



A REPORT ON
STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME
(SIWES)
UNDERTAKEN AT
ALIKHLAS CATERING SERVICES, UMARDEEN
ROAD BESIDE BOLUS SHOP

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All praise and adoration is due to Almighty Allah, who has keep me alive till this present moment.

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CHAPTER ONE

1.1 INTRODUCTION

The Industrial Training is a training Scheme by which a student can undergo practical training within an approved Industrial undertaking having specific amount of fixed assets or turnover of paid up share capital. The scheme is a participatory program involving Universities, Polytechnics and Technical Colleges and students of carious Institutions of Nigeria.

The Student Industrial Work Experience Scheme (SIWES) is funded jointly by Industrial Training Fund (ITF). The Scheme completes part of the academics requirement standards in pursing the award of the National Diploma in Office Technology Management. The training lasts for six months. The theory and the practical aspect are being joined together in the programme in order to find out how things are being done. In theory, we are to read electronic guidance, books, novels which concern deeply with sense of belonging especially in course of concern them in practical we have to know how to do things by ourselves to enhance spirits of commitment in all we do. That is why, for efficient moving of this programme in conjunction with ministry of education has set a step that students should be going for these programme. Office Technology Management Departments has seen it as a step forward of progress by sending their student to embark on it.

1.2 DEFINITION OF SIWES

Student industrial working experience scheme (Siwes) is a program organized by industrial training fund (ITF) for National Diploma science student after their first year (ITF) for National Diploma science student

after their first year on campus , to help them known more about the practical aspect of what they have been thought in the school, thou will do practical in the school but we still have some area where we have to know, that it will help us in future to be able to call ourself a catering services.

1.3 AIMS AND OBJECTIVE OF SIWES

- i. It promotes interaction between student in training and the company staffs.
- ii. It helps us to gain more to what to customer.
- iii. It help us to know how to relate to customer
- iv. It help us to be perfect in our course of study
- v. It help us to know how to bake a cake
- vi. It help us to know more about practical aspect of what we have being taught in the school

CHAPTER TWO

DESCRIPTION OF THE ESTABLISHMENT OF ATTACHMENT

2.1 LOCATION AND BRIEF HISTORY

Alikhlas catering services is a renowned catering brand located at Umardeen road beside Bolus shop Kwara State, specializing in the design and production of high-quality apparel. The company is committed to delivering exceptional craftsmanship, offering a diverse range of cake that caters to both wedding and birthday. Its expertise spans traditional, and Hotel food and beverages operation show general understanding of food safety regulation, ensuring that clients receive stylish and well accommodated.

In addition to bespoke catering, Alikhlas catering services is also engaged in the sales of cake, providing a food and beverages, condition of hotel site and inspection, accommodation and amenities and dining event services.

Departments in Alikhlas catering services

Alikhlas catering services 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. Sales Department

This department handles the sourcing and distribution of premium product, providing, design, and customers with high-quality service suitable for various customers.

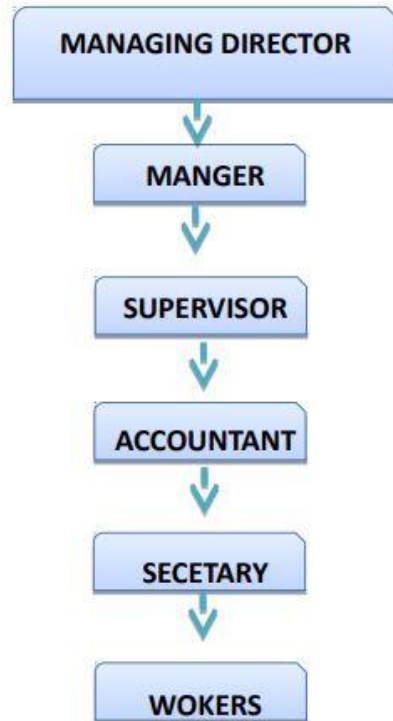
2. Customer Service and Sales Department

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

3. Marketing and Branding Department

This team focuses on promoting Alikhlas catering services through advertising, social media engagement, and brand awareness strategies, ensuring the store reaches a wider audience.

