



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

**HELD AT
RAFMORE BLUESKY INTEGRATED LIMITED
22, OSOGBO ROAD ERIN-ILE OYUN LOCAL GOVERNMENT AREA KWARA
STATE**

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DEDICATION

I dedicate this technical report to the Almighty God, the giver of knowledge, wisdom and who is rich in mercy.

ABSTRACT

This report details my six-month SIWES experience at RAFMORE BLUESKY INTERNATIONAL LIMITED, where I applied business administration principles in the day-to-day management of a fuel retail business. The internship covered areas such as inventory management, sales operations, customer service, cash handling, and administrative tasks. Challenges encountered and recommendations for improvement are also highlighted.

ACKNOWLEDGEMENT

I would like to begin by expressing my heartfelt gratitude to the Creator of heaven and earth, the One who knows the beginning and the end, the Alpha and the Omega, the Almighty Allah for His guidance and blessings throughout this journey.

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Lastly, I wish to express my sincere regards to the school's Board of Trustees and the entire staff of the business administration department for their dedication and support. Once again, a big thank you to everyone who contributed to making this experience a memorable and successful one.

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CHAPTER ONE

INTRODUCTION

1.1 Industrial Training Fund (ITF) and SIWES

SIWES was founded by ITF in 1973 to address the issue of Nigerian tertiary school graduates lacking sufficient practical skills to prepare them for employment in industries. The program exposes students to industry-based skills that are essential for a seamless transition from the classroom to the workplace. It gives tertiary institution students the chance to become acquainted with and exposed to the necessary experience in operating machinery and equipment, which is typically not available in educational institutions.

Participation in industrial training is a well-known educational strategy. Classroom studies are integrated with learning through hands-on work experiences in a field related to the students' academic major and career goals. Successful internships foster an experiential learning process that not only promotes career preparation, but provides opportunities for learning to develop skills necessary to become leaders in their chosen professions.

One of the primary goals of the SIWES is to help students integrate leadership development into the experiential learning process. Students are expected to learn and develop basic non-profit leadership skills through a mentoring relationship with innovative non-profit leaders. By integrating leadership development activities into the industrial training experience, we hope to encourage students to actively engage in non-profit managements as professional career objectives. However, the effectiveness of the SIWES experience will have varying outcomes based upon the individual student, the work assignment, and the supervisor/mentor requirements. It is vital that each internship position description includes specific, written learning objectives to ensure leadership skill development is incorporated.

Participation in SIWES has become a necessary pre-condition for the award of diploma and degrees certificates in specific practical-oriented disciplines in most institutions of higher learning in the country, in accordance with the education

policy of government operators-the ITF, the coordinating agencies (NUC, NCCE and NBTE), employers of labor and the institutions.

1.2 Objectives of the Students Industrial Work Experience Scheme (SIWES)

1. To provide students the opportunity to test their interest in a particular career before permanent commitments are made.
2. To provide an avenue for students in institutions of higher learning, acquire industrial skills and experience in their course of study.
3. To provide and prepare students for the industrial work situation they are to meet after school.
4. To aid students in adjusting from college to full-time employments
5. To provide students the opportunity to develop attitudes conducive to effective interpersonal relationships.
6. To increase students' sense of responsibility.
7. To make students acquire good work habits.
8. To provide students with an opportunity to apply their knowledge in real work situation thereby bridging the gap between theory and practice.

CHAPTER TWO

INTRODUCTION

2.1 Organizational Background

RAFMORE BLUESKY INTERNATIONAL LIMITED is a retail fuel station involved in the sale of petroleum products, lubricants, and other automotive-related services. The company operates under leadership of RAFMORE BLUESKY INTERNATIONAL LIMITED and serves both individual and commercial customers. Key departments include sales, customer service, and finance.

Rafmore Bluesky International Oil & Gas is a renowned located at No. Km 22, Osogbo Road Erin-Ile Oyun Local Government Area Kwara State, specializing in production of oil & gas in high-quality.

2.2 Departments in Rafmore Bluesky International Limited

Rafmore Bluesky International operates through a well-structured system of departments, each playing a crucial role in ensuring efficiency, quality, and customer satisfaction. The key departments include:

- 1. Design Department**

This department is responsible for managing petroleum products, including fuel distribution, storage, and sales. Skilled personnel work together to ensure accuracy, efficiency, and high-quality service delivery to customers.

