



REPORT ON STUDENT INDUSTRIAL WORK EXPERIENCE  
SCHEME (SIWES)

HELD AT

AI-ROYAL HOTEL AND SUITES  
IKORODU ,LAGOS STATE, NIGERIA.

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***SUBMITTED TO***

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## **DEDICATION**

This report is dedicated to Almighty ALLAH, the creator of the whole universe for protecting my life throughout the programme and to my loving parents MR AND MRS YUSUF for their support.

## **ACKNOWLEDGEMENT**

**wish to acknowledge and thank everyone who contributed one way or the other towards the success of my industrial training.**

**My special thanks goes to the management and my supervisor for their numerous contribution and effort to make this research a success.**

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# **CHAPTER ONE**

## **1.0 INTRODUCTION**

The student Industrial Works Experience Scheme [SIWES] was established by the National Board for Technical Education [NBTE]. The aims and objective are to develop student's skill and to expose student in the school of engineering, technology, environmental, science, agriculture and medical science to the Working experience in which they will find themselves in future. SIWES was established by ITF in 1973 to solve the problem of lack of adequate practical skills preparatory by Nigerian graduates of tertiary it is an integral part of degree and national diploma program in institute of higher learning in Nigeria. This privilege program would definitely broaden student chance of learning and would also empower his/her academic efficiency. One of the primary goals of the SIWES is to help students integrate leadership development into the experiential learning process.

The scheme is a tripartite programme, involving the students, the institution and the industry (employers of labor). It is funded by the Federal government of Nigeria and jointly coordinated by the industrial Training Fund (ITF) and the National Board of Technical Education (NBTE).

## **1.1 DEFINITION OF SIWES**

Student industrial Working Experience Scheme [SIWES] is a skill acquisition training program set up by the federal and state government across the nation in collaboration with the body known as Industrial Training Fund [ITF] for student to have a working experience and feel what it takes to be a genius in one discipline before challenges ahead.

## **1.2 AIM AND OBJECTIVES OF SIWES**

The Student Industrial Work Experience Scheme is very important for the academic performance of the students, the main purpose of this SIWES to the students is as follows:

1. It exposes and prepare student of higher institution for the industrial working situation they are likely to meet in the future
2. It enables student to apply what they have learnt theoretically in class into practices in the real-world problem.

3. It makes student to understand the technical implication of their profession.
4. To provide wide and comprehensive practical for the students.

### **1.3 IMPORTANCE OF SIWES**

1. It provides students with an opportunity to apply their theoretical knowledge in real life situations.
2. It exposes students to more practical work methods and techniques.
3. It strengthens links between the employers, students and industrial training fund (ITF).
4. It also prepares the students for the labor market after graduation.
5. SIWES is crucial for hospitality students as it provides firsthand experience, promotes the application of theoretical knowledge, and aids in developing problem-solving skills.
6. It also cultivates a sense of responsibility and professionalism.

## **CHAPTER TWO**

### **2.1 COMPANY'S PROFILE**

AI ROYAL Hotel and Suites located in Lagos State is a distinguished hospitality destination that offers an exquisite blend of luxury, comfort, and traditional hospitality. Nestled in the heart of Lagos, this hotel has carved a niche for itself by providing unparalleled services and facilities that cater to both business and leisure travelers. Each department within the hotel plays a crucial role in ensuring the satisfaction and comfort of the guests, contributing to an unforgettable experience.

### **2.2 LOCATION AND BRIEF HISTORY OF THE ESTABLISHMENT.**

AI-ROYAL Hotels and Suites, Lagos is located at 36, Shamsudeen Naiyesimi Aga IKORODU, Lagos State. IKORODU is the principal and central Local Government Area (LGA) in Lagos, Nigeria, known for its cultural heritage and as a hub for education and business. AI-ROYAL Hotels is a business enterprise with the aim of providing comfort, affordability with hotel & concierge services. AI-ROYAL Hotels began with a vision to create a premier hospitality experience in Lagos, blending local culture with international standards of luxury. It celebrates various milestones, such as anniversaries, awards, and recognitions from the hospitality industry. These achievements would be testament to the hotel's commitment to excellence and its impact on the local tourism sector.

