



A TECHNICAL REPORT  
STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME  
(SIWES)

**Held at**  
**ELEGANT UNISEX SALON**

**Prepared by:**  
**ABDULRAUF MUHAMMED SANUSI**  
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INSTITUTE OF FINANCE AND MANAGEMENT STUDIES  
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## **DEDICATION**

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

## **ACKNOWLEDGEMENT**

I take this opportunity to express my profound gratitude and deep regards to the creator of heaven and earth, the one who knows the beginning and the end, the alpha and the omega, the Almighty God and also to my guides (MR & MRS. ABDULRAUF), and to all those who has helped me during my SIWES programme. The blessings, help and guidance given by them, time to time has carry me so this far and shall carry on the journey of life on which I am about to embark. I also take this opportunity to express a deep sense of gratitude to compliment my mentors for their cordial support valuable information and guidance which helped me in completing my SIWES through various stages. Lastly my deep regard to the best and most inspiring brother and sister.

A big thanks goes to my friends, May Almighty GOD bless, protect, keep, nourish and guide you through all your life's entire journey. And also my regard to the school board of trustees and the staff a very big thank you to all and sundry.

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## **CHAPTER ONE**

### **1.1 BACKGROUND OF SIWES**

The Student Industrial Work Experience Scheme (SIWES) is a skill development program designed to prepare students of universities, polytechnics, and colleges of education for the industrial work situation they are likely to encounter after graduation. Established by the Industrial Training Fund (ITF) in 1973, SIWES bridges the gap between theory and practice by providing students with the opportunity to gain hands-on experience in their chosen fields. The program is mandatory for students in engineering, technology, science, and other related disciplines, as it equips them with practical skills and exposure to real-world work environments.

Students Industrial Work Experience Scheme (SIWES) is a Skills Training Program designed to prepare and expose Students of Universities, Polytechnics, Colleges of Technology, Colleges of Agriculture and Colleges of Education for the Industrial Work situation they are likely to meet after graduation. The Scheme affords Students the opportunity of familiarizing and exposing themselves handling equipment and machinery that are usually not available in their institutions.

The Student Industrial Work Experience Scheme (SIWES) is a program designed to provide students with practical exposure to their chosen fields of study. It bridges the gap between theoretical knowledge acquired in academic institutions and the practical skills required in the workplace. This report documents my experience during the SIWES program at Chitos supermarket and store, focusing on procurement and supply management in the foodstuff sector.

## **1.2 HISTORY OF SIWES**

The Students' Industrial Work Experience Scheme (SIWES) was initiated in 1973 by the Federal Government of Nigeria under the Industrial Training Fund (ITF) to bridge the gap between theory and practice among products of our tertiary Institutions. It was designed to provide practical training that will expose and prepare students of Universities, Polytechnics, and Colleges of Education for work situation they are likely to meet after graduation. The program was created to address the lack of practical skills among graduates and to ensure that students are adequately prepared for the demands of the labor market. Over the years, SIWES has become a mandatory part of the curriculum for students in professional disciplines.

Before the establishment of the scheme, there was a growing concern among the industrialists that graduates of institutions of higher learning lacked adequate practical background studies preparatory for employment in industries. Thus the employers were of the opinion that the theoretical education going on in higher institutions was not responsive to the needs of the employers of labour.

As a result of the increasing number of students' enrolment in higher institutions of learning, the administration of this function of funding the scheme became enormous, hence ITF withdrew from the scheme in 1978 and was taken over by the Federal Government and handed to National Universities commission (NUC), National Board for Technical Education (NBTE) and National Commission for Colleges of Education (NCCE). In 1984, the Federal Government reverted back to ITF which took over the scheme officially in 1985 with funding provided by the Federal Government

### **1.3 OBJECTIVES OF SIWES**

The primary objectives of SIWES include:

- To expose students to real-world work environments.
- To equip students with practical skills relevant to their fields of study.
- To foster a smooth transition from academic life to professional careers.
- To enhance students' understanding of workplace ethics and responsibilities.

