



AN INDUSTRIAL TECHNICAL REPORT

FOR

**STUDENTS' WORK EXPERIENCE SCHEME
(SIWES)**

UNDERTAKEN AT

MONARCH HOTEL, SAPATI JUNCTION, ILORIN, KWARA STATE

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DEDICATION

I dedicate this report to Almighty God for His boundless grace, unwavering love, and immeasurable faithfulness, and for preserving my life throughout the duration of my SIWES program.

I also extend my heartfelt gratitude to my family for their unwavering support and encouragement during the entire training period, and to all my supervisors and colleagues for their cooperation and companionship throughout this journey.

ACKNOWLEDGEMENT

I am deeply grateful to Almighty God, who has graciously preserved my life from the beginning to the end of this training program. The experience was truly impactful, but it would not have been possible without the support and assistance of many individuals, to whom I owe my sincere thanks.

First and foremost, I would like to express my heartfelt gratitude to my supervisor I worked directly with. Their constant guidance, attention, and mentorship throughout the program were invaluable.

My appreciation also goes to my fellow SIWES students for their unwavering support and camaraderie.

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ABSTRACT

Student Industrial Work Experience Scheme (SIWES) is a compulsory skills acquisition training designed to give University, undergraduates in Nigeria appropriate practical knowledge, respective disciplines during their course of study and to understand the industrial application of the theoretical knowledge they acquire with the four walls of the lecture halls. The students are also expected to develop occupational competencies that would facilitate their fitting into the world of work after graduation. I was fortunate to serve my sixteen (16) weeks SIWES program with a well recognize company that offers both business and leisure activities. This report is a comprehensive summary of all that I learnt and was involved in throughout my SIWES Program.

CHAPTER ONE

INTRODUCTION TO SIWES

1.1 Historical Background of SIWES

The Students Industrial Work Experience Scheme (SIWES) is a skill acquisition initiative introduced by the Federal Government of Nigeria with the primary objective of bridging the gap between theoretical education and practical industrial experience for students in higher institutions. The scheme is designed to equip students in Engineering, Technology, Sciences, Agriculture, Medicine, Management, and other fields with hands-on experience that complements their classroom learning. The program applies to students in universities, polytechnics, monotechnics, and colleges of education across Nigeria.

SIWES was first introduced during the 1973/1974 academic session and was initially funded by the Industrial Training Fund (ITF). At the time, there was a growing concern that graduates lacked the necessary practical skills and industrial exposure to seamlessly integrate into the workforce. Many industries had to spend extended periods retraining newly employed graduates to equip them with practical skills. The scheme was created to address this deficiency by exposing students to real-world industrial environments during their academic programs, thereby reducing the time and cost involved in training them after graduation.

The scheme has since become an integral part of the Minimum Academic Standards (MAS) as established by the National Universities Commission (NUC), the National Board for Technical Education (NBTE), and the National Commission for Colleges of Education (NCCE). SIWES

plays a crucial role in ensuring that students, particularly in technical and vocational fields, experience the practical side of their studies before graduation.

1.2 Aims and Objectives of SIWES

SIWES is a strategic initiative designed primarily to facilitate the acquisition of relevant skills by students in their respective fields of study. By immersing students in real-life work environments, the program enhances their employability and prepares them for the challenges they will face upon graduation. Below are the specific objectives of SIWES:

Provide Industrial Placement: SIWES offers placement opportunities in industries for students enrolled in higher institutions. These placements are approved by the relevant regulatory authorities, such as the National Universities Commission (NUC), the National Board for Technical Education (NBTE), and the National Commission for Colleges of Education (NCCE). The aim is to allow students to acquire hands-on work experience and technical skills relevant to their academic programs.

Prepare Students for the Real Work Environment: The program helps prepare students for the realities of the workplace by allowing them to experience first-hand the dynamics of the work environment. This exposure gives them a clearer understanding of professional expectations and challenges, fostering a smoother transition from school to the workforce.

Enhance Future Employment Opportunities: By offering students exposure to potential employers and work environments, SIWES also serves as a networking opportunity. Students may establish contacts with industry professionals and companies, potentially enhancing their prospects for future employment.

1.3 Importance of SIWES

Since its inception, SIWES has played a critical role in shaping the quality of education and workforce readiness in Nigeria, particularly in the fields of science, engineering, and technology.