A significant part of the hotel's history is its relationship with the Lagos community. From providing employment opportunities to engaging in local cultural events and supporting community projects, AI-ROYAL Hotels would establish itself as a key player in the local economy and society.

### **2.3 OBJECTIVES OF THE ESTABLISHMENT.**

The main objectives of AI-ROYAL Hotels and Suites in LAGOS IKORODU, Lagos are:

1. To provide exceptional and personalized service to all guests, ensuring their needs and preferences are met with professionalism and warmth.
2. To maintain high standards of cleanliness, comfort, and safety across all guest rooms and public areas.
3. To ensure smooth, efficient, and effective operations across all departments,

from front desk services to house keeping, food and beverage, and maintenance.



4. To achieve sustainable financial growth through strategic revenue management, cost control, and innovative marketing strategies.
5. To invest in staff training and development, technology, and property enhancements that contribute to long-term profitability.
6. To create a positive and supportive work environment that encourages employee engagement, professional growth, and job satisfaction.
7. To implement eco-friendly practices and sustainability initiatives aimed at reducing the hotel's environmental impact, including waste reduction, energy efficiency, and responsible sourcing.
8. To contribute positively to the local community through charitable initiatives, cultural promotion, and economic support.
9. To engage with local businesses and suppliers, fostering a network of partnerships that benefits both the hotel and the community.
10. To build and maintain a strong brand reputation for quality, luxury, and excellence in hospitality.

## **2.4 ORGANIZATIONAL STRUCTURE OF THE ESTABLISHMENT**

The organizational structure of AI-ROYAL Hotels and Suites in Lagos was designed to ensure smooth operations, efficient management, and excellent guest services. Below is the breakdown of the organizational structure:

1. The Owner: The owner holds the pinnacle position and is integral to both the strategic direction and operational oversight of the hotel.
2. General Manager: Serves as the top executive responsible for overall hotel operations, strategic planning, and guest satisfaction. Reports to the hotel owner or corporate management.
3. Department Heads: -Under the General Manager, there are several department heads who manage specific areas of the hotel operations:
  - Front Office Manager: Oversees the reception team, guest services, reservations, and concierge. Responsible for ensuring guests have a seamless check-in and check-out experience.

- Housekeeping Manager: In charge of maintaining cleanliness and hygiene standards in guest rooms and public areas, managing the housekeeping staff, and overseeing laundry services.
  - Food and Beverage Manager: Manages the restaurant, bar, and catering services, including menu planning, food preparation, service standards, and inventory management.
  - Chef/Kitchen Manager: Leads the kitchen team in food preparation and presentation, ensures compliance with health and safety standards, and collaborates with Sarom Restaurants.
  - Sales and Marketing Manager: Responsible for developing marketing strategies, managing room sales, planning promotional activities, and maintaining relationships with travel agents and corporate clients.
  - Human Resources Manager: Manages recruitment, training, employee relations, and payroll. Ensures that the hotel is staffed with qualified and motivated employees.
  - Finance Manager: Oversees the hotel's financial operations, including budgeting, accounting, financial reporting, and cash flow management.
  - Maintenance Manager: Responsible for the upkeep of the hotel's physical facilities, including routine maintenance, repair works, and overseeing contractors for renovations or expansions.
4. Support Staff: Under each department head, there is a team of support staff that carries out the day-to-day operations:
- Front Office: Receptionists, concierges, porters, and reservation agents.
  - Housekeeping: Room attendants, laundry staff, and public area cleaners.
  - Food and Beverage: Chefs, cooks, waitstaff, bartenders, and banquet personnel.
  - Maintenance: Technicians, engineers, and groundskeepers.