- 2. Rafmore and Material Sales Department**

This department handles the sourcing and distribution of high-quality petroleum products, ensuring fuel stations and customers receive reliable and efficient supplies for various energy needs

- 3. Customer Service and Sales Department**

Ensuring a seamless shopping experience, this department handles customer inquiries, takes orders, processes payments, and ensures that clients receive excellent service and satisfaction.

- 4. Marketing and Branding Department**

This team focuses on promoting Rafmore Bluesky International Limited through

advertising, social media engagement, and brand awareness strategies, ensuring the store reaches a wider audience.

5. Quality Control Department

Responsible for maintaining high fashion standards, this department inspects all products before they reach customers, ensuring durability, proper stitching, and adherence to design specifications.

6. Logistics and Delivery Department

This department oversees the smooth transportation of clothing, materials, and fashion machines to customers, ensuring timely and secure delivery services.

CHAPTER THREE

KEY PROJECTS AND ASSIGNMENTS

3.1 Sales Management

Sales management in a petrol station involves overseeing the sale of petroleum products, ensuring efficient service delivery, and maintaining customer satisfaction. It is a critical function that directly impacts the profitability and smooth operation of the business. Effective sales management requires strategic planning, inventory control, customer relationship management, and adherence to regulatory policies.

1. Fuel Sales Monitoring

Sales managers must track daily fuel sales, ensuring that pumps are dispensing accurately and that revenue generation aligns with inventory usage. This includes maintaining sales records, monitoring peak hours, and identifying trends in fuel consumption.

2. Pricing and Market Fluctuations

Fuel prices are often subject to changes due to government policies, market trends, and global oil prices. A good sales management system ensures that price adjustments are implemented promptly while maintaining competitiveness and customer satisfaction.

3. Customer Service and Satisfaction

Customer experience is a major factor in fuel sales. Sales managers ensure that fuel attendants provide excellent service, assist customers with fueling, and address complaints effectively. Offering loyalty programs or discounts can also enhance customer retention.

4. Inventory and Stock Control

Proper management of fuel stock is essential to prevent shortages or excess supply. Sales managers must coordinate fuel deliveries, check stock levels regularly, and prevent losses due to leaks or theft.

5. Financial Transactions and Record-Keeping

Sales management includes handling cash and digital transactions efficiently. All sales must be recorded properly to ensure accountability. Managers also reconcile daily sales with actual fuel dispensed to prevent fraud or discrepancies.

6. Staff Supervision and Training

Sales personnel, including fuel attendants and cashiers, play a vital role in the sales process. Sales managers oversee staff performance, provide training on customer service, and ensure adherence to safety standards.

7. Promotional Strategies

To increase sales, petrol stations may introduce promotional activities such as discounts, fuel loyalty cards, or bundled services (e.g., free car wash with fuel purchase). Sales managers develop and implement these strategies to attract more customers.

8. Compliance with Regulatory Standards

Sales managers must ensure that the petrol station operates within industry regulations regarding pricing, safety, and environmental standards. Failure to comply with these standards could result in penalties or closure of operations.

9. Technology Integration

Modern petrol stations use digital point-of-sale (POS) systems, automated fuel dispensers, and mobile payment solutions to streamline sales operations. A good sales management system incorporates technology to enhance efficiency and reduce manual errors.

10. Handling Emergency Situations

In cases of fuel shortages, pump malfunctions, or customer disputes, sales managers must act swiftly to resolve issues and minimize disruptions to operations.

3.2 Inventory Control in a Petrol Station

Inventory control in a petrol station is a critical function that ensures the efficient management of petroleum products, lubricants, and other related items. Effective inventory management helps prevent fuel shortages, minimizes losses, and ensures smooth operations. Since petrol stations deal with high-demand products that require strict monitoring, proper inventory control is essential for profitability, safety, and regulatory compliance.

1. Fuel Stock Monitoring

One of the most important aspects of inventory control is keeping track of fuel levels in underground storage tanks. Regular monitoring ensures that there is enough fuel to meet

customer demand while preventing overstocking, which can lead to unnecessary storage costs or product degradation.

2. Accurate Record-Keeping

Maintaining detailed records of fuel purchases, deliveries, and sales is crucial in preventing discrepancies. Every drop of fuel that enters or leaves the station should be accounted for through digital logs, manual registers, or automated systems.