2.2 ORGANIZATIONAL STRUCTURE



2.3 EXPERIENCES GAIN

During my Student Industrial Work Experience Scheme (SIWES) at Aliklas catering services, I gained practical knowledge and hands-on experience in various aspects of Office Equipment, business administration, inventory management, customer service, and banking operations. Key experience gained included:

1. Identification Of Office Equipment and Their Functions

I get to know more about Various office equipment utilized to enhance administrative efficiency, record-keeping, customer service, and sales processing. These devices play crucial roles in streamlining business operations, ensuring smooth communication, and improving overall workflow. Below are list of Office Equipment and Their Functions:

1. Gas oven cookers The gas serves as fuel and it gives a gas-powered flame. This gives you room to cook on the hob quickly and the oven part gets hot faster. It often has a low running cost compared to electric oven cookers. Many people also believe it is a better appliance to use when it comes to grilling food.



2. Cake is commonly used as a celebratory dessert or treat, particularly for special occasions like birthdays, weddings, and anniversaries.



3. A chef's knife is among the most versatile knives in the kitchen and can be used for anything from **chopping** to **cutting**



4. Pans are versatile kitchen tools used for cooking a variety of dishes, including frying, searing, sautéing, and baking, and are also used for making sauces and braising



5. Decorations are features that are added to something in order **to make it look more attractive**. Decorations are brightly coloured objects such as pieces of paper and balloons, which you put up in a room on special occasions to make it look more attractive



CHAPTER THREE

REPORT ON WORK ACTUALLY CARRIED OUT WITH CLEAR STATEMENT

During the Student Industrial Work Experience Scheme (SIWES) at **Alikhlas catering services**, assignments, and responsibilities were undertaken, significantly contributing to the store's operational efficiency. The practical experience gained aligns with key business administration principles, inventory control methodologies, and customer service management, reinforcing theoretical knowledge acquired in an academic setting.

3.1 STOCK TAKING AND STOCK CONTROL

- **Stock Taking** refers to the process of physically counting and verifying the quantity and condition of items in inventory at a specific time. It helps in identifying discrepancies, preventing theft, and ensuring accurate financial records.
- **Stock Control** involves managing inventory levels efficiently to ensure that there are enough materials or products to meet demand while minimizing waste and storage costs. It includes ordering, storing, tracking, and replenishing stock.

Requirements for Effective Stock Control

1. **Accurate Record Keeping** – Maintaining up-to-date records of stock movements.
2. **Regular Stock Audits** – Conducting periodic physical counts.
3. **Technology & Software** – Using inventory management systems.
4. **Efficient Reordering System** – Setting reorder levels to prevent shortages.
5. **Security Measures** – Preventing theft and damage.
6. **Trained Personnel** – Ensuring staff understand stock management processes.

Personnel Management

Personnel management involves the recruitment, training, development, and welfare of employees in an organization. It focuses on maintaining good employer-employee relationships to improve productivity.

Time Management

Time management refers to the process of planning and organizing how to divide time effectively between different tasks to increase efficiency, productivity, and reduce stress. It involves setting priorities, avoiding procrastination, and using tools like schedules and to-do lists.

Staffing and Recruitment

Staffing and recruitment are the processes of attracting, selecting, and hiring the right candidates for job positions within an organization. It includes job posting, interviews, background checks, and onboarding.

Role of a Manager

A manager is responsible for planning, organizing, leading, and controlling resources to achieve organizational goals. Their roles include:

- Setting objectives and ensuring targets are met.
- Managing teams and assigning tasks.
- Ensuring smooth workflow and resolving conflicts.
- Making decisions that improve productivity and efficiency.

Functions of a Manager

1. **Planning** – Setting goals and outlining strategies.
2. **Organizing** – Allocating resources and assigning roles.
3. **Leading** – Motivating and guiding employees.
4. **Controlling** – Monitoring performance and making adjustments.
5. **Coordinating** – Ensuring all departments work towards common goals.

3.2 MICROSOFT EXCEL

How to Use Microsoft Excel to Input Customer Data

1. Open Excel

- Click on the **Excel icon** to open the application.
- Select **Blank Workbook** to start a new sheet.

2. Create Column Headings

- In **Row 1**, enter column headers like:
 - **A1: Customer ID**
 - **B1: Name**
 - **C1: Phone Number**
 - **D1: Email Address**
 - **E1: Address**

3. Enter Customer Details

- Start from **Row 2** and type customer details under each column.

4. Format the Data

- Select the column (e.g., Phone Number) and format it as **Text** to avoid number errors.

5. Save the File

- Click **File → Save As**
- Choose a location and save as **Excel Workbook (.xlsx)**

How to Use Microsoft Excel to Input Goods Data

1. Open a New Workbook

- Click **Blank Workbook** in Excel.

