



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

*By*  
**YUSUF HALIMAT ARIKE  
ND/23/HMT/PT/0111**

**HELD AT  
DE- CALM CITY HOTEL  
NO 3 OKENE CRESCENT, ADEWOLE ESTATE, ILORIN**

**SUBMITTED TO  
DEPARTMENT OF HOSPITALITY MANAGEMENT  
INSTITUTE OF APPLIED SCIENCE (IAS)**

**IN PARTIAL FULFILMENT OF THE REQUIREMENT  
FOR THE AWARD OF NATIONAL DIPLOMA (ND)  
IN HOSPITALITY MANAGEMENT**

**Mach, 2025**

## **DEDICATION**

This report is dedicated to Almighty God, the Supreme Being and also to my loving parents,  
Mr. & Mrs. Yusuf

## **ACKNOWLEDGEMENT**

Firstly, with every sense of humility, I give my sincere appreciation to Almighty God from whom all knowledge, wisdom and intelligence is given to humanity for making it possible for me to accomplish my SIWES programme.

Education is an instrument of change, for human emancipation from ignorance, superstition and enslavement. My parents made sure they planted this in me. I am grateful to my parents, **Mr.** and **Mrs. Yusuf** for their love, care, encouragement and financial support. I pray that Almighty God will grant them long life and hearty health to reap the fruit of their labour.

Words alone cannot express my enthusiasm to my SIWES supervisor and departmental lecturers for their paternal advice and tutelage. May God almighty continue to bless you all.

## FOREWORD

This report contains all the work done and the experience gained during my two months of industrial programme which I had at *De-calm City Hotel* in Ilorin Kwara State and it is written in chapters according to how the training goes.

The five chapters report is arranged as follow. Chapter one unveils a brief background of the advent of **SIWES** programme into Nigeria tertiary institution academic calendar. Chapter two reveals the major sections and units in the host organization and student's specific involvement in the organization during training. Chapter four elucidates on work done by the intern in the organization, the relevance of the experience gained as it is in-line with the kernel of Hospitality management.

The last chapter of the report elucidates on conclusion, recommendation and suggestion for institution and organization.

## ❖ INTRODUCTION

The Student Industrial Work Experience Scheme (SIWES) is a skill training programme designed to expose and prepare students of universities and other tertiary institutions for the industrial work situation they are likely to meet after graduation. It is also a planned and structured programme based on stated and specific career objectives which are geared towards developing the occupational competencies of participants.

Sequel to the instruction relayed by the school authority and as allotted in the academic school calendar that every student should proceed on industrial training scheme at any organization of choice rendering service(s) related to course of their study, Kwara State Hospitality and Tourism Board under the supervision of the Ministry of Communication in Ilorin Kwara State was chosen as my place of attachment of which I had my three months internship as part of the requirements towards the award of National Diploma in Leisure and Tourism.

## ❖ DEFINITION AND CONCEPT OF SIWES.

Student industrial work experience is a training program established by I.T.F (Industrial Training Fund) in 1976 to bridge the gap between theory and practical aspect of learning in a tertiary institution in Nigeria and also to alleviate the challenges faced by young graduates in Nigeria labour market and beyond.

SIWES was established in Nigeria to help student develop on their practical aspect of learning expose them to various techniques in the industry and also aid their cohabitation with industrial staff, equipment and machineries.

The program was established with various coordinating agencies respect to each tertiary institution in the country. These agencies are:

1. **NBTE** (National Broad for Technical Education)
2. **NUC** (National University Commission) for University
3. **NCCE** (National Commission of College of Education) for colleges of education.

## ❖ BRIEF HISTORY OF SIWES

Student industrial work experience scheme (SIWES) was established by Industrial Training Fund (ITF) in 1973/1974 to solve the problem of lack of adequate practical skills preparatory for employment in industries by Nigerian graduate of tertiary institution.

Prior to the establishment of the schemes, there was a concern among our institution of higher learning lacked practical background studies preparation for employment in the industries.

The student industrial work experience scheme (SIWES) is a skill training program designed to expose and prepare student of agriculture technology, environmental science, medical science and pure & applied science for the industrial work situation one is likely to meet after graduation.

## ❖ OBJECTIVES OF SIWES

- To provide an avenue for students in institution of higher learning to acquire industrial skills and experience in their approved courses of study
- Prepare students for the industrial work situation which they are likely to meet after graduation
- Expose students to work methods and techniques in handling equipment and machinery not available in their institution
- Provide students which they are likely to meet after graduation
- Expose students to work methods and techniques in handling equipment and machinery not available in their various institutions.

