



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

HELD AT

**PERFETTI VAN MELLE
MANDATE 3 ESTATE IREWOLEDE ILORIN**

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ND/23/BAM/PT/0204**

**SUBMITTED TO
THE DEPARTMENT OF BUSINESS ADMINISTRATION,
INSTITUTE OF FINANCE AND MANAGEMENT STUDIES (IFMS)
KWARA STATE POLYTECHNIC, ILORIN
IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD
OF NATIONAL DIPLOMA IN BUSINESS ADMINISTRATION**

MARCH, 2025

CERTIFICATION

This is to certify that the bearer has successfully completed the Student Industrial Work Experience (SIWES).

Department Cordinator

Date

SIWES Director

Date

DEDICATION

This report is dedicated to the almighty God, the giver and sustainer of life, for His unconditional love and mercy granted to me throughout the period of my Industrial Training.

ACKNOWLEDGEMENTS

I appreciate the Almighty God for the knowledge, endurance, safety, and courage upon throughout the period of my Industrial attachment. my profound gratitude goes to my employer for the heart-melting fatherly care that he guide me throughout the period of my training. He teach, advice, financial and material kwara state polytechnic for the privilege of this siwes program

TABLE OF CONTENT

Title page
Dedication
Acknowledgement

CHAPTER 1

- 1.1 Introduction
- 1.2 Aims and objectives of SIWES (Definition of SIWES)

CHAPTER 2

- 2.1 Historical background of the organization
- 2.2 Organization chart

CHAPTER 3

- 3.0 Major activities of the organization

CHAPTER 4

- 4.1 Student involvement at various section/ unit
- 4.2 Interpersonal relationship with the organization

CHAPTER 5

- 5 communication in organization

CHAPTER 6

6 Relevance experience gained to the student field study

CHAPTER 7

7 Personal Impression about the organization

CHAPATER 8

8 Recommendation

CHAPTER 1

1.1 INTRODUCTION

This program called (SIWES) student industrial work experience scheme is compulsory to all ND1 student who offer science course or any other practicable course. It enables student to have the experience of the aspect which have been taught in school. It is a program that takes up to four month in which student are expected to be able practices what they are taught.

1.2 AIMS AND OBJECTIVES OF SIWES

The student industrial work experience scheme (SIWES) can be define as a technical skills and acquisition of knowledge from the organization, industrial sector. It is also serving as the complement the learning which student have acquired in the classroom or theoretically.

The objective of the student industrial work experience scheme is as follow It enables the student to practically different test from what they learnt theoretically in the lecture room.

- It also enlighten student to various s division of industrial or organization of work in which the course of study can be radicalized.
- It relate the student to the labor market and how it being operated.
- To enable student to defend his or her self in anywhere he or she found itself.

