 10.I was taught how to resolve issues with guest



**INTER-COM**



**P.O.S MACHINE**

#### **4.4 HOUSEKEEPING DEPARTMENT: -**

Housekeeping is the department that essentially deals with cleanliness and the ancillary service. Housekeeping may be defined as “a provision of Clean, comfortable and safe environment”, and one who does so is commonly known as Housekeeper.

#### **WORK EXPERIENCE IN HOUSEKEEPING DEPARTMENT**

1. I was introduce to different equipment used in housekeeping department

2. I was taught how to keep the environment clean like sweeping, picking of bottles on the ground and dispose them to the appropriate place
3. I was taught how to do room dusting and learn different types of dusting
4. I was shown the procedures of cleaning room
5. I learn how to clean the rest room perfectly and put the necessary things in the appropriate place



### **MOPPING STICK AND BUCKET**

## **4.5 EVENT PLANNING AND MANAGEMENT**

### **Introduction**

Event planning and management involve the coordination, execution, and supervision of an event to ensure its success. This report examines the key components of event planning, challenges encountered, and best practices for effective event management.

**Event management** is the application of project management to the creation and development of small and/or large-scale personal or corporate events such as festivals, conferences, ceremonies, weddings, formal parties, concerts, or conventions. It involves studying the brand, identifying its target audience, devising the event concept, and coordinating the technical aspects before actually launching the event.

The events industry now includes events of all sizes from the Olympics down to business breakfast meetings. Many industries, celebrities, charitable organizations, and interest groups hold events in order to market their label, build business relationships, raise money, or celebrate achievement.

The process of planning and coordinating the event is usually referred to as **event planning** and which can include budgeting, scheduling, site selection, acquiring necessary permits, coordinating transportation and parking, arranging for speakers or entertainers, arranging decor, event security, catering, coordinating with third-party vendors, and emergency plans. Each event is different in its nature so process of planning and execution of each event differs on basis of the type of event.

The **event manager** is the person who plans and executes the event, taking responsibility for the creative, technical, and logistical elements. This includes overall event design, brand building, marketing and communication strategy, audio-visual production, script writing, logistics, budgeting, negotiation, and client service.



### **Objectives of Event Planning**

- To create a structured plan for event execution.
- To ensure all logistical and operational aspects are managed effectively.
- To enhance the experience of participants and stakeholders.
- To evaluate the success of an event based on set objectives.

### **Key Components of Event Planning and Management**

#### **Concept Development**

- Identifying the purpose and goals of the event.
- Determining the target audience.

- Developing a theme or concept that aligns with the objectives.

### **Budgeting**

- Estimating costs for venue, catering, marketing, and logistics.
- Allocating resources efficiently.
- Managing finances to avoid overspending.

### **Venue Selection**

- Choosing a location that suits the event type and audience.
- Considering accessibility, capacity, and facilities available.

### **Logistics and Operations**

- Scheduling and coordinating activities.
- Arranging transportation, accommodation, and security.
- Ensuring necessary equipment and materials are available.

### **Marketing and Promotion**

- Developing a marketing strategy.
- Using digital and traditional media to promote the event.
- Engaging with potential attendees through social media and networking.

### **Risk Management**

- Identifying potential risks and challenges.
- Developing contingency plans.
- Ensuring compliance with safety and legal regulations.

### **Execution and On-Site Management**

- Overseeing event setup and operations.
- Coordinating with staff, vendors, and volunteers.

- Addressing unforeseen issues promptly.

### **Evaluation and Feedback**

- Gathering feedback from attendees and stakeholders.
- Analyzing the event's effectiveness against its objectives.
- Documenting lessons learned for future improvement.

### **Challenges in Event Planning and Management**

- Budget constraints and financial limitations.
- Venue availability and accessibility.
- Unforeseen disruptions such as weather conditions or technical failures.
- Managing large crowds and ensuring safety.
- Coordinating multiple stakeholders effectively.

### **Best Practices for Effective Event Management**

- Start planning well in advance.
- Set clear goals and timelines.
- Maintain flexibility to adapt to unexpected changes.
- Communicate effectively with all parties involved.
- Conduct thorough risk assessments and have backup plans.
- Use technology for efficient registration and event tracking.
- Gather and utilize feedback for future improvements.

## **CHAPTER FIVE**

### **5.1 PROBLEMS ENCOUNTERED DURING SIWES**

There are numerous problems I encountered during my Student Industrial Work Experience Scheme Programme.

*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 Student Industrial Work Experience Scheme because most of the companies rejected my request giving one reason or the other that they don't want SIWES student.
- 2. 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.
- 3. Inadequate facilities:-** the establishment didn't provide any accommodation for the SIWES student

### **5.2 IMPACT CREATED**

1. Introduction of uniform to be worn by the staffs of the establishment.
2. Suggestion on proper stock taking and records to the establishment.
3. Suggestion on how to improve staff to staff as well as staffs to customer relationship
4. Suggestion on good maintenance procedure to be followed to avoid frequent breakdown of equipment which leads to a break in services.



### **5.3 CONCLUSION**

In conclusion, I personally gained a lot of practical experience at **TURN-UP EVENT AND SUITE**, the industry has over the year brings a furtherance understanding and practical. The Student Industrial Work Experience Scheme has a lot of advantages. It is therefore a must do for students because it has shown the difference between the theoretical knowledge and the practical aspect of analysis as a course, in which the government and the institution should emulate and maintain the continuity of this good act.

### **5.4 RECOMMENDATION**

I hereby recommend that student on SIWES training programme should be much more focus throughout the SIWES training and they should pay more attention to the work that is been carried out, and student performance during the SIWES should be rewarded in order to motivate them to do more