### **1.4 OBJECTIVES OF THE SALON**

Elegant Unisex Salon operates with a clear vision and set of objectives aimed at delivering exceptional services while maintaining sustainable business growth. The salon's objectives are aligned with its mission to provide high-quality beauty and grooming services in a welcoming and professional environment. Below are the key objectives of Elegant Unisex Salon:

#### **Customer Satisfaction**

- To provide top-notch beauty and grooming services that meet and exceed customer expectations.
- To create a comfortable and relaxing environment where clients feel valued and pampered.

#### **Service Excellence**

- To maintain high standards of professionalism and expertise in all services offered.
- To continuously train and upgrade the skills of staff to stay updated with the latest trends and techniques in the beauty industry.

#### **Business Growth and Profitability**

- To achieve consistent revenue growth through effective marketing strategies and excellent service delivery.



- To expand the customer base by attracting new clients while retaining existing ones through loyalty programs and personalized services.

### **Financial Management**

- To maintain accurate financial records and ensure proper budgeting to optimize profitability.
- To monitor and control expenses, ensuring efficient use of resources without compromising service quality.

### **Innovation and Creativity**

- To introduce new and innovative services that cater to the evolving needs and preferences of clients.
- To stay ahead of industry trends by adopting modern techniques and technologies in beauty and grooming.

- **Community Engagement**

- To build strong relationships with the local community by participating in events and offering special promotions.
- To promote inclusivity by catering to a diverse clientele, regardless of age, gender, or background.

### **Employee Development**

To foster a positive work environment that encourages teamwork, creativity, and professional growth.

To provide staff with opportunities for skill development and career advancement.

## CHAPTER TWO

### 2.1. BENEFIT DERIVED FROM SIWES PROGRAMME

The experience, knowledge, skills and exposure acquired during the period of attachment in the industrial exercise cannot be over emphasized. I was exposed to certain areas in my course of study, such as:

1. **Skill Development:** Students acquire practical skills and competencies that are essential for their professional growth.
2. **Industry Exposure:** The program provides students with firsthand experience of industrial operations, processes, and technologies.
3. **Networking Opportunities:** Students interact with professionals in their field, building valuable connections for future career prospects.
4. **Enhanced Employability:** Employers prefer candidates with practical experience, making SIWES participants more competitive in the job market.
5. **Improved Academic Performance:** The application of theoretical knowledge in real-world scenarios enhances students' understanding of their coursework.
6. **Contribution to National Development:** By producing a skilled workforce, SIWES contributes to the economic and technological advancement of the nation.

## **2.2 PRECAUTIONARY MEASURES IN THE SALON**

To ensure smooth operations, the enterprise implemented the following precautions:

### **1. Hygiene and Sanitation**

**Tool Sterilization:** All tools, including scissors, combs, clippers, and brushes, are thoroughly sterilized before and after each use.

**Disposable Items:** Single-use items such as gloves, towels, and capes are provided to each client to prevent cross-contamination.

**Surface Cleaning:** Workstations, chairs, and countertops are disinfected after every client to maintain a clean environment.

**Hand Hygiene:** Staff are required to wash and sanitize their hands before and after servicing each client.

### **2. Client Safety**

**Patch Tests:** Patch tests are conducted for clients undergoing chemical treatments (e.g., hair coloring, perming) to check for allergic reactions.

**Proper Ventilation:** The salon is well-ventilated to ensure proper air circulation, especially during treatments that involve chemicals or strong odors.

**Client Consultation:** A detailed consultation is conducted before each service to understand the client's needs, preferences, and any potential allergies or sensitivities.

### **3. Staff Safety**

**Personal Protective Equipment (PPE):** Staff are provided with PPE, such as gloves, masks, and aprons, to protect themselves and clients during services.

**Training:** Regular training sessions are conducted to educate staff on safety protocols, proper tool handling, and emergency procedures.