2. Create Columns for Goods Information

- Example column headers:
 - **A1: Product ID**
 - **B1: Product Name**
 - **C1: Category**
 - **D1: Quantity**

- E1: **Unit Price**
- F1: **Total Price**

3. Enter Goods Data

- Input details under each column.
- Example:
 - A2: 101
 - B2: Laptop
 - C2: Electronics
 - D2: 10
 - E2: 200,000
 - F2: =D2*E2 (Auto-calculates total price)

4. Apply Formatting

- Select **Currency Format** for prices.
- Use **Data Validation** to restrict input values if needed.

5. Save the File

- Click **File** → **Save As**, then save it as **Excel Workbook (.xlsx)**

Types of Application Packages and How to Use Them

1. Microsoft Word (Word Processing Application)

- **Use:** Used for creating, editing, formatting, and printing documents like letters, reports, and articles.
- **Common Features:**
 - Typing and editing text
 - Formatting fonts, paragraphs, and styles
 - Inserting images, tables, and charts
 - Spell check and grammar correction
 - Saving and printing documents
- **Requirements:**
 - Operating System: Windows 7/8/10/11 or macOS

- RAM: At least 2GB (4GB recommended)
- Storage: Minimum 4GB free space
- Microsoft Office installed

2. Microsoft Excel (*Spreadsheet Application*)

- **Use:** Used for data analysis, calculations, creating charts, and financial reports.
- **Common Features:**
 - Data entry and organization
 - Mathematical and statistical calculations
 - Use of formulas and functions
 - Graphs and chart creation
 - Pivot tables for data analysis
- **Requirements:**
 - Operating System: Windows 7/8/10/11 or macOS
 - RAM: At least 2GB (4GB recommended)
 - Storage: Minimum 4GB free space
 - Microsoft Office installed

3. Microsoft PowerPoint (*Presentation Application*)

- **Use:** Used for creating slide-based presentations with multimedia content.
- **Common Features:**
 - Slide creation and design
 - Adding text, images, videos, and animations
 - Slide transitions and effects
 - Presenting in slideshow mode
 - Exporting to PDF or video format
- **Requirements:**
 - Operating System: Windows 7/8/10/11 or macOS
 - RAM: At least 2GB (4GB recommended)
 - Storage: Minimum 4GB free space

- Microsoft Office installed

4. Micro Excel (*Lightweight Spreadsheet Application*)

- **Use:** A smaller version of Excel, used for basic spreadsheet tasks and data calculations.
- **Common Features:**
 - Basic data entry and calculations
 - Simple formulas and functions
 - Basic chart creation
 - Lightweight and fast performance
- **Requirements:**
 - Operating System: Windows or macOS
 - RAM: At least 1GB
 - Storage: Minimum 2GB free space

3.3 HOW TO OPEN AND SEND MAIL TO CUSTOMER

How can brands craft an email that customers will actually open and read? Here are five tips.

1. **Have A Voice.** What makes your company unique? How do you communicate that message? Find a voice for your brand emails that stands out from the competition. It could be the voice of a snarky friend, a subject matter expert or the person who always has the best deals. Make it something your customers want to read and be consistent with the voice across all emails. Streamline your emails and optimize them for mobile. Mobile opens account for 46% of all email opens.
2. **Focus On Quality Over Quantity.** The most common reason consumers unsubscribe from brand emails is because they receive too many. Instead of inundating customers with multiple emails a day, make fewer emails count more. One email a week that connects with customers is better than three emails a day that are repetitive and irrelevant. Be strategic with your emails and use them to make customers' lives better, not more complicated.

3. **Segment And Personalize.** Not everyone on your mailing list needs to (or should) receive the same email. Leverage data to understand customers and segment them based on demographics, purchase history and preferences. Personalization is more than just plugging a customer's name into an empty field—it's crafting a message that is useful and meaningful to them. An email targeted to a certain demographic of repeat female customers is more likely to be opened than a mass message because it connects to the customer and is personalized. Marketers who use segmented campaigns have seen as much as a 760% increase in revenue.
4. **Make It Timely.** Some of the most opened emails are tied to actions and have behavioral triggers, especially abandoned carts. A staggering 45% of cart abandonment emails are opened, far above any other type of email. Customers are much more likely to open emails that are beneficial for them, such as an offer for that day only or a deal they can't get anywhere else. Tie in emails to current events, seasonal activities, holidays and birthdays.
5. **Get Feedback.** Customers have opinions about what they want to see in their email, so ask them. Get their feedback of what they are looking for in brand communication, how often they want to be contacted and what would improve the experience. Many companies allow their customers to personalize their email preferences so they only receive certain types of messages. Simple forms or surveys can help brands continually improve their email strategy to best connect with customers.