## ❖ OVERVIEW OF HOSPITALITY AND MANAGEMENT

Hospitality management refers to the application of management concepts and structured leadership in the areas of accommodation, dining and general guest services. From the largest hotels to the smallest cafeterias, all such businesses form an important part of the hospitality industry.

Whereas commercial businesses focus primarily on selling products, it could be said that hospitality is more about selling services, experiences and enjoyment.

In key markets worldwide, the travel and tourism sector is one of the largest, most lucrative and fastest growing. The sheer scope and diversity of the hospitality sector is extraordinary, incorporating everything from major international hotel chains to local restaurants to vehicle rental services and many more besides.

As for hospitality management, the term refers to an extensive range of functions and responsibilities that ensure the best possible guest experience. Human resource management,

marketing management, accountancy and financial management, PR and reputation management - all fall within the confines of hospitality management.

With the industry being so diverse, hospitality management meaning, functions and objectives vary significantly from one business to the next. However, the primary goal of hospitality management remains the same - to ensure each and every guest enjoys the same flawless experience from start to finish.

## ❖ HOTEL

The word hotel according to Yayuk Sri Purwani, came from the France's word 'hostel', which means a lodging for people who make a trip. In the development of this word, people prefer call hotel to hostel. The word hotel was introduced to the public in 1979. (Yayuk Sri Purwani, 1993:2) The definition of hotel according to business dictionary is "commercial establishment providing lodging, meals, and other guest services."



The Housekeeping Hotel Book defines hotel as "the building serving accommodation, food and beverages also the other facilities needed by the guest and managed professionally to get profit." (Rumekso, 2002)

In conclusion, it can be said hotel is commercial establishment providing room, food and beverages and other supporting facilities for the guests during their stay in the hotel.

## ❖ STRUCTURAL ORGANIZATION OF HOTEL

Hotel is a big company which needs many departments to operate the business. Each department cooperates with each other to reach the goals. The structural organization of hotel according to Rumekso are as follows:

**a. General Manager:** General Manager is the executive manager responsible for the overall operation of hotel or resort. The General Manager of a hotel always reports directly to a corporate office or hotel owner. General Manager has duty to manage of a management team, create operational budget, set business objectives, respond the issues involving guests,

employees, or the facility. General Manager also maintains relations to companies or department, local governments, and many additional duties.

**b. Executive Secretary Manager:** Executive Secretary has an administrative assistant in business office administration. Executive Secretary is responsible for assisting general manager's activity. Some duties of Executive Secretary are to manage budgets and bookkeeping, maintain websites, and make travel arrangements. Executive Secretary also arranges meeting minutes and prepares meeting documents.

**c. Front Office Division:** Front office is a division which deals with the guests directly. This department has a duty to handle the guests reservation and provide information about the hotel's facility.

**d. House Keeping Division:** House Keeping division has responsibility for maintaining the condition of hotel area especially hotel room. The duty is keeping the tidiness, cleanliness and beauty of hotel room.

**e. Human Resources Division:** Human Resources division is a framework which helps employees develop their personal and organizational skills, knowledge, and abilities. This department has a duty to provide opportunities such as employee training, employee career development, performance management, coaching, succession planning, salary, and employee recruitment and organization development.

**f. Sales and Marketing Division:** Sales and Marketing Division has responsibility to sell hotel room and promote about hotel facility to the customers.

**g. Engineering Division:** Engineering division has responsibility to repair and maintain the hotel's facility, such as electricity.

**h. Accounting Division:** Accounting Division has responsibility to make note everything related to hotel's financial, such as transaction activities in the hotel.

**i. Food and Beverage:** Division Food and Beverages Division has duty to prepare food and beverage product. The activities of food and beverage division are usually worked in kitchen, banquet, pastry, bar and lounge, room service and pastry shop. (Rumekso, 2005)