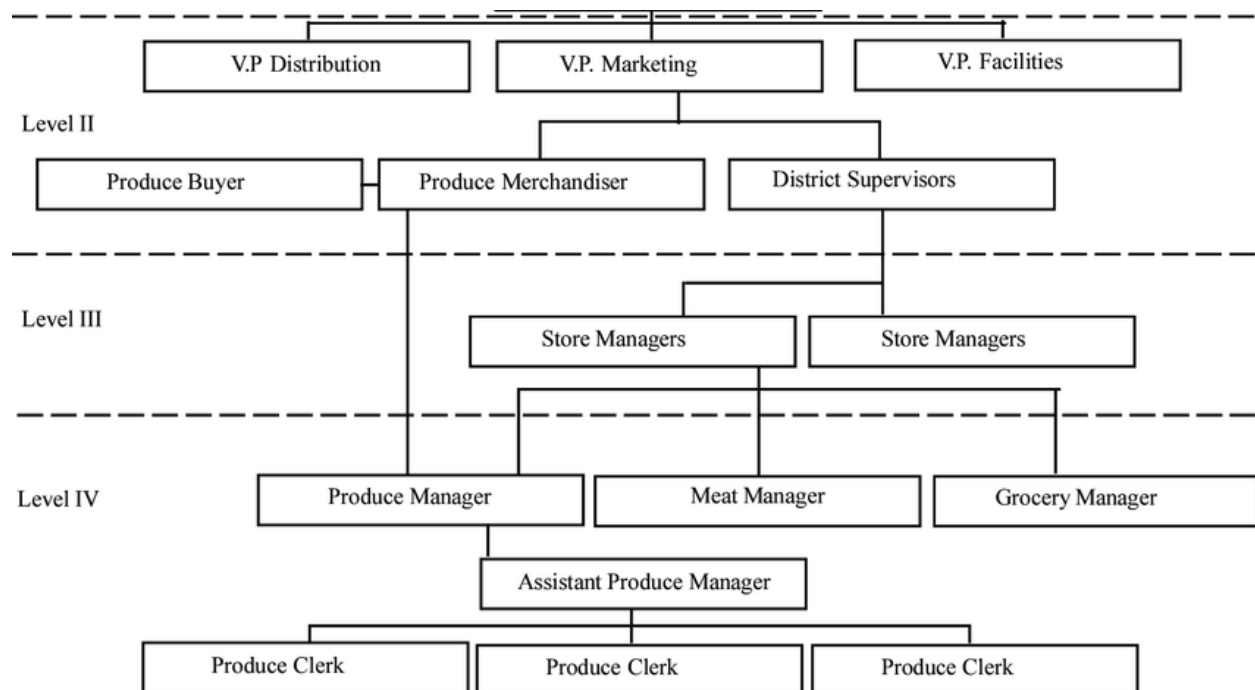
CHAPTER 2

2.1 HISTORICAL BACKGROUND OF THE ORGANIZATION

The name of the organization is perfetti van melle It was directed by mr adedeji segun sikiru

The aims and objective of the organization is to train both SIWES and its student and also individual how to manager supermarket in order for them to know much or deep about and they have taught in their various institutions.

2.2 ORGANIZATION CHART



CHAPTER 3

3.0 Major activities of the organization

1. Inventory Management: Managing stock levels, ordering, and receiving merchandise.
2. Store Layout and Design: Designing and maintaining the store's layout, including product placement and signage.
3. Product Pricing and Labeling: Pricing and labeling products, including managing price changes and promotions.
4. Stocking and Replenishment: Replenishing shelves, managing stockroom inventory, and handling inventory discrepancies.
5. Customer Service: Providing assistance to customers, handling complaints, and resolving issues.

Logistics and Supply Chain:

1. Procurement: Sourcing and purchasing products from suppliers.
2. Receiving and Storage: Receiving and storing merchandise in the stockroom or warehouse.
3. Distribution: Transporting products from the warehouse to the store.
4. Inventory Control: Managing inventory levels, tracking stock movements, and minimizing waste.

Marketing and Sales:

1. Promotions and Advertising: Creating and implementing promotions, ads, and marketing campaigns.
2. Product Displays and Demonstrations: Creating visually appealing displays and demonstrations to promote products.
3. Customer Loyalty Programs: Developing and managing loyalty programs to retain customers.
4. Sales Analysis and Reporting: Analyzing sales data, identifying trends, and providing insights to inform business decisions.

Human Resources and Administration:

1. Staffing and Training: Recruiting, training, and developing staff to provide excellent customer service.
2. Employee Relations: Managing employee relations, including conflict resolution, performance management, and benefits administration.
3. Payroll and Benefits: Managing payroll, benefits, and employee compensation.
4. Administrative Tasks: Handling administrative tasks, such as accounting, finance, and compliance.

Finance and Accounting:

1. Financial Planning and Budgeting: Creating financial plans, budgets, and forecasts to guide business decisions.
2. Accounting and Bookkeeping: Managing financial transactions, including accounts payable, accounts receivable, and general ledger maintenance.
3. Cash Management: Managing cash flow, including handling cash, credit card transactions, and bank reconciliations.

4. Financial Reporting and Analysis: Analyzing financial data, identifying trends, and providing insights to inform business decisions.

These activities are crucial to the success of a supermarket organization, ensuring efficient operations, excellent customer service, and profitable business outcomes.

CHAPTER 4

4.1 Student involvement at various section/ unit

1. Store Operations:

- Front End: Assist with customer transactions, handle cash and credit transactions, and manage the checkout process.
- Stocking and Replenishment: Help receive and stock merchandise, replenish shelves, and maintain a clean and organized store environment.
- Customer Service: Assist customers with inquiries, resolve issues, and provide product information.

2. Inventory Management:

- Inventory Control: Assist with inventory counting, tracking stock movements, and identifying discrepancies.
- Receiving and Storage: Help receive and store merchandise, verify shipments, and manage stockroom organization.
- Data Entry: Assist with entering inventory data into the store's system.