3. Daily Stock Reconciliation

At the end of each business day, fuel stock records should be reconciled with actual sales to detect shortages, overages, or any inconsistencies. This helps in identifying possible theft, leakages, or dispensing errors.

4. Automated Inventory Systems

Modern petrol stations use automated fuel management systems (FMS) that provide real-time monitoring of stock levels. These systems use sensors in storage tanks to track fuel levels and notify managers when stock is running low or if there are irregularities.

5. Supplier Coordination and Timely Reordering

To avoid running out of fuel, petrol stations must coordinate with suppliers and schedule deliveries efficiently. Placing orders too late can lead to shortages, while ordering too early can result in excess stock, tying up capital.

6. Loss Prevention and Security Measures

Inventory loss can occur due to theft, leakage, or fraud. Petrol stations should have strict security measures, such as surveillance cameras, proper fuel sealing, and authorized access to storage areas, to prevent unauthorized tampering with inventory.

7. Handling Fuel Variations (Temperature and Density Considerations)

Fuel expands and contracts based on temperature, affecting its density and volume. Inventory managers must account for these variations when measuring fuel levels to avoid miscalculations. Temperature-compensated meters help adjust stock records accordingly.

8. Regular Maintenance of Storage Tanks and Pumps

Proper inventory control also involves ensuring that storage tanks and dispensing pumps are in good working condition. Damaged tanks or faulty meters can lead to fuel wastage, leaks, or inaccurate readings, impacting stock control.

9. Regulatory Compliance

Petrol stations must adhere to government regulations regarding fuel storage and sales. Proper inventory control ensures compliance with environmental and safety laws, preventing legal issues and fines.

10. Stocking of Non-Fuel Items

Apart from petroleum products, many petrol stations sell lubricants, engine oils, and convenience store items. Effective inventory control involves tracking these products to ensure optimal stock levels, prevent shortages, and minimize expired or unsellable goods.

3.3 Customer Service in a Petrol Station

Customer service plays a crucial role in the success of a petrol station. Since fuel stations serve a wide range of customers daily, providing excellent service enhances customer satisfaction, builds loyalty, and increases sales. Effective customer service goes beyond just selling fuel—it includes efficient communication, prompt assistance, professionalism, and ensuring a pleasant experience for every customer.

Key Aspects of Customer Service in a Petrol Station

1. Prompt and Courteous Service

Petrol station attendants should be trained to serve customers quickly and politely. Greeting customers, assisting them with fueling, and handling their requests in a friendly manner create a positive impression and encourage repeat business.

2. Efficient Fuel Dispensing

Customers expect accuracy when purchasing fuel. Fuel attendants must ensure that pumps are working correctly and that they dispense the exact amount of fuel requested. Any discrepancies can lead to complaints and loss of trust.

3. Clear Communication

Effective customer service involves clear and professional communication. Staff should be able to explain fuel prices, available products, payment methods, and any ongoing promotions to customers in a respectful manner.

4. Handling Customer Complaints

Occasionally, customers may have complaints about pricing, service speed, fuel quality, or payment issues. A well-trained customer service team should listen patiently, apologize where necessary, and resolve issues promptly to maintain a good reputation.

5. Payment Convenience and Efficiency

Offering multiple payment options such as cash, debit/credit cards, and mobile payments ensures convenience for customers. The payment process should be quick and error-free to prevent delays.

6. Maintaining a Clean and Safe Environment

The cleanliness of the petrol station influences the customer's experience. A well-maintained forecourt, clean restrooms, and a clutter-free environment create a welcoming atmosphere. Safety measures, such as fire extinguishers and spill control procedures, should also be in place.

7. Additional Services and Customer Assistance

Many petrol stations offer extra services like oil checks, tire pressure checks, windshield cleaning, and car wash services. Providing these services adds value and enhances customer satisfaction.

8. Loyalty Programs and Promotions

Introducing loyalty programs, discounts, or fuel reward points can encourage customers to return. Special promotions, such as discounted fuel prices during off-peak hours, can also attract more customers.

9. Well-Trained and Professional Staff

Employees should undergo regular training on customer service skills, safety protocols, and product knowledge. A well-trained workforce enhances efficiency and improves the overall customer experience.