**Health Checks:** Staff undergo regular health checks to ensure they are fit to work and do not pose any health risks to clients.

#### **4. Product Safety**

Quality Products: Only high-quality, certified, and reputable beauty products are used to minimize the risk of adverse reactions.

Expiry Dates: Products are regularly checked for expiry dates, and expired items are discarded immediately.

Proper Storage: Chemicals and products are stored in a safe and organized manner, away from direct sunlight and heat.

#### **5. Emergency Preparedness**

First Aid Kit: A fully stocked first aid kit is available on-site to address minor injuries or accidents.

Fire Safety: Fire extinguishers are installed in accessible locations, and staff are trained on how to use them in case of emergencies.

Emergency Exits: Clear signage for emergency exits is displayed, and pathways are kept unobstructed at all times.

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#### **6. COVID-19 and Health Protocols**

Temperature Checks: Clients and staff undergo temperature checks upon entry to the salon.

Face Masks: Masks are mandatory for both staff and clients, especially during close-contact services.

Social Distancing: Appointments are scheduled to limit the number of people in the salon at any given time, ensuring proper social distancing.

Sanitization Stations: Hand sanitizers are placed at strategic points throughout the salon for easy access.

#### **7. Client Communication**

Pre-Appointment Screening: Clients are screened for symptoms of illness before their appointments to minimize health risks.

Clear Policies: Clients are informed of the salon's safety measures and policies to ensure transparency and cooperation.

## **2.3 INTRODUCTION TO SALON OPERATIONS AND KEY TOOLS**

### **Hair Cutting Tools**

**Scissors:** Used for precise cutting and trimming of hair. Different types include straight scissors, thinning scissors, and texturizing scissors.

**Clippers:** Electric devices used for cutting hair quickly and evenly, especially for short styles or fades.

**Razors:** Used for detailed shaping, edging, and creating textured looks.



### **Styling Tools**

**Hair Dryers:** Used to dry hair quickly and style it using brushes or combs.

**Flat Irons:** Used to straighten hair and create sleek, smooth styles.

**Curling Irons/Wands:** Used to create curls, waves, and other textured styles.

**Hot Brushes:** Combine brushing and heat styling for quick, voluminous looks.



## Coloring Tools

**Color Bowls and Brushes:** Used to mix and apply hair dye or bleach.

**Foils:** Used to isolate sections of hair during highlighting or coloring processes.

**Applicator Bottles:** Used for precise application of hair color or treatments.



## Grooming Tools

**Combs and Brushes:** Used for detangling, styling, and sectioning hair. Types include wide-tooth combs, tail combs, and round brushes.

**Capes and Gowns:** Worn by clients to protect their clothing during services.

**Neck Strips:** Placed around the client's neck to prevent hair clippings from falling onto their skin or clothing.



## Treatment Tools

Steamers: Used to open hair cuticles during deep conditioning or treatment processes.

Heat Caps: Used to enhance the effectiveness of hair treatments by applying heat.

**Spray Bottles:** Used to dampen hair or apply liquid products evenly.



## Sanitation Tools

**Autoclaves/Sterilizers:** Used to sterilize tools and equipment to ensure hygiene.

**Disinfectant Sprays:** Used to clean surfaces and tools between clients.

Barbicide Jars: Used to store and disinfect combs, brushes, and other tools.



## Facial and Skincare Tools

Extraction Tools: Used for removing blackheads and impurities during facials.

Facial Steamers: Used to open pores and prepare the skin for treatments.

Microdermabrasion Devices: Used for exfoliating and rejuvenating the skin.



## Nail Care Tools

Nail Clippers and Files: Used for trimming and shaping nails.

Cuticle Pushers and Nippers: Used for cuticle care and maintenance.

UV/LED Lamps: Used to cure gel polish during manicures and pedicures.