3. Marketing and Sales:

- Promotions and Advertising: Assist with creating and implementing promotions, ads, and marketing campaigns.
- Product Displays and Demonstrations: Help create visually appealing displays and demonstrations to promote products.
- Social Media: Assist with managing the store's social media presence and creating engaging content.

4. Human Resources:

- Recruitment and Hiring: Assist with recruiting and hiring new employees, including interviewing and onboarding.
- Employee Relations: Help with employee relations, including conflict resolution, performance management, and benefits administration.
- Training and Development: Assist with training and developing employees, including creating training programs and materials.

5. Finance and Accounting:

- Financial Transactions: Assist with financial transactions, including accounts payable, accounts receivable, and general ledger maintenance.
- Budgeting and Forecasting: Help with creating financial plans, budgets, and forecasts.
- Financial Analysis: Assist with analyzing financial data, identifying trends, and providing insights to inform business decisions.

6. Logistics and Supply Chain:

- Procurement: Assist with sourcing and purchasing products from suppliers.
- Receiving and Storage: Help receive and store merchandise, verify shipments, and manage stockroom organization.
- Distribution: Assist with transporting products from the warehouse to the store.

Benefits of me Involve in various section:

1. Practical Experience: Students gain hands-on experience in a real-world setting.
2. Skill Development: Students develop skills in areas such as communication, teamwork, and problem-solving.
3. Networking Opportunities: Students build relationships with professionals in the industry.
4. Career Opportunities: Students may be considered for future employment or internship opportunities.
5. Academic Credit: Students may receive academic credit for their involvement.

4.2 Interpersonal relationship with the organization

Interpersonal relationships within a supermarket organization are crucial for its success. These relationships can be broadly categorized into Formal and Informal Relationships.

Formal Relationships

Formal relationships in a supermarket organization are typically hierarchical, with clear lines of authority and communication. These relationships are essential for ensuring that the organization's objectives are met, and tasks are completed efficiently.

- Manager-Employee Relationships: Managers supervise employees, provide feedback, and guide them in their roles.
- Colleague-Colleague Relationships: Employees work together as a team to achieve common goals, share knowledge, and support each other.

Informal Relationships

Informal relationships, on the other hand, are personal connections between colleagues that can enhance teamwork, job satisfaction, and overall organizational performance.

- Friendships: Colleagues may develop close friendships, which can lead to a more positive work environment and increased collaboration.
- Mentorship: Experienced employees may informally mentor new colleagues, providing guidance and support.

Importance of Interpersonal Relationships

Effective interpersonal relationships within a supermarket organization can:

- Improve Communication: Clear communication helps prevent misunderstandings, ensures tasks are completed efficiently, and enhances customer service.
- Boost Morale: Positive relationships can lead to increased job satisfaction, reduced turnover rates, and a more motivated workforce.

Enhance Teamwork: Collaborative relationships foster a sense of unity, encouraging employees to work together to achieve common goals.

By fostering both formal and informal relationships, supermarket organizations can create a positive, productive work environment that benefits employees and customers.

Chapter 5

5.communication in organization

It is important for us to communicate well in supermarket organization to ensure smooth operations, excellent customer service, and a positive work environment.

Channels of Communication we use:

1. Top-Down Communication: Management communicates with employees through meetings, emails, and memos.
2. Bottom-Up Communication: Employees communicate with management through feedback, suggestions, and concerns.
3. Lateral Communication: Employees communicate with each other through teamwork, collaboration, and social interactions.

Importance of Communication:

1. Improved Customer Service: Effective communication ensures that customer needs are met, and issues are resolved promptly.
2. Increased Productivity: Clear communication helps employees understand their roles, responsibilities, and expectations.
3. Better Decision-Making: Accurate and timely communication enables informed decision-making.
4. Enhanced Teamwork: Open communication fosters collaboration, trust, and a positive work environment.

Communication Strategies:

1. Regular Meetings: Hold regular meetings to share information, discuss issues, and set goals.
2. Open-Door Policy: Encourage employees to share concerns, suggestions, and feedback.
3. Digital Communication Tools: Utilize digital tools, such as email, instant messaging, and digital signage, to communicate with employees and customers.
4. Training and Development: Provide training and development opportunities to enhance communication skills.