10. Customer Feedback and Continuous Improvement

Encouraging customers to provide feedback through surveys or suggestion boxes helps identify areas for improvement. Management should analyze feedback and make necessary adjustments to improve service quality.

3.4 Cash Handling & Record Keeping in a Petrol Station

, and other services is accurately recorded, safeguarded, and deposited appropriately. Cash handling and record-keeping are essential aspects of running a petrol station efficiently. Since petrol stations operate in a high-cash-flow environment, proper management of financial transactions is crucial for ensuring accountability, preventing fraud, and maintaining smooth business operations. Effective cash handling ensures that revenue from fuel sales, lubricants

Key Aspects of Cash Handling & Record Keeping in a Petrol Station

1. Proper Handling of Cash Transactions

- Fuel attendants and cashiers must be trained to handle cash with accuracy and professionalism.
- Transactions should be processed efficiently to avoid errors or discrepancies.
- Staff should count cash properly before accepting or giving out change to customers.

2. Use of Multiple Payment Methods

- Petrol stations should accept different forms of payment, including cash, credit/debit cards, mobile transfers, and fuel vouchers.
- A secure and reliable point-of-sale (POS) system ensures smooth transactions.
- Digital payments reduce the risks associated with handling large amounts of cash.

3. Prevention of Fraud and Theft

- Strict monitoring of cash handling prevents fraud by attendants or customers.
- Security cameras should be installed at payment points to deter theft and misconduct.
- Cashiers should issue receipts for every transaction to ensure transparency.

4. Daily Sales Reconciliation

- At the end of each shift, cash received should be compared with fuel sold and recorded transactions.
- Any discrepancies must be investigated immediately to prevent losses.
- Fuel attendants and supervisors should sign off on daily reports for accountability.

5. Maintaining Proper Financial Records

- All transactions should be recorded accurately, including fuel sales, expenses, and refunds.
- Financial records should be updated daily and stored securely for future reference.
- Well-maintained records help in tracking business performance and profitability.

6. Secure Cash Storage and Banking

- Cash collected should be stored in a secure cash register or safe to prevent loss or theft.
- Large sums of cash should be deposited into the bank regularly rather than kept on-site.

7. Auditing and Financial Reporting

- Regular auditing of financial records helps detect errors or fraudulent activities.
- Financial reports should be reviewed periodically by management to assess business performance.
- External auditors may be hired to provide an independent assessment of financial transactions.

8. Compliance with Financial Regulations

- Petrol stations must adhere to tax laws and financial regulations set by the government.
- Proper tax filing ensures the business remains legally compliant and avoids penalties.
- Accurate record-keeping is essential for tax audits and financial reporting.

9. Use of Digital Cash Management Systems

- Modern petrol stations use automated systems to track sales, cash flow, and stock levels.
- Digital systems reduce human errors and improve efficiency in financial reporting.
- Integration of sales software with accounting tools ensures accurate bookkeeping.

10. Training Staff on Cash Management

- Employees should receive regular training on proper cash handling techniques.
- Staff should be educated on fraud prevention, proper documentation, and security measures.
- A clear policy on cash handling should be implemented to ensure consistency in procedures.

Cash handling and record-keeping are critical for maintaining financial integrity and business efficiency in a petrol station. By implementing strict cash control measures, ensuring proper reconciliation, preventing fraud, and maintaining accurate records, petrol stations can optimize financial operations and prevent losses. The use of digital payment systems and automated financial tracking further enhances security and accuracy, ensuring long-term business sustainability.

3.5 Administrative Duties in a Petrol Station

Administrative duties play a crucial role in the smooth operation of a petrol station. These duties ensure that all business activities, including financial management, staff coordination, inventory tracking, and regulatory compliance, are well-organized and properly executed. Effective administration helps improve efficiency, minimize errors, and ensure customer satisfaction while maintaining profitability.

Key Aspects of Administrative Duties in a Petrol Station

1. Record Keeping and Documentation

- Maintaining accurate records of daily sales, fuel stock, expenses, and staff attendance.
- Ensuring all financial transactions, including cash flow and bank deposits, are well-documented.
- Keeping copies of invoices, receipts, and supplier contracts for future reference.