## ❖ ABOUT DE- CALM CITY HOTEL



**Photo Credit: web**

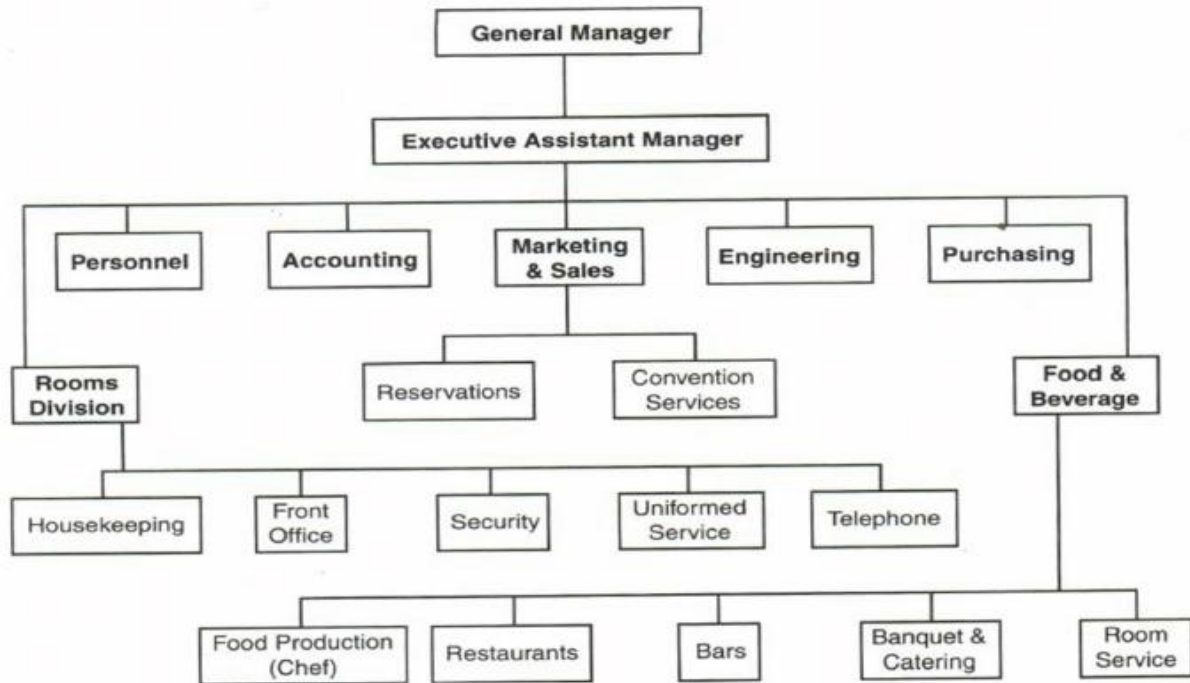
De-calm City view hotel is Located at No 3 Okene Crescent, Adewole Estate Ilorin, Kwara State, Nigeria. It is an exclusive 3-Star hotel known for its superb services and serene environment. It is situated at the heart of Adewole with its plush, peaceful and beautiful ambience.

De-calm City View Hotel has well-furnished rooms of different categories. These categories include: the Single Room, Standard Room, Superior Standard, Deluxe Standard, Exclusive Standard, Super Exclusive Rooms, Family Suite, Diplomatic Suite and Presidential Suite. These rooms have air-conditioners with a king-size bed, flat screen TV, sofa, work table and an en-suite bathroom. Breakfast is served to guests at an extra charge.

It has facilities which include: free Wi-Fi, an outdoor swimming pool, a parking space, 24-hour power supply, restaurant where guests can choose from a list of both local and continental dishes and a bar where both alcoholic and non-alcoholic drinks are served. Guests can enjoy swimming sessions at the outdoor pool. Security personnel guard the premises at all times to ensure the safety of its guests.

De-calm City view hotel offers additional services like: laundry/dry cleaning, airport shuttle and car hire, a business centre, 24-hour room service, concierge, ironing services, housekeeping and an event facility.

## ❖ ORGANOGRAM OF THE ORGANIZATION



## ❖ MAJOR ACTIVITIES IN THE ORGANIZATION

Hotel activity is considered as a hospitality accommodation activity, which involves renting accommodation capacities to travellers, tourists and other guests for a short period of time, usually on a daily or weekly basis.

Hotels and similar accommodation facilities offer accommodation in rooms or apartments, sometimes including a cooking area. They offer accommodation in furnished rooms, daily cleaning of rooms. Additional options and services are offered to guests: supply with food and drinks, parking spaces, swimming pools, gyms, recreational areas, conference and meeting areas.

The facility, where hospitality activity is implemented, must be appropriately marked, has an appropriate operating permit, considers the minimum spatial conditions and has appropriately arranged outdoor areas. The minimum scope of services must be ensured for a specific hospitality facility, and it must operate regularly so that it is approved by the municipality. When implementing your activity, you need to consider the limitations of selling tobacco products and the restrictions of selling and offering alcohol beverages.