Below are some of the key contributions of the SIWES program:

1. **Improvement in Science and Technology Education:** The program has significantly enhanced the practical aspect of science and technology education in Nigeria. By providing students with hands-on experience, it complements theoretical learning and produces graduates who are better equipped to apply their knowledge in practical situations.
2. **Increased Employment Opportunities:** Graduates who have participated in SIWES are more employable due to their exposure to real-world work environments. Employers tend to prefer candidates who possess not only academic qualifications but also practical experience, which SIWES provides.
3. **Better Standard of Living:** The program indirectly contributes to an improved standard of living by producing skilled graduates who are more likely to secure well-paying jobs in the industrial and technological sectors. This contributes to national development by creating a pool of highly skilled professionals.
4. **Production of Skilled Graduates:** SIWES ensures that students graduate with not only theoretical knowledge but also the practical skills necessary to thrive in their respective fields.

CHAPTER TWO

ORGANIZATION OVERVIEW AND STRUCTURE

2.1 Brief History of the Hotel

Monarch Hotel, Sapati Junction, Ilorin, Kwara State is a distinguished hospitality destination that offers an exquisite blend of luxury, comfort, and traditional hospitality. Nestled in the heart of Ilorin, 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.

Monarch Hotel is located at Sapati Junction, Ilorin, Kwara State, Nigeria, known for its cultural heritage and as a hub for education. Monarch Hotel, Sapati Junction, Ilorin, Kwara State began with a vision to create a premier hospitality experience in Ilorin, blending local culture with international standards of luxury. Monarch Hotel, Sapati Junction, Ilorin, Kwara State 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 Ilorin community. From providing employment opportunities to engaging in local cultural events and supporting community projects, Monarch Hotel, Sapati Junction, Ilorin, Kwara State would establish itself as a key player in the local economy and society.

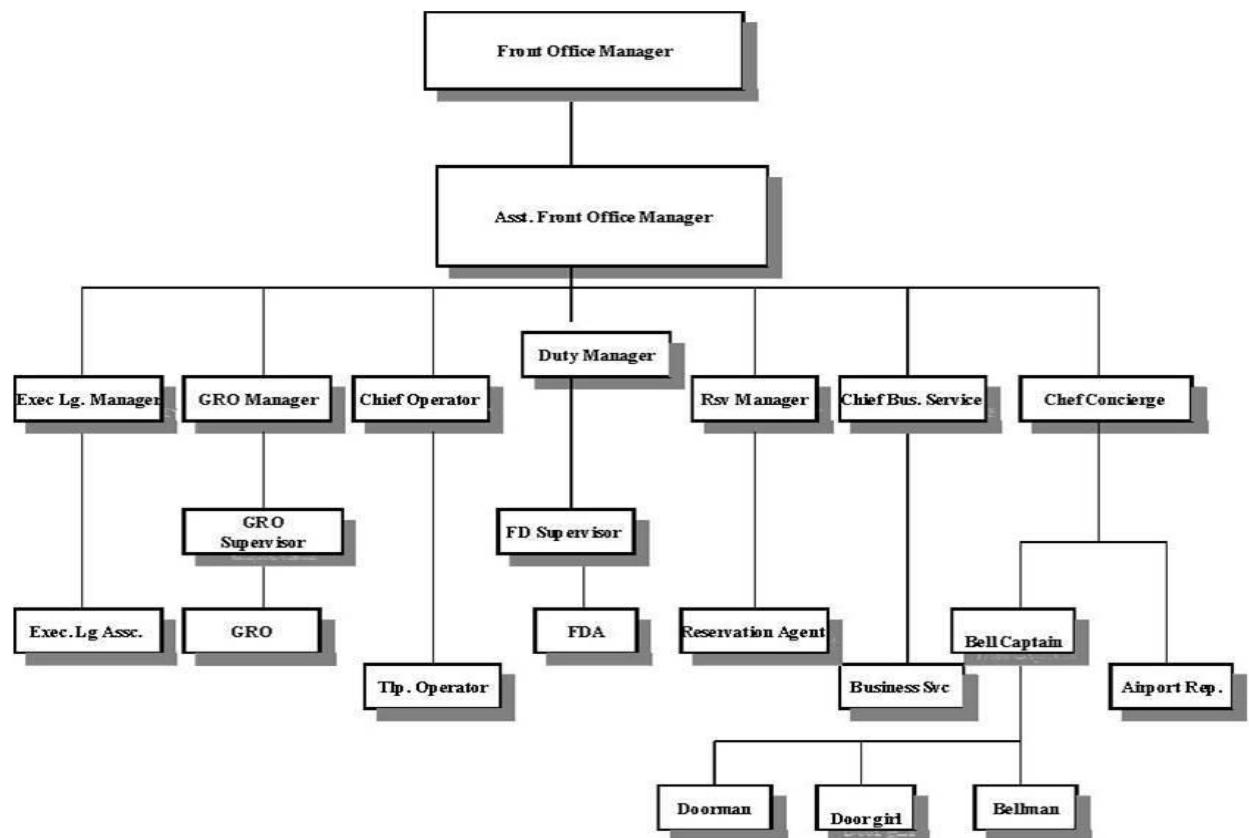
2.3 Objectives of the establishment.