2. Payroll Management

- Ensuring employees receive their salaries and wages on time.
- Calculating overtime, bonuses, and deductions such as taxes or pension contributions.
- Maintaining employee payroll records and updating any changes in staff remuneration.

3. Staff Supervision and Scheduling

- Assigning shifts to attendants, cashiers, and other staff members to ensure 24/7 operations.
- Monitoring employee performance and addressing any work-related concerns.
- Organizing training sessions for staff to enhance customer service and fuel handling safety.

4. Inventory Management and Procurement

- Keeping track of fuel stock levels and placing orders for replenishment.
- Managing stock levels of non-fuel products such as lubricants, car accessories, and snacks.
- Coordinating with suppliers to ensure timely delivery of fuel and other station essentials.

Administrative duties in a petrol station are essential for ensuring seamless operations, financial stability, and regulatory compliance. A well-organized administrative team helps maintain efficient inventory control, effective staff management, and excellent customer service. By leveraging technology and strong leadership, petrol station administrators can enhance productivity and ensure long-term business success.

CHAPTER FOUR

4.1 CHALLENGES FACED

Challenges Faced During the SIWES at a Petrol Station

During my Student Industrial Work Experience Scheme (SIWES) at RAFMORE BLUESKY INTERNATIONAL LIMITED, I encountered several challenges that affected daily operations, customer service, and overall business efficiency. These challenges highlighted the complexities of managing a petrol station and provided valuable insights into problem-solving, business administration, and operational management. Below are the key challenges faced and their impact on the business.

1. Price Fluctuations and Market Instability

- One of the biggest challenges in the petroleum industry is the frequent fluctuation of fuel prices.
- Sudden increases or decreases in fuel prices create uncertainty, affecting customer purchasing behavior and business profitability.
- Customers often react negatively to price hikes, leading to complaints and reduced sales.

2. Fuel Shortages and Supply Chain Issues

- Delays in fuel supply from distributors occasionally caused stock shortages, leading to operational disruptions.
- Fuel scarcity results in long queues, customer dissatisfaction, and revenue losses.
- The station had to manage fuel rationing during periods of shortage, which was stressful for both staff and customers.

3. Customer Complaints and Difficult Customers

- Handling different types of customers daily required patience and strong communication skills.
- Some customers complained about fuel prices, waiting times, or pump inaccuracies.
- Resolving disputes and ensuring customer satisfaction while maintaining company policies was challenging.

4. Technical and Mechanical Issues

- Fuel pumps occasionally malfunctioned, leading to service delays and frustrated customers.
- Electrical power outages sometimes affected the station's ability to dispense fuel, requiring the use of backup generators.

5. Long Working Hours and Workload Pressure

- Petrol stations operate for long hours, often 24/7, requiring employees to work in shifts.
- Managing fatigue and maintaining high service standards during long shifts was a significant challenge.
- During peak hours, the workload increased significantly, requiring quick service delivery and effective multitasking.

6. Cash Handling and Financial Discrepancies

- Since petrol stations deal with high cash transactions daily, ensuring accurate record-keeping was a challenge.
- Occasionally, discrepancies occurred between sales records and actual cash collected, requiring thorough reconciliation.
- Ensuring attendants followed proper cash-handling procedures and preventing theft or fraud was crucial.

7. Security Threats and Safety Concerns

- Petrol stations handle highly flammable substances, making safety a top priority.
- There were risks of fire hazards, fuel spills, and accidental leaks, requiring strict adherence to safety protocols.
- Security risks, including theft and armed robbery, were also a concern, especially during night shifts.

8. Competition from Other Fuel Stations

- The presence of multiple fuel stations in the same area meant customers had alternative options.
- Offering competitive prices and high-quality customer service was necessary to retain customers.
- Implementing loyalty programs and promotions helped in attracting and maintaining a steady customer base.

4.2 Price Fluctuations in the Petrol Industry

Price fluctuations in the petroleum industry are a significant challenge for fuel station operators, customers, and the overall economy. The constant changes in fuel prices affect business planning, customer purchasing behavior, and profitability. These fluctuations are driven by multiple factors, including global crude oil prices, government policies, supply chain disruptions, and foreign exchange rates. Managing these variations requires strategic pricing, cost control measures, and customer relationship management.