## **2.5 VARIOUS DEPARTMENTS IN THE ESTABLISHMENT AND THEIR FUNCTIONS**

The following are the departments in the hotel and their functions:

1. Reception: The Reception is the heart of AI-ROYAL Hotels and Suites, where guests are greeted with warm smiles and open arms. This department ensures a smooth and swift check-in and check-out process, addressing any inquiries with professionalism and a personal touch. The staff here is well-versed in multiple languages and remains at the guests' disposal 24/7, making sure their stay is comfortable and their needs are met promptly.
2. House keeping: The House keeping department is dedicated to maintaining the highest standards of cleanliness and hygiene throughout the hotel. From the pristine condition of guest rooms to the public areas, the housekeeping team works diligently, ensuring every corner of the hotel reflects perfection. Their attention to detail and discreet service play a significant role in enhancing guest satisfaction and comfort.
3. Restaurant: The Restaurant at the

Hotels is a culinary haven, offering an array of dishes that cater to diverse palates. Whether it's a hearty breakfast to start the day, a sumptuous lunch, or an elegant dinner, the restaurant provides an exceptional dining experience. The chefs use the freshest ingredients to create both local and international cuisines, while the service staff ensures a memorable meal with their impeccable service.

4. Kitchen: The Kitchen is the backbone of the hotel's culinary offerings, where creativity meets tradition. Led by experienced chefs, the kitchen team is passionate about delivering exceptional food quality and taste. They constantly innovate and update the menu to incorporate seasonal specialties and cater to dietary preferences, ensuring every guest has a delightful culinary experience.
5. Bar: The Bar at Thrivemax Hotels and Suites is a sophisticated retreat for guests looking to unwind after a long day. It offers a wide selection of drinks, ranging from classic cocktails to rare wines, all served in a cozy and inviting ambiance. The bar staff is knowledgeable and attentive, ready to recommend the perfect drink or concoct a guest's favorite cocktail with a delightful twist.
6. Laundry: The Laundry department ensures that all linens, uniforms, and guest

clothing are impeccably cleaned and pressed, contributing to the overall sense

of luxury and meticulous attention to detail that AI-ROYAL Hotels and Suites is known for. Using state-of-the-art equipment and eco-friendly cleaning agents, the laundry team ensures that every item is treated with the utmost care.

## **CHAPTER THREE**

### **3.1 WORK DONE DURING THE SIWES**

Reflecting on the diverse experiences gained through the Student Industrial Work Experience Scheme (SIWES) at AI-ROYAL Hotels and Suites, Lagos, here's a summary of the tasks I undertook in each department:

#### **3.2 Bar**

- I assisted in stocking the bar with liquor, syrups, glasses, and other necessary supplies.
- I learned to prepare and serve a variety of cocktails and non-alcoholic beverages.
- I maintained cleanliness and organization within the bar area.
- I managed inventory and reported low stock to the supervisor.
- I observed techniques for engaging customers and up selling.
- I helped in setting up the bar area for events and special occasions.

#### **3.3 House keeping**

- I assisted in cleaning and servicing guestrooms.
- I learned to replenish room supplies, such as toiletries and towels.
- I helped in maintaining cleanliness in the hotel's public areas.
- I was trained in the proper use and storage of cleaning chemicals.
- I practiced bed-making and room presentation techniques.

#### **3.4 Restaurant**

- I assisted in setting up the dining area for service.
- I learned menu items and practiced explaining them to guests.
- I helped in taking orders and serving food and drinks to guests.
- I observed the process of coordinating with the kitchen for order accuracy and timing.
- I practiced clearing and resetting tables efficiently.
- I participated in maintaining cleanliness and hygiene in the dining area.

#### **3.5 Kitchen**

- I assisted in the preparation of ingredients, such as chopping vegetables and marinating meats.
- I observed chefs during the cooking process to learn various cooking techniques.
- I helped in maintaining cleanliness and sanitation within the kitchen.
- I learned to follow recipes and cooking procedures with consistency.
- I assisted in receiving and storing supplies, ensuring proper stock rotation.
- I observed the process of menu planning and recipe development.

### **3.6 Laundry**

- I assisted in sorting laundry by type, color, and treatment requirements.
- I learned to operate industrial washing machines and dryers.
- I helped in ironing, folding, and properly storing linens and uniforms.



- I observed the process of handling delicate items and special cleaning instructions.
- I participated in maintaining inventory of laundry supplies and chemicals.
- I learned about the standards for hygiene and cleanliness for hotellinens.