No preliminary decision on the fulfilment of conditions for carrying out a hospitality activity is required, but all conditions must be fulfilled, which will be supervised by competent inspectorates.

## ❖ SOME OF THE ACTIVITIES IN DE-CALM CITY HOTEL ARE NOT LIMITED TO

### a. Food and Beverages

The food and beverage sector which is professionally known by its initials as F&B is the largest segment of the hospitality industry. The F&B department is estimated to provide 95% of all meals eaten in hotel



today. It comprises of establishments primarily engaged in preparing meals, snacks, and beverages for immediate consumption on and off the premises. When a restaurant is part of a hotel, services it renders can enhance the guest experience by providing excellent food and first-class customer service. It can symbiotically function as part of other businesses, such as in bowling alleys or movie theaters.

### b. Travel and Tourism

Travel and tourism deal with services related to moving people from place to place. Buses, cabs, planes, ships, trains and so on are all part of the travel industry. Leisure travel is when a person spends money on lodging, food, and recreation while taking a vacation trip, and business travel is when a person travels for work and spends money on lodging and food. Some people also spend on recreation



while on a business travel. The major function of the tourism is to encourage people to travel. When people travel, either for business or leisure, they spend money on hospitality.

### **c. Lodging**

Lodging means accommodation for a period or a place to sleep for one or more nights. Fancy hotels, youth hostels, elder hostels, campgrounds, motels and other businesses that provide a place for people to sleep overnight are all in the lodging industry. Lodging businesses markets to other market segments



such as business travelers, leisure travelers, long-stay travelers, budget travelers, and special travelers like people working with the government, airlines, and military.

### **d. Recreation**

Recreation is any activity that people do for rest, relaxation, and enjoyment. The goal of recreation is to refresh a person's body and mind. Any business that provides activities for rest, relaxation and enjoyment, to refresh a person's body and mind is in the recreation business. Entertainment businesses which provide shows such as movie or theater, attractions which are places of special interest of visits such as zoos and museums, spectator sports and participatory sports are all parts of the recreation business.

## **❖ DEPARTMENT IN THE ORGANIZATION AND THEIR SPECIFIC FUNCTIONS**

### **1. Front Office Department**

This department performs various functions like

- a.** Reservation
- b.** Reception
- c.** Registration
- d.** Room assignment
- e.** Settlement of bills of a resident guest

The department is considered as the nerve centre of a hotel. The front-office staff welcome the guests, carry their luggage, help them register, give them their room keys and mail, answer questions about the activities in the hotel and surrounding area, and finally check

them out. In fact, the only direct contact most guests have with hotel employees, other than in the restaurants, is with members of the front-office staff.

## **2. Housekeeping Department**

The housekeeping department is responsible for the cleanliness, maintenance, and aesthetic upkeep of rooms, public areas, back areas, and surroundings in a hotel and for the immaculate care and upkeep of all guest rooms and public spaces at all times. The staff members who excel in the Housekeeping Departments have an eye for detail and a commitment to the training, development and motivation of a diverse group of talented employees. It is the service and cleanliness that really make an impact on our guests and determine whether they will return and also recommend the hotel to others.

## **3. Food and Beverage Service Department**

This department looks after the service of food and drinks to guests. The Food which is made in the Kitchen and Drinks prepared in the Bar to the Customers (Guest) at the Food & Beverage premises. Some examples of the food and beverage outlets are Restaurants, Bars, Hotels, Airlines, Cruise Ships, Trains, Companies, Schools, Colleges, Hospitals, Prisons, and Takeaway etc.

## **4. Kitchen or Food Production Department**

All the food and beverages that are served to the hotel guest is prepared in the kitchen. Culinary preparation, as an art and science in the modern kitchen, required more than just a knowledge of food being prepared and the methods of preparation. It is through a knowledge of basic skills, terminology, and rules of the kitchen that a final goal, preparation and service of quality is achieved in the hotel kitchen.

## **5. Engineering and Maintenance Department**

The engineering department is responsible for repairing and maintaining the plant and machinery, water treatment and distribution, boilers and water heating, sewage treatment, external and common area lighting, fountains and water features etc. Also, It looks after the maintenance of all the equipment, furniture and fixture installed in a hotel.