The main objectives of Monarch Hotel, Sapati Junction, Ilorin, Kwara State in Ilaro 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 housekeeping, 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.

By achieving these objectives, Monarch Hotel, Sapati Junction, Ilorin, Kwara State in Ilaro does not only enhance its operational success and guest experience but also contribute to the broader goals of sustainable growth, community development, and environmental responsibility.

2.4 Organization Structure Including The Organogram Of The Establishment



2.5 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. He 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/she 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. **Chef:** The chef is the most senior cook in the Hotel, she gives directives to the other cooks, and she is in charge of the activity that takes place in the kitchen.

6. **Head Of Reception:** The head of reception is in charge of the activities that is been run in the reception.

7. **Head Of House Keeping:** The head of housekeeping is in charge of the activities in the rooms, he makes sure that things are the way they should be in the various rooms.

8. **Cook:** The cook specialize in various duties like producing, Manufacturing, preparing different dishes to the Hotel.

9. **Assistant Head Of Reception:** The assistant head of reception seconds the head of reception, he takes charge when the head of reception is absent.
10. **Cleaners:** The cleaner keeps the environment tidy, they clean the rooms and other places, they cut grasses, sweep and wash the places.
11. **Dry Cleaner:** The dry cleaner, washes, dry and Irons the clothes of guests, they also wash the towels and bed spreads used in the rooms.
12. **Chief Security:** The Chief Security makes sure that there is enough Security, he directs the security people on how to be on alerts.
13. **Security Men:** The Security Men guards the environment and makes sure that there is enough Security.
14. **Electrician:** The electrician repairs all the electrical appliances, and services the worn-out ones.
15. **Plumber:** The Plumber's repairs and fix things such as water pipes, toilet, sinks etc
16. **Computer:** The Computer operator does the typing of duties roster, and other things needed to do with Computer.
17. **Restaurant:** The restaurant server the prepared food to the customers, they are the people that also give information to the kitchen on what to prepare.
18. **Barman:** The Barman serve drinks to customers.

2.6 The Various Department Or Sections In The Establishment And Their Functions

1. Reception
2. Kitchen/Restaurant/Bar
3. Laundry
4. Gymnastic House
5. Club Hall

Reception: This is the place where guest and visitors go first when they arrive in the Hotel; they show the rooms to the guests and give them the attention needed for comfort ability. They know when the guest checks in and checks outs.

Kitchen/Restaurant/Bar: The Kitchen is the place where all kinds of dishes like fried rice, boiled yam egg sauce, Afang Soup, Egusi Soup, Vegetable Soup etc are produced. The restaurants do the serving of the dish to the guest, while the bars serve drinks to the guest, alcoholic and non alcoholic drinks are sold there as well.

Laundry: The Laundry section is where the clothes of the guests are been laundered including the bed spreads.

Gymnastic House: The gymnastic house (gym house) is where exercise are been done, there are machines that are been used for exercises in the Gymnastic House.

Club Hall: The Club Hall is usually used for Ceremonies and occasions like Birthday, Wedding, Child dedication etc it is used for events.

CHAPTER THREE

3.1 WORK DONE DURING THE SIWES

Reflecting on the diverse experiences gained through the Student Industrial Work Experience Scheme (SIWES) at Monarch Hotel, Sapat Junction, Ilorin, Kwara State, here's a summary of the tasks I undertook in each department:

3.2 Bar

1. I assisted in stocking the bar with liquor, syrups, glasses, and other necessary supplies.
2. I learned to prepare and serve a variety of cocktails and non-alcoholic beverages.
3. I maintained cleanliness and organization within the bar area.
4. I managed inventory and reported low stock to the supervisor.
5. I observed techniques for engaging customers and upselling.
6. I helped in setting up the bar area for events and special occasions.
7. I followed all health and safety regulations related to alcohol service.
8. I assisted in taking inventory counts at the end of each shift.
9. I learned how to operate the point of sale (POS) system for billing.
10. I practiced proper glassware selection for different drinks.
11. I observed the process of creating new beverage menus.
12. I assisted with closing duties, including cleaning the bar and securing alcohol.
13. I learned about managing customer tabs and payments.