Causes of Price Fluctuations

1. Global Crude Oil Prices

- The price of crude oil, which is the primary raw material for petrol, fluctuates due to changes in global demand and supply.
- Geopolitical events, economic conditions, and production levels set by oil-producing countries (e.g., OPEC decisions) directly impact crude oil prices.
- When crude oil prices increase, petrol station operators must adjust pump prices accordingly, which may lead to customer dissatisfaction.

2. Exchange Rate Volatility

- Since petroleum products are often imported, changes in currency exchange rates affect the cost of acquiring fuel.
- A depreciation of the local currency increases the price of imported fuel, leading to higher pump prices.
- Fuel station operators must constantly monitor exchange rates to anticipate price changes.

3. Government Regulations and Taxation

- Fuel prices are influenced by government policies, including fuel subsidies, taxation, and price control mechanisms.
- If the government removes or reduces fuel subsidies, petrol prices rise, directly impacting both businesses and consumers.
- Taxes on petroleum products, including import duties and levies, also contribute to price variations.

Customer Complaints in the Petrol Station Business

Customer complaints are an inevitable part of any business, especially in the petroleum retail sector, where customer satisfaction plays a crucial role in business success. Petrol stations serve a diverse range of customers daily, each with different expectations, needs, and concerns.

Addressing customer complaints effectively is essential for maintaining a positive reputation, ensuring customer loyalty, and improving overall service quality.

4.3 Common Causes of Customer Complaints

1. Price Fluctuations

- Customers often complain when fuel prices increase, especially if they change frequently within a short period.

- Some customers may not understand that petrol stations do not control fuel prices but follow market trends and government regulations.

2. Long Waiting Times and Queues

- During peak hours or fuel scarcity periods, long queues at petrol stations can frustrate customers.
- Slow service delivery due to pump issues, staff shortages, or inefficient management can worsen the situation.

3. Fuel Pump Accuracy and Dispensing Issues

- Some customers suspect that fuel pumps are dispensing less fuel than the displayed amount, leading to disputes.
- Issues like faulty meters, calibration errors, or slow pump speed can contribute to this perception.

4. Poor Customer Service by Attendants

- Rude, inattentive, or unprofessional behavior by petrol station attendants can lead to complaints.
- Customers expect quick service, politeness, and assistance with refueling and payments.

5. Fuel Quality Issues

- Customers may complain if they believe the fuel is adulterated or causing engine problems.
- Poor fuel quality can lead to loss of trust and damage to the station's reputation.

6. Payment and Change Issues

- Errors in handling cash payments, giving incorrect change, or technical issues with POS machines can frustrate customers.
- Lack of smaller denominations for change can also create tension at the payment counter.

7. Safety Concerns and Accidents

- Customers may feel unsafe if the petrol station does not follow proper safety protocols.
- Incidents like fuel spills, fire hazards, or reckless driving within the station premises can lead to complaints.

8. Lack of Additional Services

- Some customers expect extra services like a convenience store, car wash, or rest area, and they may complain if these services are not available.
- Petrol stations that fail to provide value-added services may struggle with customer retention.

4.4 Effects of Customer Complaints on Petrol Station Operations

1. Damage to Business Reputation

- Negative word-of-mouth or online reviews can reduce customer trust and affect sales.
- Frequent complaints may discourage new customers from visiting the station.

2. Loss of Customers and Revenue

- Unresolved complaints can lead to customer dissatisfaction, making them switch to competitor stations.
- Reduced customer traffic results in lower fuel sales and decreased revenue from additional services.

3. Low Employee Morale

- Frequent complaints about service delivery can demotivate staff, affecting their performance.
- Employees may feel overwhelmed if they constantly deal with angry or dissatisfied customers.

4. Increased Operational Costs

- Addressing complaints may require additional expenses, such as fixing faulty pumps, training staff, or upgrading equipment.

- Compensation for customer grievances, such as refunds or discounts, can affect profitability.

Strategies for Managing and Resolving Customer Complaints

1. Training Staff in Customer Service

- Employees should be trained to handle complaints professionally and courteously.
- Encouraging positive communication and problem-solving skills can improve customer interactions.

2. Regular Maintenance of Fuel Pumps and Equipment

- Ensuring that fuel pumps are calibrated correctly and working efficiently can reduce complaints about inaccurate dispensing.
- Routine maintenance and prompt repairs prevent service disruptions.