## **6. Accounts and Credits Department**

This department maintains all the financial transactions. Accounting departments typically handle a variety of important tasks. Such tasks often include invoicing customers, accounts receivable monitoring and collections, account reconciliations, payables processing, consolidation of multiple entities under common ownership, budgeting, periodic

financial reporting as well as financial analysis. Also common are setting up adequate internal controls for all business processes (to prevent theft/misappropriation of assets), handling external audits and dealing with banks in order to obtain financing. Taxes are sometimes handled by accounting departments in house, but this work is often contracted to outside tax accountants.

## **7. Security Department**

The security department of a hotel is responsible for the overall security of the hotel building, in-house guests, visitors, day users, and employees of the hotel, and also their belongings.

## **8. Human Resources (HR) Department**

Human Resource department is responsible for the acquisition, utilization, training, and development of the human resources of the hotel.

The role of the HR department also has to do with the administration of an impartial and internal justice system which will promote transparency and openness in organizational communication. The Human resources department also serves as a progressive voice in a common system and strives to ensure competitiveness in the conditions of service for staff.

## **9. Sales and Marketing Department**

The major role of the sales and marketing department is to bring in business and also to increase the sales of the hotel's products and services is the major task of the department.

## **10. Purchase Department**

The purchase department is responsible for procuring the inventories of all the departments of a hotel.

## **11. Information Technology (IT)**

The Information Technology department is responsible for the day-to-day support of all IT systems, business systems, office systems, computer networks, and telephony systems throughout the hotel/resort.

Additionally responsible for Information Technology issues, products, and services at the property. Provides user training and support of all property/site systems, network enhancements, hardware and software support etc.



## **❖ DISCUSSION**

### **RELEVANCE OF THE EXPERIENCE GAINED BY STUDENT DURING THE PROGRAMME**

Without mincing fact, Student Industrial Work Experience Scheme (SIWES) sustains a great relevance for tertiary institution students during internship. Besides exposure to the technical Know-how of things are been done in industrial setting which far differs from what is being taught within the four walls of classroom. This will undoubtedly unravel completely or at least lessen the demarcation and prevailing contrast in terms of work force and output between industrial staff and newly employed graduates.

Unlike an intern, I was given a warm welcome on my first day at De- calm city hotel . This was followed by my introduction to other staff and orientation on the activities/ functions of the organization.

In sequel to that, I was also introduced to other departments' i.e Food and beverages department, Housekeeping department, Frontline department, Kitchen and food Production department amongst others.

During my internship, I functioned relatively in some of the departments/units in the organization such as: Restaurant and bar unit, Kitchen department, Housing department, Laundry unit, Store keeping unit, front office department and I was able to gathered several hospitality management experience which will abet my academic career and pursuit.

## **❖ CHALLENGES ENCOUNTERED**

1. Financial scar
2. Starkness of industrial staff
3. Proximity of industrial location
4. Limited internship period

## ❖ SUMMARY

During my period at De- calm city hotel No 3 Okene crescent, Adewole estate, Ilorin, I was attached in the kitchen department which consists of the Africana and Chinese cuisine. I was taught different kind of food production, storage method and requisition of product taking. The period of this program has enabled me to combine the theoretical aspect learnt in four walls of class with the technical know-how of how things is being done in industry.

## ❖ CONCLUSION

The industrial training program has offered me opportunity to gain insight and more comprehensive understanding about the real industrial working condition and practices and it has actually exposed me to working experience and challenges that might be faced after school. I hereby conclude that government should make it compulsory for all tertiary institutions in Nigeria to making sure their school curriculum in designed in such as way that the academic calendar will vividly give all student irrespective of faculty and institute the opportunity to partake in the exercise of Student Industrial Working Scheme (SIWES)

## ❖ RECOMMENDATIONS

In other to achieve most of the objective of the student, industrial work experience scheme which are most specially to expose and give students opportunity to inculcate the theoretical knowledge to practical

- The SIWES official should try to liaise with private sector so that it will be easy for student for easy placement.
- The federal government should make sure that the industrial training fund official endeavor to visit several establishments where SIWES student are
- All institutions or bodies involve in the scheme should make sure that each organization make provision of incentives for the interns.



## **References**

Google.com

Rumesko. B.O (2005:6) Production of Food and Beverages

Wikipedia

[www.bovinaview.com](http://www.bovinaview.com)

Yayuk Sri Purwani, (1993:2) Conceptual analysis of Hotel