The use of high-quality tools at Elegant Unisex Salon ensures precision, efficiency, and safety in all services. These tools not only enhance the client experience but also enable stylists and technicians to achieve the desired results with ease.



## **CHAPTER THREE**

### **3.1 OVERVIEW OF BANKING AND FINANCE PROCESSES**

Banking and finance are critical components of the global economy, encompassing a wide range of activities that facilitate the management of money, investments, and financial resources. These processes are essential for individuals, businesses, and governments to achieve financial stability, growth, and prosperity. Below is an overview of the key processes in banking and finance:

#### **1. Core Banking Processes**

##### **a. Deposit and Withdrawal Services**

Savings Accounts: Allow customers to deposit money and earn interest over time.

Current Accounts: Designed for frequent transactions, often used by businesses.

Fixed Deposits: Offer higher interest rates for funds locked in for a specific period.

##### **b. Lending and Credit Services**

Loans: Provide funds to individuals or businesses for various purposes, such as personal loans, home loans, or business loans.

Credit Cards: Offer revolving credit to customers for purchases, with repayment options.

Overdrafts: Allow account holders to withdraw more than their available balance, up to a pre-approved limit.

##### **c. Payment and Transfer Services**

Wire Transfers: Enable the transfer of funds between accounts, domestically or internationally.

Online and Mobile Banking: Facilitate digital transactions, bill payments, and account management.

Cheques and Demand Drafts: Traditional methods for making payments or transferring funds.

##### **d. Investment Services**

Mutual Funds: Pool funds from multiple investors to invest in diversified portfolios.

Fixed Income Securities: Offer regular interest payments, such as bonds or treasury bills.

Stock Trading: Facilitate the buying and selling of shares in the stock market.

## **2. Financial Management Processes**

### **a. Budgeting and Forecasting**

Creating financial plans to allocate resources effectively and predict future income and expenses.

Essential for businesses to achieve financial goals and maintain cash flow.

### **b. Financial Reporting**

Preparing financial statements, such as balance sheets, income statements, and cash flow statements.

Provides insights into an organization's financial health and performance.

### **c. Risk Management**

Identifying, assessing, and mitigating financial risks, such as market risk, credit risk, and operational risk.

Involves strategies like insurance, hedging, and diversification.

### **d. Tax Planning and Compliance**

Ensuring compliance with tax regulations and optimizing tax liabilities through strategic planning.

Helps individuals and businesses minimize tax burdens while adhering to legal requirements.

## **3. Corporate Finance Processes**

### **a. Capital Raising**

Issuing shares or bonds to raise funds for business expansion or operations.

Involves processes like initial public offerings (IPOs) or private placements.

### **b. Mergers and Acquisitions (M&A)**

Facilitating the consolidation of companies through mergers, acquisitions, or partnerships.

Requires financial analysis, valuation, and negotiation.

### **c. Financial Analysis and Valuation**

Evaluating the financial performance and value of businesses or investment opportunities.

Uses techniques like discounted cash flow (DCF) analysis and ratio analysis.

#### **d. Working Capital Management**

Managing short-term assets and liabilities to ensure smooth business operations.

Focuses on inventory management, accounts receivable, and accounts payable.

### **3.2 FINANCING IN THE SALON**

Financing is a critical aspect of running a successful salon business. It involves managing funds to cover operational costs, invest in equipment, and drive growth. Below are the key areas of financing in a salon:

#### **Startup Costs**

- Initial investment in salon space, furniture, equipment, and licenses.
- Purchasing inventory such as hair products, skincare items, and tools.

#### **Operational Expenses**

- Monthly costs like rent, utilities, staff salaries, and marketing.
- Replenishing inventory and maintaining equipment.

#### **Expansion and Upgrades**

- Investing in new technology, advanced tools, or additional services.
- Expanding to new locations or renovating existing spaces.

#### **Working Capital**

- Ensuring sufficient cash flow to cover day-to-day expenses.
- Managing accounts receivable and payable efficiently.