3. Implementing Clear Communication Strategies

- Petrol stations should display fuel prices prominently to avoid disputes.
- Staff should explain policies regarding price changes, promotions, and safety regulations to customers.

4. Ensuring Fuel Quality Control

- Regularly checking fuel supplies for contamination or adulteration helps maintain high-quality standards.
- Collaborating with trusted suppliers ensures consistency in fuel quality.

5. Enhancing Payment Efficiency

- Installing reliable POS machines and ensuring adequate cash handling can reduce payment-related complaints.
- Offering multiple payment options, including mobile payments and digital wallets, improves customer convenience.

6. Improving Queuing and Traffic Flow Management

- Assigning more attendants during peak hours can help reduce waiting times.
- Designing the station layout for better vehicle movement can minimize congestion and improve customer experience.

Long Working Hours in the Petrol Station Business

Petrol station operations require round-the-clock service to meet the needs of customers, making long working hours a common challenge for employees. Unlike other businesses that operate within fixed timeframes, fuel stations must remain open for extended hours—often 24/7—to accommodate drivers, businesses, and emergency fuel needs. While this ensures profitability and customer convenience, it also presents significant challenges for staff, including physical exhaustion, reduced productivity, and work-life imbalance.

Causes of Long Working Hours in Petrol Stations

1. 24/7 Operational Requirement

- Most petrol stations operate continuously to meet fuel demand at all hours.
- Staff members often work in shifts, but due to workforce shortages or unexpected demand, employees may be required to work longer than scheduled.

2. High Customer Traffic and Peak Periods

- Rush hours, fuel scarcity periods, and festive seasons lead to an influx of customers, requiring extra work hours.
- Employees may have to extend their shifts to manage increased sales and avoid customer dissatisfaction.

3. Workforce Shortages and Understaffing

- Some petrol stations operate with minimal staff to cut costs, leading to heavier workloads for existing employees.
- Lack of trained personnel may result in staff members covering multiple roles, including sales, customer service, and inventory management.

Effects of Long Working Hours on Employees and Business Operations

1. Physical and Mental Exhaustion

- Continuous work without adequate rest leads to fatigue, reducing employees' ability to perform efficiently.
- Prolonged standing and repetitive tasks contribute to stress, body aches, and overall health deterioration.

2. Reduced Productivity and Efficiency

- Tired employees are more likely to make errors in cash handling, fuel dispensing, and customer transactions.
- Overworked staff may struggle to provide good customer service, leading to dissatisfaction and complaints.

3. Increased Employee Turnover

- Long working hours without proper compensation or rest periods can cause frustration among workers.
- High employee turnover increases recruitment and training costs for petrol stations.

4. Work-Life Imbalance

- Employees with families or personal commitments may struggle to balance their professional and personal lives.
- Poor work-life balance can lead to absenteeism, lack of motivation, and dissatisfaction with the job.

5. Safety Risks and Workplace Accidents

- Fatigued employees are more prone to accidents, such as fuel spills, incorrect fuel dispensing, or handling flammable materials improperly.
- Night shifts and prolonged hours increase the risk of security issues, especially in stations located in high-risk areas.

Strategies to Manage Long Working Hours

1. Implementing a Rotational Shift System

- Scheduling staff in shifts helps ensure that no employee works excessively long hours.
- Shift rotations allow employees to rest while maintaining operational efficiency.

2. Hiring Adequate Staff

- Employing a sufficient number of attendants, cashiers, and supervisors reduces workload pressure.
- Training new employees ensures that tasks are evenly distributed among workers.

3. Providing Breaks and Rest Periods

- Short breaks during shifts help employees recharge and maintain productivity.
- Encouraging rest between shifts prevents exhaustion and improves morale.

4. Offering Incentives for Overtime Work

- Petrol stations can introduce overtime pay, bonuses, or compensatory leave to reward employees working extra hours.
- Appreciation programs, such as performance recognition and wellness benefits, improve job satisfaction.

5. Using Technology to Improve Efficiency

- Digital inventory management and automated fuel dispensers reduce manual workload.
- POS systems with automated sales reports save time and minimize errors in financial reconciliation.

6. Creating a Healthy Work Environment

- Providing comfortable uniforms, hydration stations, and ergonomic workspaces can help employees cope with long hours.
- Encouraging teamwork and a positive work culture reduces stress and burnout.