## CHAPTER FOUR

### 4.1 EXPERIENCE GAINED DURING THE TRAINING

During my SIWES placement at AI-ROYAL Hotels and Suites, Lagos, I gained a multitude of invaluable experiences that contributed significantly to my personal and professional growth. Some of them are:

1. Customer Service Excellence: I learned the art of providing exceptional customer service, understanding that the satisfaction of each guest is paramount. This involved greeting guests warmly, promptly addressing their needs, and always seeking to exceed their expectations.
2. Time Management: Working across different departments taught me the importance of efficient time management. I learned to juggle various tasks effectively, prioritize duties based on urgency, and adapt to fast-paced environments without compromising the quality of work.
3. Team work and Collaboration: I experienced first hand the importance of teamwork in the hospitality industry. Collaborating with colleagues from diverse departments helped me understand the interconnectedness of each role and the collective effort required to maintain high standards of hotel operation.
4. Attention to Detail: Whether it was setting tables in the restaurant, preparing rooms in housekeeping, or managing inventory in the bar, I learned that attention to detail is crucial in all aspects of hotel management. Small touches can significantly enhance the guest experience.
5. Effective Communication: I developed my communication skills, both verbal and non-verbal, learning to convey information clearly and professionally to guests and colleagues. This was especially important at the reception and when handling inquiries or complaints.
6. Problem-Solving: I encountered various challenges during my placement, from dealing with unexpected guest requests to resolving issues in the laundry department. These experiences taught me to think on my feet, be resourceful, and find solutions quickly and efficiently.

7. Operational Knowledge: Working in different departments allowed me to gain a comprehensive understanding of the hotel's operations. I learned about the intricacies of each department's role in the overall functioning of the hotel, from the kitchen to the laundry room.
8. Cultural Sensitivity: Interacting with guests and staff from diverse backgrounds emphasized the importance of cultural sensitivity and adaptability. I learned to respect cultural differences and adapt my communication and service approach accordingly.
9. Professionalism: Throughout my SIWES experience, I learned the importance of maintaining a high level of professionalism. This included adhering to the hotel's dress code, maintaining confidentiality, and always acting in the best interest of the hotel and its guests.
10. Passion for Hospitality: The most significant experience was discovering my passion for the hospitality industry. Being immersed in the vibrant, dynamic environment of Thrivemax Hotels and Suites, reinforced my desire to pursue a career in this field, where I can continuously learn, grow, and contribute to creating memorable experiences for guests.

These experiences have not only equipped me with practical skills and knowledge but have also instilled in me a strong work ethic, resilience, and a deeper understanding of the hospitality industry.

## CHAPTER FIVE

### 5.1 Summary

In summary, the SIWES experience provided a comprehensive understanding of the hospitality profession. The exposure to real-world customer service significantly contributed to my academic and professional growth.

### 5.2 Challenges Encountered during SIWES

Despite the enriching experience, several challenges were encountered during the SIWES placement, each contributing to a deeper understanding of the nuances within the organizational context, some of the challenges includes:

- 1. Adjusting to the fast-paced nature of professional work presented initial challenges in keeping up with deadlines and deliverables.*
- 2. Grasping the intricacies of the hotel's customer service processes proved to be a learning curve, requiring time and effort.*
- 3. Ensuring clear and concise communication with superiors demanded refinement in professional communication skills.*
- 4. Transportation cost to and from the place of attachments is very expensive and the firm isn't paying a dime.*

While these challenges were significant, each one provided valuable learning opportunities, contributing to personal and professional growth throughout the SIWES journey.

### 5.3 Recommendation

1. Institution based supervisor should visit the student regularly at their places of work/attachment.
2. Make sure that student participated fully in this programme and the letter of approval should be demanded from the attached establishment.
3. The industrial based supervisor should be enlightened regarding their responsibility during this training.

4. I recommend a more structured orientation program for SIWES participants to ease their integration into the workplace.
5. Additionally, creating mentorship programs can further enhance the learning experience.

## **5.4 Conclusion**

The SIWES programme is an efficient and effective program which has brought much improvement to my field of study, it has been instrumental in bridging the gap between theory and practice, equipping me with practical skills and knowledge essential for a successful career in hospitality.

It is a unique privilege for me to undergo this training, for it enables me to know the service to render as Hospitality Management Student. I hereby appreciate the effort of the Federal Government and Industrial Training Fund (I.T.F) for improving the development of this country.

I am grateful for the opportunity and look forward to applying these experiences in future endeavors.