14. I provided excellent customer service, handling inquiries and feedback.

3.3 Reception

1. I greeted guests upon their arrival and provided them with a warm welcome.
2. I learned how to use the hotel's booking system to check guests in and out.
3. I assisted in answering the phone and managing reservations.
4. I provided information about hotel amenities, services, and local attractions.
5. I handled guest inquiries and resolved issues or complaints.
6. I managed the distribution of room keys and directions to the rooms.
7. I helped organize transportation services for guests as needed.
8. I assisted in updating guest accounts and processing payments.
9. I learned to coordinate with housekeeping about room statuses.
10. I maintained a tidy and organized reception area.
11. I participated in emergency and safety procedure training.
12. I compiled daily reports on arrivals, departures, and occupancy rates.
13. I assisted in managing mail, parcels, and message delivery for guests.
14. I learned to maintain confidentiality and security of guest information.

3.4 Restaurant

1. I assisted in setting up the dining area for service.

2. I learned menu items and practiced explaining them to guests.
3. I helped in taking orders and serving food and drinks to guests.
4. I observed the process of coordinating with the kitchen for order accuracy and timing.
5. I practiced clearing and resetting tables efficiently.
6. I participated in maintaining cleanliness and hygiene in the dining area.
7. I helped in managing reservation systems and seating guests.
8. I observed techniques for handling special dietary requests and allergies.
9. I assisted in stock taking and inventory management for restaurant supplies.
- 10.I learned about pairing food with appropriate beverages.
- 11.I participated in customer service training to enhance guest dining experience.
- 12.I assisted in processing payments and managing the cash register.
- 13.I helped in planning and executing special events and theme nights.
- 14.I observed food preparation techniques in the kitchen.
- 15.I learned about food safety and sanitation standards.

CHAPTER FOUR

4.1 Kitchen

1. I assisted in the preparation of ingredients, such as chopping vegetables and marinating meats.
2. I observed chefs during the cooking process to learn various cooking techniques.
3. I helped in maintaining cleanliness and sanitation within the kitchen.
4. I learned to follow recipes and cooking procedures with consistency.
5. I assisted in receiving and storing supplies, ensuring proper stock rotation.
6. I observed the process of menu planning and recipe development.
7. I learned about the importance of food safety and hygiene practices.
8. I assisted in dishwashing and kitchen equipment maintenance.
9. I participated in the preparation of special dietary meals under supervision.
10. I helped in managing waste and following sustainability practices.
11. I observed the coordination between kitchen and front-of-house staff.
12. I learned to operate various kitchen equipment safely.
13. I assisted in the inventory management of kitchen supplies.
14. I participated in taste tests for quality control.
15. I learned about efficient kitchen workflow and station organization.

4.2 Laundry

1. I assisted in sorting laundry by type, color, and treatment requirements.
2. I learned to operate industrial washing machines and dryers.
3. I helped in ironing, folding, and properly storing linens and uniforms.
4. I observed the process of handling delicate items and special cleaning instructions.
5. I participated in maintaining inventory of laundry supplies and chemicals.
6. I learned about the standards for hygiene and cleanliness for hotel linens.
7. I assisted in the delivery and distribution of clean linens to the housekeeping department.
8. I helped in managing the schedule to ensure a timely turnaround of laundry items.
9. I learned to inspect laundered items for quality and cleanliness.
10. I observed techniques for stain removal and fabric care.
11. I assisted in maintaining records of laundry service for guests.
12. I helped in routine maintenance and cleaning of laundry equipment.
13. I participated in inventory checks for linens and uniforms.
14. I learned about the health and safety practices in the laundry area.

4.3 Experience Gained During the Training

During my SIWES placement at Monarch Hotel, Sapati Junction, Ilorin, Kwara State, 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. **Teamwork and Collaboration:** I experienced firsthand 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 Monarch Hotel, Sapati Junction, Ilorin, Kwara State 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

SUMMARY, CHALLENGES ENCOUNTERED DURING SIWES, RECOMMENDATION AND CONCLUSION

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 fro 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

In conclusion, SIWES 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.

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