#### **Marketing and Promotions**

- Allocating funds for advertising, social media campaigns, and loyalty programs.
- Offering discounts or special packages to attract new clients.

### **3.3 CHALLENGES IN PROCUREMENT AND SUPPLY MANAGEMENT**

Some of the challenges observed during my SIWES program include:

1. **Cash Flow Management:** Irregular income due to seasonal fluctuations in client demand and difficulty in balancing expenses with revenue.

2. **High Operational Costs:** Rising costs of rent, utilities, and quality products and staff salaries and training expenses.
3. **Access to Credit:** Limited access to loans or credit facilities for small businesses and also high interest rates or stringent loan requirements.
4. **Financial Literacy:** Lack of knowledge about budgeting, financial planning, and tax compliance. Inefficient record-keeping and financial management practices.
5. **Competition and Pricing Pressure:** Competing with low-cost salons or freelancers offering similar services and difficulty in maintaining profitability while offering competitive prices.

### **3.4 SOLUTIONS AND RECOMMENDATIONS**

To address these challenges, the following solutions are recommended:

#### **1. Cash Flow Management:**

- Irregular income due to seasonal fluctuations in client demand.
- Difficulty in balancing expenses with revenue.

#### **2. High Operational Costs**

- Rising costs of rent, utilities, and quality products.
- Staff salaries and training expenses.

#### **3. Access to Credit**

- Limited access to loans or credit facilities for small businesses.
- High interest rates or stringent loan requirements.

#### **4. Financial Literacy**

- Lack of knowledge about budgeting, financial planning, and tax compliance.
- Inefficient record-keeping and financial management practices.

#### **5. Competition and Pricing Pressure**

- Competing with low-cost salons or freelancers offering similar services.
- Difficulty in maintaining profitability while offering competitive prices.

## **CHAPTER FOUR**

### **4.1 KEY LESSONS LEARNED**

The internship at Elegant Unisex Salon provided valuable insights into the financial management of a small business. Key learnings included:

- **Financial Discipline:** I learned the importance of maintaining accurate financial records and adhering to budgets to ensure profitability.
- **Customer-Centric Approach:** The salon's focus on customer satisfaction highlighted the role of excellent service in driving revenue.
- **Cash Flow Management:** I gained practical experience in managing cash flow, ensuring that the salon had sufficient funds to cover operational expenses.
- **Adaptability:** Working in a fast-paced environment taught me to adapt quickly and handle multiple tasks efficiently.

### **4.2 PERSONAL REFLECTIONS**

My SIWES experience has been both challenging and rewarding. I learned the importance of attention to detail in procurement and the critical role of banking and financing in ensuring customer satisfaction.

## **CHAPTER FIVE**

### **5.1 SUMMARY OF EXPERIENCE**

My time at Elegant Unisex Salon during the SIWES program was an enriching and transformative experience. As a Banking and Finance student, I gained valuable insights into the financial operations of a small business while also developing essential skills in customer service, record-keeping, and business management.

### **5.2 CONCLUSION**

The SIWES program has been a transformative experience, equipping me with the knowledge and skills required to excel in the field of Banking and Finance. The exposure to real-world challenges and solutions has prepared me for the demands of the professional world. The SIWES program provided me with a unique opportunity to gain practical experience in Banking and Finance. Through my attachment at Elegant salon, I was able to apply the theoretical knowledge gained in the classroom to real-world scenarios.

The program enhanced my understanding of procurement processes, inventory management, supplier relationship management, logistics, and compliance. It also equipped me with essential skills such as problem-solving, communication, and teamwork, which are critical for success in the banking and finance industry.