Point-of-Sale (POS): Machine Processes customer transactions, allowing for secure and efficient payment via credit/debit cards, reducing reliance on cash payments.



Telephone (Landline and Mobile): Facilitates communication with customers, suppliers, and employees, ensuring seamless business operations.



Binding Machine: Used to assemble and organize hard copies of business reports, invoices, and other important documents for easy reference.

CHAPTER FIVE

CHALLENGES, RECOMMENDATIONS, AND CONCLUSION

5.1 Challenges

During my Student Industrial Work Experience Scheme (SIWES) at RAFMORE BLUESKY INTERNATIONAL LIMITED, I encountered several challenges that tested my ability to adapt, learn, and apply my knowledge of business administration in a real-world setting. These challenges, while demanding, significantly contributed to my professional growth.

Limited Initial Experience in Business Administrative Processes: At the start of my internship, I faced difficulties understanding core business administration tasks such as inventory management, payroll processing, and financial documentation. However, through continuous practice and guidance from my supervisor, I developed proficiency in these essential business functions.

Lack of Financial Incentives for SIWES Students: While SIWES provided invaluable practical knowledge, the lack of financial compensation posed a challenge, especially for students who had to cover transportation and other expenses. A small stipend for interns could serve as motivation and enhance productivity.

Technical Challenges with Office Equipment: The photocopier, scanner, POS machine, and other office equipment occasionally developed technical faults, causing delays in administrative processes. Learning basic troubleshooting and maintenance techniques became necessary to ensure smooth workflow and prevent operational inefficiencies.

5.2 Conclusion

The Student Industrial Work Experience Scheme (SIWES) at RAFMORE BLUESKY INTERNATIONAL LIMITED provided me with invaluable hands-on experience in business administration, enhancing my understanding of key administrative functions such as inventory management, financial documentation, payroll processing, and customer relations. Through practical engagement in these tasks, I developed essential workplace skills, including effective communication, problem-solving, multitasking, and digital proficiency in business tools like Microsoft Excel.

Despite the challenges encountered, such as handling customer complaints, managing high workloads, and adapting to technical and inventory-related issues, these obstacles ultimately contributed to my professional growth, resilience, and adaptability in a real-world business environment. Additionally, my exposure to various administrative duties deepened my knowledge of business operations, stock control, and financial record-keeping, which are vital components of any successful organization.

The insights gained from this experience have reinforced my passion for business administration and have equipped me with the necessary skills to navigate the corporate world with confidence. Moving forward, I believe that implementing the recommendations proposed—such as structured departmental exposure, investment in modern business tools, financial support for interns, and digital skills training—will further enhance the SIWES program, ensuring that future students gain even greater practical knowledge and professional competence.

Overall, this experience has been a significant stepping stone in my academic and career journey, preparing me for future roles in business administration and corporate management. The lessons learned will remain invaluable as I continue to develop my expertise and contribute meaningfully to any organization I become a part of.

5.3 Recommendations

Based on my industrial work experience, I propose the following recommendations to improve the SIWES program and enhance its benefits for future students:

- 1. Comprehensive Departmental Exposure:** All students undergoing SIWES, especially in business-related organizations, should be given the opportunity to work across various departments, such as inventory management, financial records, sales, and customer service. This will ensure a holistic learning experience and allow students to discover areas where they excel.
- 2. Investment in Modern Business Tools and Equipment:** Private organizations should invest in modern office equipment to facilitate administrative efficiency. Upgraded computers, payroll software, efficient POS systems, and stock management applications will help streamline operations, reduce errors, and enhance productivity.

3. **Provision of Financial Support for SIWES Students:** Given that students actively contribute to business operations, organizations should consider offering stipends or transportation allowances. This will motivate students, enhance commitment, and reduce financial strain, particularly for those who live far from their place of primary assignment (PPA).
4. **Incorporation of Digital Skills Training:** Business organizations should provide training on digital tools such as Microsoft Excel, accounting software, and customer management systems. These digital skills are essential in modern business administration and will significantly benefit students beyond their internship period.
5. **Structured Feedback and Evaluation:** Companies should implement structured feedback sessions for SIWES students, allowing them to identify their strengths and areas for improvement. Regular evaluations from supervisors will help students develop professional competencies and enhance their future career prospects.