Barriers to Communication:

1. Language Barriers: Differences in language can hinder communication.
2. Cultural Barriers: Cultural differences can lead to misunderstandings.
3. Technical Issues: Technical problems can disrupt communication.
4. Information Overload: Too much information can lead to confusion and miscommunication.

Overcoming Barriers:

1. Language Training: Provide language training for employees.
2. Cultural Sensitivity: Promote cultural sensitivity and awareness.
3. Technical Support: Ensure technical support is available to resolve issues.
4. Clear Messaging: Use clear and concise messaging to avoid information overload.

we implement effective communication strategies and overcoming barriers, supermarket organizations can foster a positive work environment, enhance customer service, and drive business success.

CHAPTER 6

6. Relevance experience gained to the student field study

The experience I gained from a field study of a supermarket organization is highly relevant to students studying business administration, management, marketing.

Practical Application:

1. Understanding supermarket Operations: i gain hands-on experience in understanding how a supermarket organization operates, including its management structure, supply chain, and customer service.
2. Applying Theoretical Concepts: i can apply theoretical concepts learned in the classroom to real-world situations, such as marketing, finance, and human resources.
3. Developing Problem-Solving Skills: I develop problem-solving skills by analyzing challenges faced by the supermarket organization and proposing solutions

Super market Insights:

1. Understanding supermarket : I gain insights into supermarket trends, including consumer behavior, market competition, and technological advancements.
2. Learning from Best Practices: i learn from the supermarket organization's best practices, such as inventory management, customer service, and employee relations.
3. Understanding Regulatory Requirements: I gain knowledge of regulatory requirements, such as food safety, employment law, and tax compliance.

Skill Development:

1. Communication Skills: Students develop communication skills by interacting with employees, customers, and management of the supermarket organization.
2. Teamwork and Collaboration: Students learn the importance of teamwork and collaboration by working with employees and management to achieve common goals.
3. Time Management and Organization: Students develop time management and organization skills by prioritizing tasks, managing multiple projects, and meeting deadlines.

Career Opportunities:

1. Internships and Job Placements: Students may secure internships or job placements with the supermarket organization or similar companies.
2. Networking Opportunities: Students can build relationships with professionals in the industry, potentially leading to job opportunities or mentorship.
3. Entrepreneurial Ventures: Students may be inspired to start their own entrepreneurial ventures in the retail or food industry.

Enhanced Employability:

1. Practical Experience: Students gain practical experience, making them more attractive to potential employers.
2. Industry Knowledge: Students develop industry knowledge, enabling them to contribute to discussions and decision-making processes in the workplace.
3. Skill Development: Students develop transferable skills, such as communication, teamwork, and problem-solving, which are valuable in various industries and roles.

Chapter 7

7 personal impression about an organization in a supermarket:

1. Efficient Operations: I was impressed by the efficient operations of the supermarket. The store was well-organized, and the staff were knowledgeable and helpful.
2. Customer-Centric Approach: The supermarket's customer-centric approach was evident in the way staff interacted with customers. They were friendly, attentive, and willing to help.
3. Cleanliness and Hygiene: The supermarket maintained high standards of cleanliness and hygiene. The floors were clean, the shelves were well-stocked, and the food handling practices were excellent.
4. Competitive Pricing: The supermarket offered competitive pricing, which made it an attractive option for customers.

Areas for Improvement:

1. Long Queues: During peak hours, the queues were long, and customers had to wait for extended periods. Implementing a more efficient checkout system or adding more cashiers could alleviate this issue.

2. Limited Product Options: Although the supermarket had a wide range of products, there were limited options for customers with dietary restrictions or preferences. Expanding the product offerings to cater to these customers could be beneficial.

3. Insufficient Parking: The parking lot was often full, making it difficult for customers to find parking. Consider expanding the parking lot or offering alternative parking options.

Overall Impression:

My overall impression of the supermarket organization is positive. The staff were friendly and helpful, the store was well-organized, and the prices were competitive. While there were some areas for improvement, the supermarket provided a pleasant shopping experience for customers.

Chapter 8

8 Recommendation

Based on my observations, I recommend that the supermarket:

1. Improve the checkout process: Implement a more efficient checkout system or add more cashiers to reduce wait times.
2. Expand product offerings: Offer more options for customers with dietary restrictions or preferences.
3. Enhance parking facilities: Expand the parking lot or offer alternative parking options to make it easier for customers to park.

By addressing these areas, the supermarket can continue to provide an excellent shopping experience for its customer.