To create a stock of goods in a computer system, follow these steps:

1. Choose a Stock Management System

You can use:

- **Excel or Google Sheets** (for small businesses)
- **Inventory Management Software** (e.g., QuickBooks, Zoho Inventory, Odoo, or a custom-built system)

- **Point of Sale (POS) System** (if you are running a retail business)

2. Set Up Your Inventory Database

Create a structured format in your system with key fields such as:

- **Item Name** (e.g., HP Laptop, A4 Paper)
- **Stock Keeping Unit (SKU)** (Unique identifier for each product)
- **Category** (e.g., Electronics, Stationery)
- **Quantity in Stock** (e.g., 50 units)
- **Reorder Level** (e.g., Minimum stock before reordering)
- **Supplier Details** (e.g., Name, Contact)
- **Cost Price & Selling Price** (For profit calculation)
- **Date of Entry & Last Update** (For tracking stock changes)

3. Input Initial Stock Data

- Manually enter product details if using Excel or a simple database.
- Use **barcode scanning** or import CSV files for bulk entry in inventory software.

4. Update Stock in Real-Time

- **Record Purchases:** Add new stock when you buy goods.
- **Track Sales:** Deduct stock when items are sold.
- **Monitor Returns & Damages:** Adjust stock levels for defective or returned goods.

5. Automate Stock Management

- Set up **alerts** for low-stock levels.
- Use **barcode scanning** for faster check-ins and check-outs.
- Integrate **sales and inventory systems** to sync stock levels automatically.

6. Generate Reports & Analyze Stock

- **Stock Valuation Reports** (Know the total worth of stock)
- **Stock Movement Reports** (Track fast-moving and slow-moving items)
- **Reorder Reports** (Know when to restock)

CHAPTER FOUR

SUMMARY, RECOMMENDATION AND CONCLUSION

4.1 CHALLENGES ENCOUNTERED

The programme was requiring more than usually expected, especially great patient effort and skills. The challenges was finance: owing to the fact that the organization does not give me any grant of financial support, transportation became a major source of expenditure. I never encounter any difficulties based on my programme, they monitor and taught me what I needed to know and I put them into practice. It wasn't an easy task to undergo, only God in Heaven saw me through.

The success of my training is undisputed, but it was not devoid of rough edges. I experienced some challenges, among these are:

- The issue of expensive transportation was the problem of transportation because my place of attachment was a little bit far from my.
- The bureaucratic system is rigid and before things are done it takes so much time. This affected the conducive working environment for the members of staff in that whenever machines are bad and need repairs it takes so much time before it gets attended to. This system made work so tedious and cumbersome.

Lastly the issue of industrial base I was unable to get in touch with my survive till I ended my program which gave me a lot of worry and concern.

4.2 SUGGESTION TO IMPROVEMENT OF THE SCHEME

I suggested that polytechnic should make Siwes compulsory for every science and technology student so that it will make them perfect in practical aspect in their study.

- Visiting of students during the program should be ensured by the ITF
- Students should be paid their allowance on time to ensure motivation

- Selection of placement should not be left to students. Polytechnics should make a means of allocating students to related companies
- Seminars should be organized for establishments to acquaint them with their roles towards students on training
- Government should participate fully in the provision of equipment in the placement centers

4.3 RECOMMENDATION

Early approved of Siwes report is the most important factor to be considered by the polytechnic authority because the siwes might need a huge amount of money which the students might not be able to get as once and also to avoid delayed of the siwes.

Unstable power supply is another major problem encountered during the construction of the siwes.

Finally, I will appeal to the polytechnic that school should before to use any of the technological tools during course of study. In as such that such tools can not cause damage to them.

4.4 CONCLUSION

My three month student industrial work experience scheme has been one of the most interesting, productive and instructive experience in my life. Through this training. I have gained new insight and more comprehensive understanding about the real industrial working condition and practice; it has also improved my soft and functional skills. All these valuable experiences and knowledge's that I have gained were not only acquired through the direct involvement in task but also through other aspects of the training such as: work observation, interaction with colleagues, superior and other people related to the field.