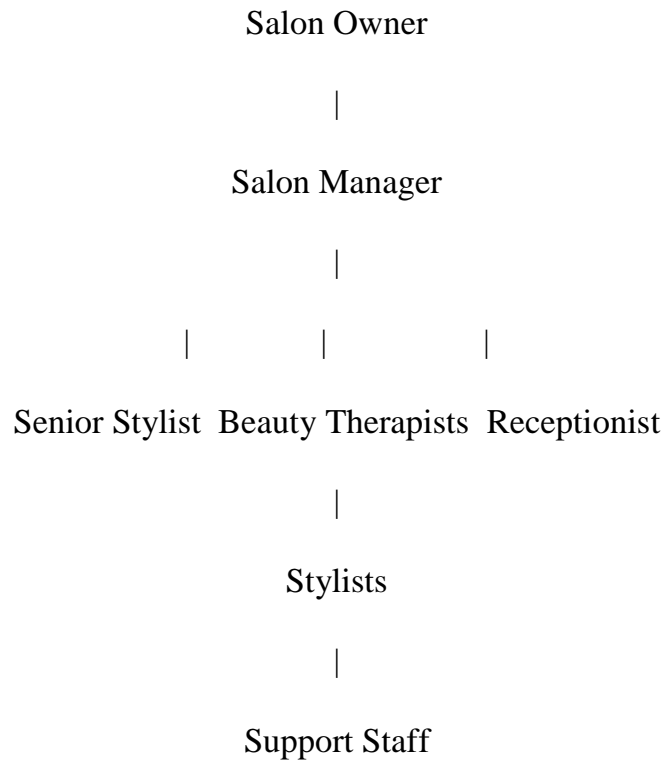
### **5.3 RECOMMENDATIONS**

To enhance the effectiveness of the SIWES program, the following recommendations are proposed:

- Increase the duration of the program to allow for deeper immersion in the work environment.
- Provide students with more opportunities to participate in decision-making processes.
- Encourage organizations to assign mentors to guide students throughout the program.
- Incorporate regular feedback sessions to assess students' progress and address challenges.

## APPENDICES

### Appendix A: Organizational Chart of Elegant unisex salon



## EXPLANATION OF THE ORGANIZATIONAL CHART

### 1. Salon Owner

**Role:** Oversees the overall operations, finances, and strategic direction of the salon.

**Responsibilities:**

- Setting business goals and objectives.
- Managing budgets and financial performance.
- Ensuring compliance with industry regulations.
- Building relationships with suppliers and stakeholders.

### 2. Salon Manager

**Role:** Manages day-to-day operations and ensures smooth functioning of the salon.

**Responsibilities:**

- Supervising staff and coordinating schedules.

- Handling customer complaints and feedback.
  - Monitoring inventory and placing orders for supplies.
  - Implementing marketing strategies to attract clients.
- 

### **3. Senior Stylist**

**Role:** Leads the team of stylists and ensures high-quality service delivery.

**Responsibilities:**

- Providing advanced hair cutting, coloring, and styling services.
  - Training and mentoring junior stylists.
  - Assisting the manager in maintaining service standards.
  - Staying updated on the latest trends and techniques.
- 

### **4. Stylists**

**Role:** Provide hair cutting, styling, and treatment services to clients.

**Responsibilities:**

- Performing hair services with precision and creativity.
  - Maintaining cleanliness and hygiene at workstations.
  - Upselling salon products and services.
  - Consulting with clients to understand their needs.
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### **5. Beauty Therapists**

**Role:** Specialize in skincare, facials, and other beauty treatments.

**Responsibilities:**

- Providing facial treatments, waxing, and other beauty services.
  - Recommending skincare products to clients.
  - Ensuring a relaxing and professional experience for clients.
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### **6. Receptionist**



**Role:** Manages front desk operations and client interactions.

**Responsibilities:**

Greeting clients and managing appointments.

Handling phone calls and inquiries.

Processing payments and maintaining client records.

Assisting with administrative tasks as needed.

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## **7. Support Staff**

**Role:** Ensure the salon is clean, organized, and well-maintained.

**Responsibilities:**

Cleaning workstations, tools, and common areas.

Assisting stylists and therapists during busy periods.

Managing laundry and restocking supplies.

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